



SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

***Immediately Following Scrutiny Committee on
THURSDAY, 2 AUGUST 2018***

COMMITTEE ROOMS A/B - NEATH CIVIC CENTRE

1. Appointment of Chairperson
2. Declarations of Interest
3. Minutes of Previous Meeting (*Pages 3 - 6*)
4. Neath Port Talbot Council's Consultative draft Homelessness Strategy 2018 -2022 (*Pages 7 - 48*)
Report of the Head of Commissioning, Support and Direct Services
5. Neath Port Talbot's Plan for Adult Social Care 2018 - 2021 Consultation (*Pages 49 - 94*)
Report of the Head of Commissioning, Support and Direct Services
6. Neath Port Talbot's Plan for Children and Young People Services 2018 - 2019 Consultation (*Pages 95 - 136*)
Report of the Head of Children and Young People Services
7. Forward Work Programme 18/19 (*Pages 137 - 140*)

8. Urgent Items

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

26 July 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 Democratic Services staff.*
- (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 - 5 JULY 2018

SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

Cabinet Board Members:

Councillors: P.D.Richards (Chairperson) and D.Jones

Officers in Attendance:

A.Jarrett, J.Hodges, Ms.K.Warren and J.Woodman-Ralph

1. **APPOINTMENT OF CHAIRPERSON**

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

2. **MINUTES OF PREVIOUS MEETING**

That the minutes of the 7 June 2018 be noted by Committee.

3. **YOUNG CARERS STRATEGY ANNUAL UPDATE YEAR 1**

Decision:

Noted by Committee.

4. **OCCUPATION OF 36 FORGE ROAD BY DYFFRYN CHILDREN'S COMMUNITY TEAM**

Decisions:

1. That approval be granted to enter into an agreement for the occupation of 36 Forge Road by Dyffryn Children's Community Team;

2. To be reviewed with the Head of Property and Regeneration on or the 31 July 2020 if required on terms and conditions to be agreed by the Head of Children and Young People Services in consultation with the Head of Property and Regeneration.

Reason for Decisions:

To enable Children and Young People's Services to enter into an agreement to occupy Forge Road, Port Talbot SA13 1PA so that the service can continue to provide an informal and accessible space to enable direct working with children, young people and their families.

Implementation of Decisions:

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

5. **4TH QUARTER PERFORMANCE REPORT**

Decision:

Noted by Committee

6. **MONITORING THE PERFORMANCE AND PROGRESS OF THE WESTERN BAY REGIONAL ADOPTION SERVICE**

Decision:

Noted by Committee

7. **FORWARD WORK PROGRAMME 18/19**

Decision:

Noted by Committee.

8. **ACCESS TO MEETINGS**

Decision:

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

9. **HILLSIDE MANAGERS REPORT**

Decision:

Noted by Committee.

CHAIRPERSON

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
SOCIAL CARE HEALTH & WELL-BEING CABINET BOARD

2nd AUGUST 2018

**Report of the Head of Commissioning, Support and Direct Services –
A.J. Thomas**

Matter for Decision

Wards Affected: All Wards

**NEATH PORT TALBOT COUNCIL'S CONSULTATIVE DRAFT
HOMELESSNESS STRATEGY 2018 - 2022**

1. Purpose of Report

1.1 To inform Members of the consultative draft Homelessness Strategy 2018-22 ('The Draft Strategy') and seek approval to undertake a 60-day public consultation on the document.

2. Background

2.1 The Draft Strategy sets out the Council's proposals for tackling Homelessness in Neath Port Talbot, over the next four years and beyond; including placing greater emphasis on early intervention and prevention and targeted community based support.

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

2.3 The focus of the Draft Strategy is therefore on the promotion of the health and well-being of citizens. In doing so, the work will embrace the following well-being objectives as defined in our Corporate Plan 2018-22:

- To improve the well-being of children and young people;
- To improve the well-being of all adults who live in the county borough; and
- To develop the local economy and environment so that the well-being of people can be improved.

2.4 A copy of the Draft Strategy is attached at Appendix 1.

3. Monitoring, Review and Delivery

- 3.1 The Strategy will be reviewed on an annual basis by the Social Care, Health and Wellbeing Cabinet Board.
- 3.2 The priorities within the Plan are the basis of the personal objectives between the Director of Social Services, Health & Housing and both the Head Children and Young People Services and the Head of Adult Services in respect of homelessness strategy. These priorities will be reviewed in line with the Council's performance arrangements.

4. Recommendation

- 4.1 That Members approve for a 60 day public consultation period the Neath Port Talbot Council's consultative draft Homelessness Strategy 2018-22 as detailed as Appendix 1 to the circulated report.

5. Reasons for Proposed Decision

- 5.1 This document sets out the strategic direction for a multi-agency endeavour to effectively tackle homelessness in the county borough.
- 5.2 Its production and publication, by the end of this calendar year, together with the review that informed its content, is a requirement of Part 2 of the Housing (Wales) Act 2014.

6. Implementation of Decision

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

7. Equality impact assessment

- 7.1 A full Equality Impact Assessment (EIA) on the draft plan is being undertaken to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010.
- 7.2 It is not expected that the draft plan will have an adverse effect on people with any protected characteristic as all existing and potential service users will be assessed on the basis of their individual needs and will receive the most appropriate service or be signposted accordingly.
- 7.3 As well as existing sources of data, the consultation will be used to glean information about service users, carers and families. The completed EIA

will be presented to Members along with the findings obtained through the consultation process.

8. Workforce impacts

There are no anticipated workforce impacts arising from this report.

9. Legal impacts

The publication of the Homelessness Strategy 2018-22 and the review which informed its content, by the end of this calendar year, is a requirement of Part 2 of the Housing (Wales) Act 2014.

10. Financial impacts

There are no anticipated financial impacts arising from this report.

11. Consultation

It is proposed that, with Members' permission, a 60-day public consultation exercise is undertaken. This will consist of paper and on-line surveys. In addition, officers will attend various groups and forums around the county borough to reach as many stakeholders, including citizens, carers, service providers and other partner organisations as possible. The Consultation Document can be found at Appendix 2 of this report. An Easy Read version of the Draft Plan has been produced (see Appendix 3) as well a summary 'Plan on a Page' which can be found at Appendix 4. In addition, all materials will be available in Welsh.

12. Risk Management

There are no known risks associated with this item.

13. Appendices

- Appendix 1 - Consultative draft Homelessness Strategy 2018-22
- Appendix 2 - Public Consultation Document
- Appendix 3 - Easy Read Version
- Appendix 4 - Plan on a Page

14. Background Papers

None

15. Officer Contact

For further information on this report item, please contact:

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Email: a.j.thomas@npt.gov.uk

Chelé Zandra Howard

Principal Officer Commissioning

Telephone: 685221

Email: c.howard@npt.gov.uk

Neath Port Talbot Council Homelessness Strategy 2018-22



Building Safe & Resilient Communities



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

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FOREWORD

We are pleased to share with you the Council’s Homelessness Strategy for the period 2018 to 2022. I would like to take this opportunity to thank all of the organisations and individuals that have been involved in the review of how the Council currently prevents and responds to homelessness, which informed this document. In particular I would especially like to thank those involved who have themselves used homelessness services.

The strategy outlines in straightforward terms the key issues in Neath Port Talbot and sets out priorities for action in addressing those issues.

In Neath Port Talbot we have an active and productive multi-agency homelessness partnership and the prevention and relief of homelessness is a fundamental element of the partnership members’ ongoing collaborative endeavour.

We are determined that we in the Council will continue to work as effectively as possible with all these partners across the public, private and voluntary sectors to maximise opportunities to deliver on this Strategy.

	
<p>Councillor Peter D. Richards Cabinet Member for Adult Social Services and Health</p>	<p>Angela Thomas Head of Adult Social Care</p>

WHAT IS OUR VISION?

Shaping NPT is Neath Port Talbot Council's Corporate Plan. It sets out what we are going to do to help the county borough become a better place for people to live, learn and work and bring up their families.

The Council's vision is to create a Neath Port Talbot where everyone has an equal opportunity to be healthier, happier, safer and prosperous.¹

This will be achieved by working in partnership with other agencies such as social care, health, education, the third sector, Registered Social Landlords, community organisations, religious organisations and the private sector.

Through partnership working, we will focus on preventing homelessness by ensuring people receive, timely and response evidence based interventions and can be supported to live in long term sustainable accommodation.

To that end the work of the Social Services, Health and Housing Directorate will embrace the following wellbeing objectives set out in our Corporate Plan 2018-2022:

- **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 participates fully in community life – socially and economically"
- **To develop the local economy and environment so that the well-being of people can be improved**

¹ NPT CBC Single Integrated Plan 2013-2023

“The whole of Neath Port Talbot county borough will be a vibrant and healthy place to live, work and enjoy recreational time”

The homelessness strategy has a role to play in achieving all these overarching objectives but it is the first two which are most pertinent.

If we all work together to prevent people becoming homeless, the well-being of children, young people and adults will all be improved. In addition, people will have the support they need to contribute to the local economy.

WHAT DO WE WANT TO ACHIEVE?

In Spring 2018, the Council commissioned an independent review of how it responds to people facing homelessness in order for us to see how we could build on our current practice and develop new ways of working. This review involved extensive engagement with a variety of stakeholders in order to identify opportunities for change.

This strategy sets out how we intend to act on the findings of the review so that we are best placed to meet the needs of those experiencing or at risk of homelessness over the next four years and beyond.

The Council’s aim is to implement an approach that will prevent homelessness wherever possible and effectively support the person when it occurs. A detailed action plan, co-produced with all stakeholders, will be created and implemented following publication of the final version of the strategy.

In order to achieve our aim the Council intends to focus on:

1. Developing effective and proactive partnership working with agencies, including community organisations, so that problems can be identified early and support accessed as quickly and as easily as possible.
2. Exploring opportunities for implementing a multi-agency approach so that those who have experienced repeat episodes of homelessness and have multiple and/or complex needs are supported to live in their own homes. This is achieved through the delivery of targeted and individualised intensive specialist support and is often referred to as the 'Housing First' model.
3. Reviewing our current temporary accommodation service models and exploring the development of a 'temp to perm' approach to avoid households having to move so often.
4. Development of specific housing plans/strategies that focus on those people that may be at most risk of experiencing homelessness, for example accommodation for single people aged under 35.
5. Considering the use of pooled budgets where this may be beneficial, one example where we feel this may offer benefits is the commissioning of accommodation for young care leavers and other vulnerable 16/17 year olds.
6. Strengthen our links with agencies such as the Jobcentre Plus in order to explore the impact of wider national welfare reform to help inform planning.
7. Looking at how we can utilise information technology to quickly help people and agencies access the support, information and advice they need and for commissioners to gather better intelligence to inform planning.
8. In response to our homelessness strategy, review the current monitoring arrangements for the Supporting People Programme Grant (SPPG) so

that the Council can understand and assess how the services we provide deliver on the aims of this strategy.

We propose to shift the focus from emergency responses and fulfilling our homelessness duties to households in crisis by exploring the following:

1. More focussed community based support to prevent homelessness before it becomes a crisis.
2. Evidence based support and accommodation options for people with complex needs who have experienced repeat episodes of homelessness and require a range of services.
3. Helping people to achieve permanent housing and reduce demand for temporary accommodation.

WHAT SHAPES OUR THINKING?

There is a range of important law and national guidance influencing the planning and delivery of homelessness services including:

The Social Services and Wellbeing (Wales) Act 2014

The Act consolidates existing laws and has an emphasis on prevention and ensuring people have choice and control

Sustainable Social Services for Wales: A Framework for Action 2011

The Welsh Government's agenda for regional commissioning and collaboration in service provision

Wellbeing of Future Generations (Wales) Act 2015

Improving the social, economic, environmental and cultural well-being of Wales

Housing (Wales) Act 2014

There is a strong focus on homelessness prevention imposes new legal duties on Local Authorities

Neath Port Talbot CBC Corporate Plan 2018-2022

Sets out our well-being objectives and priorities

Western Bay Population Needs Assessment

Looks at current and estimated future demand for services

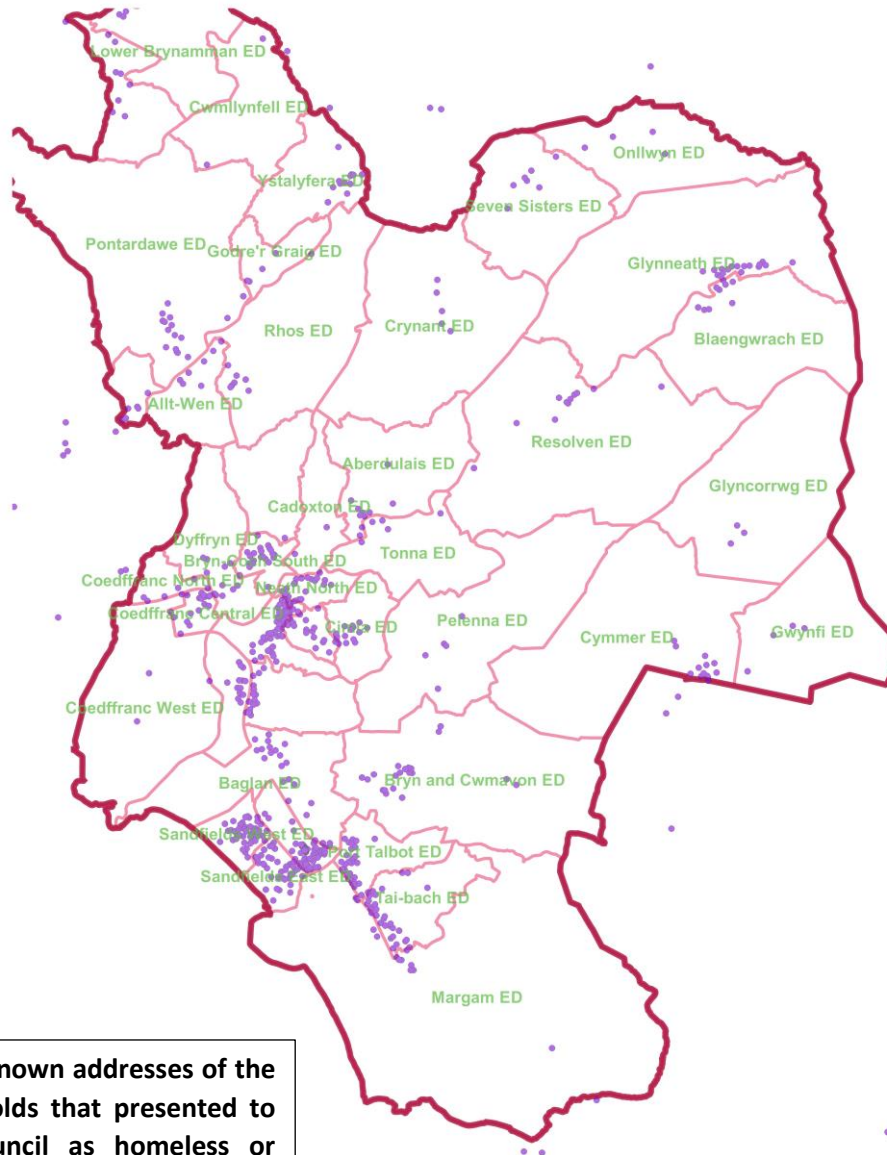
The Housing (Wales) Act 2014 significantly influences the way in which local authorities support those people at risk of or experiencing homelessness. In order to respond to this legislation the Council has shifted its approach to focus on homelessness prevention.

This strategy aims to strengthen our current practice so that our focus is on the continued development of preventative responses at the heart of our communities and accommodation and specialist support for those people who have complex needs and a history of repeat homelessness. In this way we hope to reduce the number of people experiencing crisis and needing emergency responses.

WHAT DO WE KNOW ABOUT HOMELESSNESS IN NEATH PORT TALBOT?

- The number of households who have been found homeless and who the Council has a duty to help find accommodation for has risen by 21% since 2015-16. (537 households over 2015-16, rising to 652 households in 2017-18).
- This has led to increasing pressure on the resources provided to meet the Council's duties.
- The number of households in temporary accommodation has also seen an increase (24 households at the end of quarter one of 2017-18; 87 households at the end of the quarter four of 2017-18).
- This increase has led to far more use of Bed & Breakfast accommodation for single people.
- The issues faced by single people with complex needs has led to more demand on services: not just housing, but a variety of other services including criminal justice, substance misuse services, mental health and other health services.
- The Community Safety team have developed the Street Vulnerable Multi Agency Risk Assessment Committee, chaired by South Wales Police, which brings agencies together to discuss potential solutions.
- A large proportion of the cases discussed are either street homeless or very vulnerably housed.

- The Council utilises a large proportion of its Supporting People budget to provide services that support people in their homes with the aim of preventing them becoming homeless.
- The number of people found homeless in the County Borough is predominantly coming from a small proportion of Council Wards, as follows:



• Last known addresses of the households that presented to the Council as homeless or threatened with homelessness during 2017/18.

WHAT DO WE PLAN TO DO?

We are an ambitious Council and there is much we want to achieve to make sure that those at risk of or experiencing homelessness get the right support and accommodation at the right time and that those with the most complex needs are supported to secure long term accommodation.

The following section outlines the areas of priority that we are planning to take forward over the next four years and beyond. Following consultation on this draft strategy and the publication of the final strategy, a detailed action plan will be developed.

Priority One: Early intervention and Prevention

Strengthening approaches to early intervention and prevention

We will work with other agencies and our local communities to ensure that we can identify issues at an early stage. By working in partnership with other agencies we will make sure that those at risk of homelessness get the right support at the right time and in the right place.

Where are we now?

We have a number of different services to support those at risk of or experiencing homelessness. Our review found that it could be beneficial to review these services to ensure that we are making best use of our available resources, including local communities. The review also found that there may be opportunities to build on our current work to implement more preventative interventions, which will result in a reduction of people requiring short-term emergency accommodation.

Where are we going?

We will look at how we can work with and within our local communities to help prevent homelessness and make sure the services we purchase deliver the right outcomes. We will also look at how people currently access these services and explore the potential to shift more resources from crisis interventions to prevention.

Priority Two: Implementing a Multi-Agency Approach

Targeted support for those with the most complex needs to prevent repeat episodes of homelessness

We know that some people have a range of complex needs and require help to maintain sustainable long-term housing. The *Housing First* model seeks to provide people with permanent housing and specialist targeted support. This model aims to reduce the need for temporary emergency housing and prevent people from experiencing repeat episodes of homelessness.

Where are we now?

We currently have high numbers of people in temporary accommodation and B&B provision. In addition, the review showed there are a significant number of people in Neath Port Talbot that have complex needs and a history of repeat homelessness. These people require a variety of services.

Where are we going?

There are opportunities to look at how we could implement the Housing First model in Neath Port Talbot with our partners. By utilising the expertise of a range of organisations and working closely with partners such as our Health

Board and Housing Associations we will explore the possibility of establishing a Housing First model.

Priority Three: Review of temporary accommodation service models

Help people to access secure permanent accommodation

We will undertake a review of our temporary accommodation offer and explore the possibilities of implementing a 'temp to perm' model.

Where are we now?

The review showed that there is a risk that some people are leaving temporary accommodation but not able to sustain long term accommodation, resulting in them returning to temporary accommodation. We also know that currently there is a high demand for temporary accommodation and that we are utilising B&B provision.

Where are we going?

We want to help people that leave temporary accommodation maintain a long-term tenancy and reduce the number of repeat presentations to short term accommodation. To do this we will explore how we can work with landlords to implement a model that can offer those in temporary accommodation more permanent options.

Priority Four: Development of specific housing plans/strategies

Focusing on helping people most at risk of experiencing homelessness

There is a need to review the range of accommodation options for our most at risk client groups, including single people under the age of 35.

Where are we?

We know that we need to look at how wider changes, such as welfare reform influences our planning and informs the development of accommodation options and services.

Where are we going?

The development of specific housing plans will help us to better understand and address the housing needs of our local communities. These plans will set out how we intend to respond to our current and future challenges in order to ensure that our local residents have a range of suitable and affordable housing models.

Priority Five: Pooled Budgets

Making best use of our financial resources

Pooled budgets may help us to achieve better value for money and streamline processes for accessing support. In particular there is potential to consider the use of a pooled budget to more strategically plan responses for young care leavers and other vulnerable 16/17 year olds with housing needs.

Where are we?

Although there is good partnership working between children social services and our housing team, each team commissions responses for young care leavers with housing needs separately.

Where are we going?

We want to explore the possibility and potential benefits of implementing a pooled budget for services provided to young care leavers and other vulnerable 16/17 year olds with housing needs.

Priority Six: Partnership Working

Further strengthening links with partner agencies to better understand needs and demands

There has been considerable change nationally, including recent welfare reform and there is a need for us to work closely with other organisations such as the Jobcentre Plus in order to help inform our planning, commissioning and delivery of support.

Where are we now?

We have identified through the review the potential to further build on our current partnership working with agencies to help us develop robust responses for those at risk or experiencing homelessness.

Where are we going?

We will actively seek to strengthen our current partnership working arrangements with those agencies that can help support our planning.

Priority Seven: Information Technology

Enhancing the use of information technology

Increased and improved use of information technology can help ensure that people and agencies have quick access to the right support, information and

advice. In addition, improved systems supports commissioners in data gathering to inform planning

Where are we now?

The review has highlighted the importance of accurate data to ensure that commissioners can more accurately understand the needs of those accessing homelessness services. Robust information technology systems will also help to streamline processes and help provide people with the right access to information and advice.

Where are we going?

We will review our current information technology systems and reporting processes and consider options to implement different systems. We will also explore how information technology could be used to help deliver support, information and advice.

Priority Eight: Monitoring SPPG services

Ensuring that our SPPG commissioning helps us to deliver our strategy

In order to ensure successful delivery of our strategy, we will update our current monitoring arrangements for SPPG so that we can understand how the services we commission meet the aims of our strategy.

Where are we now?

We have robust monitoring arrangements in place to understand the impact of the services we commission. These tools will need to be refreshed to reflect the implementation of our strategy.

Where are we going?

New monitoring standards will be developed and implemented so that we can understand how the services we commission help us to achieve our objectives.

IMPLEMENTATION AND MONITORING

This document represents a medium term strategy which will be implemented over the next five years. Following consultation on this draft strategy and the development of the final strategy, we will work with our stakeholders to develop a detailed action plan setting out how we will achieve our priorities. This action plan will include accountable leads, timescales and how we will know that our objective has been achieved.

Progress against this action plan will be regularly reviewed and monitored by the Social Services Scrutiny Committee.

CONCLUSION

The needs of people at risk or experiencing homelessness are often complex and multiple, as such we aim to strengthen partnership working to help prevent and reduce homelessness.

To do this we will explore new models and approaches so that we can shift the focus from managing emergencies and crisis towards a way of working that supports prevention and sustainability of long term accommodation.

This document is intended to be an open statement for our residents and providers of services to understand our intentions and our ambitions. The development of this draft strategy will allow our stakeholders, including

residents and those who are or who have required services, to influence and contribute to our future developments.

Our strategy will be a working document that will be reviewed on a regular basis to ensure that it remains fit for purpose and focus on the changed needs of people in Neath Port Talbot.

REFERENCES

Housing (Wales) Act 2014

<http://gov.wales/topics/housing-and-regeneration/legislation/housing-act/?lang=en>

Neath Port Talbot CBC Corporate Plan 2017-2022

<https://www.npt.gov.uk/15847>

Neath Port Talbot CBC Strategic Business Plan for Adult and Children's Services

<https://democracy.npt.gov.uk/documents/s34372/People%20Directorate%20Strategic%20Business%20Plan%202018-2019%203.pdf>

Sustainable Social Services for Wales: A Framework for Action 2011

<http://gov.wales/topics/health/publications/socialcare/guidance1/services/?lang=en>

The Social Services and Wellbeing (Wales) Act 2014

<http://gov.wales/topics/health/socialcare/act/?lang=en>

Wellbeing of Future Generations (Wales) Act 2015

<http://gov.wales/topics/people-and-communities/people/future-generations-act/?lang=en>

Western Bay Population Needs Assessment 2016 - 2017

<http://www.westernbaypopulationassessment.org/en/home/>



Consultation on

Neath Port Talbot Council's

Homelessness Strategy

2018-22



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1 - Background

In Spring 2018, the Council commissioned an independent review of how it responds to people facing homelessness in order for us to see how we could build on our current practice and develop new ways of working. This review involved extensive engagement with a variety of stakeholders in order to identify opportunities for change.

This strategy sets out how we intend to act on the findings of the review so that we are best placed to meet the needs of those experiencing or at risk of homelessness over the next four years and beyond.

The Council's aim is to implement an approach that will prevent homelessness wherever possible and effectively support the person when it occurs. A detailed action plan, co-produced with all stakeholders, will be created and implemented following publication of the final version of the strategy.

2 - What are the aims of this consultation?

The aims of the consultation are to:-

- Make sure that all interested parties are aware of the Council's proposed Homelessness Strategy 2018-22.
- Provide clear information so that people understand why the actions proposed in the Strategy are necessary.
- Make sure that people have all the information they need to come to an informed opinion about the proposed action.
- Encourage people to give their views on the proposals (outlined in section 4).
- Make sure people know how to submit their views.
- Collect feedback and consider this before a final decision is made.

3- When will the consultation take place?

The Council will be collecting feedback for 60 days from 5th August 2018 to 30th September 2018 (see section 6 for how to give your views).

As well as this document, Council officers will be arranging events to discuss the Homelessness Strategy. This will be a chance to ask questions.

After the consultation ends, all of the feedback will be analysed and a report will be presented to Cabinet Board. This report will set out the proposal and recommendations, taking into account the feedback from the consultation.

4 - Summary of Proposal

We propose to shift the focus from emergency responses and fulfilling our homelessness duties to households in crisis by exploring the following:

- *More focussed community based support to prevent homelessness before it becomes a crisis.*
- *Evidence based support and accommodation options for people with complex needs who have experienced repeat episodes of homelessness and require a range of services.*
- *Helping people to achieve permanent housing and reduce demand for temporary accommodation.*

5. Questions & Answers

During the consultation there will be a number of ways in which you can submit questions about this proposal (see Section 6).

6. How will the Council collect views and opinions?

There are a number of ways that the Council will be collecting views and opinions on this proposal:

There will be an information display giving details of the proposal, together with a suggestion box where questions, letters and completed feedback forms can be deposited.

- Online - for details of the Strategy and Consultation feedback form visit www.npt.gov.uk/haveyoursay
- In writing - you can write to us or complete the Feedback Form at the end of this booklet.
- Paper copies - printed copies of the above and feedback boxes can be found at:
 - Neath Civic Centre
 - Port Talbot Civic Centre
 - The Wallich Bus
 - Shelter Cymru Office
 - CVS Alfred Street
- Meetings - interested parties will be invited to discuss the proposals

For further information email: ccc@npt.gov.uk : Telephone **01639 686520** (this line is available during office hours—8.30am to 5pm Mon to Thurs and 8.30am to 4.30pm on Fri).

Letters and forms can be put into the suggestion box or can be posted to:

Neath Port Talbot County Borough Council

Homelessness Strategy Consultation

Cimla Health & Social Care Centre

Cimla

Neath

SA11 3SU

or

email ccu@npt.gov.uk

You can find the proposals and an online version of this questionnaire
on our website at www.npt.gov.uk

Why are you interested in the Council's Consultation? (please P all that apply)

<input type="checkbox"/>	I am a resident of Neath Port Talbot	<input type="checkbox"/>	I am a volunteer in Neath Port Talbot
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	I work for NPT Council	<input type="checkbox"/>	I am a carer
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	I work in Neath Port Talbot	<input type="checkbox"/>	I use services provided by NPT Council
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	I run a business in Neath Port Talbot	<input type="checkbox"/>	I work for a third sector or voluntary organisation in NPT
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Other (please specify):		

Having read the information we have published about our proposal, do you feel more informed ? (please P one answer)

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Partly	<input type="checkbox"/>	Don't know
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Please indicate how you feel about the proposal in general (please P one answer)

<input type="checkbox"/>	Agree
<input type="checkbox"/>	
Please indicate the main reasons why you agree	

	Neither agree nor disagree
Please specify why you neither agree or disagree	

	Disagree
Please specify why you disagree	

About You: The Council operates equality policies that aim to ensure that everyone is treated fairly and equally. To make sure that people are not discriminated against when accessing our services we carry out monitoring and therefore would be grateful if you could answer the following questions. The information you provide is strictly confidential.

What is your postcode? _____

Age: (please **P** one answer)

	Under 16		30-39		60-74		86+
	17-24		40-49		75-85		Prefer not to say
	25-29		50-59				

Welsh Language – are you: (please **P** one answer)

	Fluent speaker & writer		Fluent speaker		Learner
	Fairly fluent speaker & writer		Fairly fluent speaker		Little or no knowledge

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on the person's ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability? (please **P** one answer)

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say
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Ethnic origin: (please **P** one answer)

<input type="checkbox"/>	White British	<input type="checkbox"/>	Mixed: White & Asian	<input type="checkbox"/>	Black: African
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	White Irish	<input type="checkbox"/>	Indian	<input type="checkbox"/>	Black: Caribbean
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Mixed: White & Black Caribbean	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	Chinese
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Mixed: White & Black African	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Other	<input type="checkbox"/>		<input type="checkbox"/>	

Other Ethnic Group (<i>please specify</i>):

Gender (please **P** one answer)

<input type="checkbox"/>	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>	Transgender	<input type="checkbox"/>	Prefer not to say
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Religion/Belief: (please **P** one answer)

<input type="checkbox"/>	Christian	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>	Hindu	<input type="checkbox"/>	Jewish	<input type="checkbox"/>	Muslim
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Sikh	<input type="checkbox"/>	No religion	<input type="checkbox"/>	Any other religion	<input type="checkbox"/>	Prefer not to say		

Sexual Orientation (please **P** one answer)

<input type="checkbox"/>	Heterosexual	<input type="checkbox"/>	Lesbian	<input type="checkbox"/>	Gay	<input type="checkbox"/>	Bisexual	<input type="checkbox"/>	Prefer not to say
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Nationality (please **P** one answer)

<input type="checkbox"/>	Welsh	<input type="checkbox"/>	Scottish	<input type="checkbox"/>	English	<input type="checkbox"/>	British		
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	Irish	<input type="checkbox"/>	Other	<input type="checkbox"/>	Prefer not to say		<input type="checkbox"/>	<input type="checkbox"/>	

About this consultation

How did you hear about this consultation? (please **P** all that apply):

<input type="checkbox"/>	Radio	<input type="checkbox"/>	Youtube	<input type="checkbox"/>	NPT Council website (www.npt.gov.uk)
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Article in local newspaper	<input type="checkbox"/>	Poster	<input type="checkbox"/>	Direct email
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Facebook (NeathPortTalbotCBC)	<input type="checkbox"/>	Information stand	<input type="checkbox"/>	Local town, community or county borough councillor
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Twitter (@NPTCouncil)	<input type="checkbox"/>	Word of mouth	<input type="checkbox"/>	Other

Other (please specify):

We are interested to know what you thought of this consultation. Please let us know:

Was it easy to understand?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
	<input type="checkbox"/>		<input type="checkbox"/>	
Was the content informative	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No

Any further comments about this consultation?

THANK YOU FOR YOUR TIME

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**Easy Read Version
of
Neath Port Talbot Council
Homelessness Strategy
2018 - 2022**



What is the Strategy?



It is a plan that sets out how the Council wants to work with others to tackle homelessness locally.



We want to work together to prevent homelessness wherever possible and support the person to find permanent home as soon as possible when it does happen.



The document is written by staff from the Council and we would like to know your views to help us produce a final version.



We welcome feedback from all.

We will keep everyone updated at meetings we arrange and be posting information on the Council's website.

What does the Council want out of the Plan?

Shift the focus away from responding to emergencies and meeting our homelessness duties to people in crisis.

Towards:

- **Focussed community based prevention;**
- **Alternative support solutions that have been proven to work for those who need it most; and**
- **Reducing the use of B&B and other temporary accommodation.**

Our Priorities

The plan has a number of areas:

- *Early help to prevent homelessness whenever possible*
- *Support for those with the most complex needs or who have been homeless more than once*
- *Helping homeless people get a permanent home quickly*
- *Focusing on helping people most at risk*
- *Making best use of our finances*
- *Strengthening links with partner agencies*
- *Making better use of Information Technology (IT)*
- Making sure we understand the impact of the services we commission

How will the Council collect views and opinions?



The Council will be collecting views and opinions on this Plan in different ways:



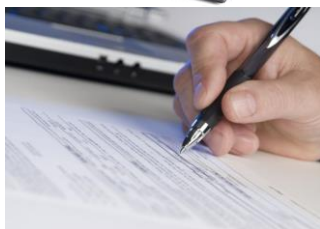
Focus group meetings will be arranged during the consultation. It will be an opportunity to find out more about the our plans, ask questions and give your views.



Paper copies of the plan and feedback form will be available in Neath Civic Centre, Port Talbot Civic Centre and The Quays.



On the Council's website:



You can write to us or complete the feedback form at the end of this booklet. Letters and forms can be put into the suggestion boxes or posted to:

**Neath Port Talbot County Borough Council
Social Services Commissioning Unit
Cimla Health & Social Care Centre
Cimla
Neath
SA11 3SU**



“Building Safe and Resilient Communities”

Neath Port Talbot Homelessness Strategy 2018 - 2022

What do we want to achieve?

Prevent homelessness wherever possible and effectively support the person when it occurs

What are we going to focus on

We propose to shift the focus from emergency responses and fulfilling our homelessness duties to households in crisis by exploring the following:

- More focussed community based support to prevent homelessness before it becomes a crisis.
- Evidence based support and accommodation options for people with complex needs who have experienced repeat episodes of homelessness and require a range of services.
- Helping people to achieve permanent housing and reduce demand for temporary accommodation.

How we will do it?

- *Strengthening approaches to early intervention and prevention*
- *Targeted support for those with the most complex needs to prevent repeat episodes of homelessness*
- *Helping people to access secure permanent accommodation*
- *Focusing on helping people most at risk of experiencing homelessness*
- *Making best use of our financial resources*
- *Further strengthening links with partner agencies to better understand needs and demands*
- *Enhancing the use of information technology*
- *Ensuring that our SPPG commissioning helps us to deliver our strategy*

Have your say !

We are running a public consultation on our Homeless Strategy and want you to Have Your Say.

There are a number of ways you can give us your views:

Online - visit www.npt.gov.uk/haveyoursay

Paper copies and feedback forms of the Plan can be found at the venues below:

- Neath Civic Centre
- Port Talbot Civic Centre
- Homeless Charities
- CVS offices, Alfred Street , Neath



Please respond by 4th October 2018

Corporate Plan Objectives

The Strategy is in line with NPT's and Welsh Government's Well-being Objectives in which Housing is recognised as a cross-cutting theme:

Well-being Objective 1 - We want all our children and young people to have the best start in life, so they can be the best they can be

Well-being Objective 2 - Everyone participates fully in community life - socially and economically

Well-being Objective 3 - Neath Port Talbot County Borough will be a vibrant and healthy place to live, work and enjoy recreational time

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
SOCIAL CARE, HEALTH & WELL-BEING CABINET BOARD

2nd AUGUST 2018

Report of the Head of Commissioning, Support and Direct Services
Ms. A. Thomas

Matter for Decision

Wards Affected: All Wards

NEATH PORT TALBOT COUNCIL'S DRAFT PLAN FOR ADULT SOCIAL CARE 2019 - 2022

1. Purpose of Report

To inform Members of the Draft Plan for Adult Social Care 2019 – 2022 ('The Draft Plan') and seek approval to undertake a 90-day public consultation of the draft document.

2. Background

- 2.1 The Draft Plan sets out the Council's proposals for the medium term future of Adult Social Care in Neath Port Talbot, including placing greater emphasis on a strengths based approach to service provision.
- 2.2 Set against a background of increasing demand for our services and economic pressures requiring budgetary savings, the provision of good adult 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 Neath Port Talbot Council's Draft Plan for Adult Social Care 2019-2022 appended as Appendix 1 covers the functions of:
 - Early Intervention and Prevention
 - Helping people help themselves
 - Older People's Services

- Complex needs: Learning Disabilities & Mental Health Services
- Supporting Carers

3. Monitoring, Review and Delivery

- 3.1 The Plan will be reviewed on an annual basis by Social Care, Health and Well-being Cabinet Board.
- 3.2 The priorities within the Plan are the basis of the personal objectives between the Director of Social Services, Health & Housing, and Head of Commissioning, Support and Direct Services. These priorities will be reviewed in line with the Council's performance arrangements.

4. Recommendation

It is proposed that the Neath Port Talbot Council's Draft Plan for Adult Social Care 2019 – 2022 as detailed in Appendix 1 to the circulated report be approved for a 90 day public consultation period.

5. Reason for Proposed Decision

- 5.1 This document sets out the strategic commissioning direction of Adult Social Care, to ensure that there will be a sustainable range of quality social care services to meet the needs of the citizens of Neath Port Talbot, through promoting better health and well-being of those citizens so that they can remain safe and independent in their own communities for as long as possible.
- 5.2 A key method of ensuring effective communication during the consultation period will be the dissemination of consultation and information materials including feedback questionnaires to key stakeholders. The consultation responses will be used to inform any proposed amendment to the draft plan, and the outcomes will be reported back to Committee for final approval.

6. Implementation of Decision

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

7. Equality impact assessment

- 7.1 A full Equality Impact Assessment (EIA) on the draft plan is being undertaken to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010.

- 7.2 It is not expected that the draft plan will have an adverse effect on people with any protected characteristic as all existing and potential service users and carers will be assessed on the basis of their individual needs and will receive the most appropriate service or be signposted accordingly.
- 7.3 As well as existing sources of data, the consultation will be used to glean information about service users, carers and families. The completed EIA will be presented to Members along with the findings obtained through the consultation process.

8. Workforce impacts

The Draft Plan for Adult Social Care 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 Draft Plan for Adult Social Care has been developed on the basis of the Directorate's budgetary savings for 2018-19.

11. Consultation

It is proposed that, with Members' permission, a 90-day public consultation exercise is undertaken. This will consist of paper and on-line surveys. In addition, officers will attend various groups and forums around the county borough to reach as many stakeholders, including citizens, carers, providers (private and third sector) and partner organisations as possible. The Consultation Document can be found at Appendix 2 of this report. An Easy Read version of the Draft Plan has been produced (see Appendix 3) as well a summary 'Plan on a Page' which can be found at Appendix 4. In addition, all materials will be available in Welsh.

12. Risk Management

There are no risks associated with this item.

13. Appendices

- Appendix 1 - Neath Port Talbot County Borough Council's Draft Plan for Adult Social Care 2019 - 2022
- Appendix 2 – Public Consultation Document
- Appendix 3 – Easy Read Version of Neath Port Talbot Council's Draft Plan for Adult Social Care 2019 - 2022
- Appendix 4 – Adult Social Care Plan on a Page

14. Background Papers

The Social Services Health & Housing Strategic Business Plan 2017 - 2019.

15. Officer Contact

For further information on this report item, please contact:

Angela Thomas, Head of Adult Social Care

Telephone: 763794

Email: a.j.thomas@npt.gov.uk

Chelé Zandra Howard, PO for Commissioning

Telephone: 685221

Email: c.howard@npt.gov.uk

Neath Port Talbot Council's Draft Plan for Adult Social Care 2019 - 2022



Building Safe and Resilient Communities

Image credit: careimages.com

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Foreword

We are pleased to share with you our plans for adult social care for the next three years.

This document describes Neath Port Talbot Council's plans to meet the needs of our local population. Its purpose is to outline how we will support older people, those who are vulnerable and people with complex needs.

The plan follows the Council's vision that Neath Port Talbot will deliver a modern sustainable model of social care and housing support that enables people with an assessed social care need to live as independently as possible within their own homes and communities.

We are committed to meeting those needs by delivering services in a way that is targeted, cost effective, of high quality and sustainable. To complement our work with specialist social care providers we need to shift the focus to maximise opportunities for self-reliance, independence and healthy lives.

The plan will help ensure that we have a more diverse and mature range of providers offering greater choice in the social care market, so that service providers are able to deliver and improve quality and performance, are forward thinking, innovative and proactively respond to the needs of the people who use those services.

We want to involve people who use services, their carers, and service providers so that together we can plan the best way to change and invest in our resources so that we can shape the social care market to offer good quality, value for money, effective services.

Finally, we would like to take this opportunity to offer our thanks to all those who have been involved in the development of this plan and look forward to working with you throughout the implementation.



Councillor Peter D. Richards
Cabinet Member for Adult Social Services
and Health



Angela Thomas
Head of Adult Social Care

What is our Vision for Adult Social Care in NPT?

The Council's vision is to create *a Neath Port Talbot where everyone has an equal opportunity to be healthier, happier, safer and prosperous*¹.

This will be achieved by working in partnership with other agencies such as health, housing, education, the third sector, community organisations and the private sector. Through partnership working, people will receive modern, high quality and sustainable services that will meet their assessed care and support needs and demands both now and in the future.

To that end the work of the Social Services, Health & Housing Directorate will embrace the following well-being objectives as defined in our Corporate Plan 2018-2022:

- **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 participates fully in community life – socially and economically”

In doing so we are committed to working in a way which achieves our overarching objectives.

¹ NPTCBC Single Integrated Plan 2013-2023

What do we want to achieve?

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

We will therefore focus on:

- ✓ Building safe and resilient communities and enabling all people to play an active role and be valued members of their community
- ✓ Implement approaches which help manage the demand for traditional care services and the need for long term care in the community by offering services that support people to retain or regain independence
- ✓ Strengthen the routes into the social care system to give people the right advice at the right time so that we can identify needs at an earlier stage and reduce the need for long-term complex care
- ✓ Focus on approaches which seek greater independence at every opportunity for those people already receiving social care, so they are able to achieve the things that matter to them
- ✓ Create seamless support and services to promote positive transition for young people into adult services
- ✓ Improving the quality of social care services provided and safeguarding people within the borough so that our most vulnerable citizens are kept safe

At the highest level we want to:

- ✓ Promote people's independence, choice and control so they can achieve what matters by being at the centre of their care planning
- ✓ Work to make communities safe and resilient so all people can access their local community, amenities and services
- ✓ Develop modern responsive services with a reablement / rehabilitation / recovery philosophy so that people are supported to retain / regain independence
- ✓ Create new models of care and support to allow people to remain in their own communities and out of long-term care
- ✓ Develop a robust social care market which can respond to changing population needs

- ✓ Engage in development of prevention and well-being services to minimise the demand for complex care
- ✓ Value the important role of carers and recognise their own well-being needs

We propose to shift the focus of the care system so that there is greater emphasis on building safe and resilient communities that promote people's strengths, and ensure we intervene early to prevent needs from escalating.

What shapes our thinking?

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

The Social Services and Wellbeing (Wales) Act 2014

The Act consolidates existing laws and places individuals' wellbeing at the centre of care; promoting choice and control

Sustainable Social Services for Wales: A Framework for Action 2011

The Welsh Government's agenda for regional commissioning and collaboration in service provision

Wellbeing of Future Generations (Wales) Act 2015

Improving the social, economic, environmental and cultural well-being of Wales

Housing (Wales) Act 2014

Sets out Welsh Government's aims to improve the supply, quality and standards of housing in Wales

Neath Port Talbot CBC Corporate Plan 2018-2022

Sets out our well-being objectives and priorities

Western Bay Population Needs Assessment

Looks at current and estimated future demand for services

Regulation and Inspection of Social Care (Wales) Act 2016

Places service quality and improvement at the heart of the regulatory regime and strengthens protection for those who need it

Together for Mental Health (2012)

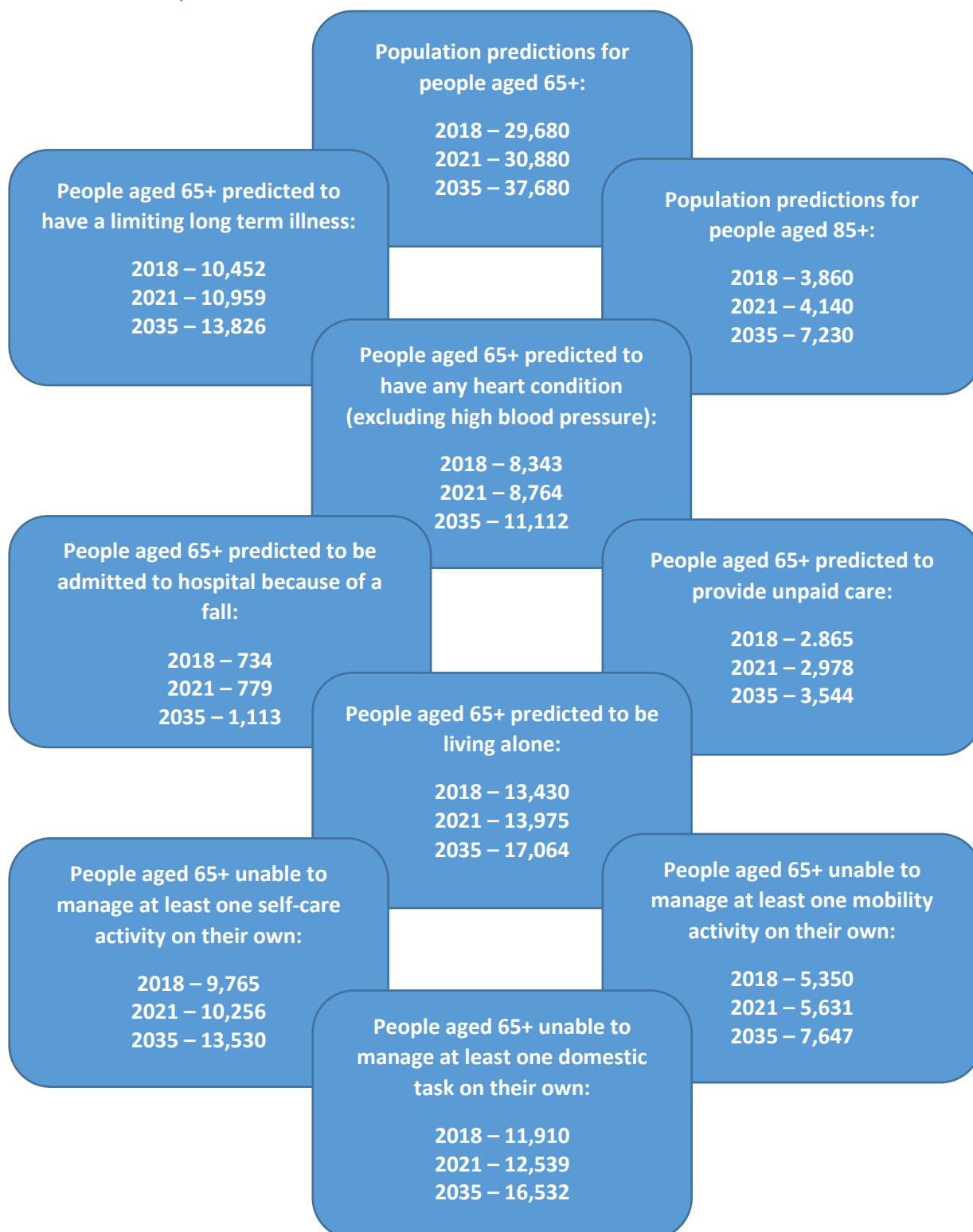
Welsh Government's 10 year strategy to improve mental health and well-being

These are some of the things we have to consider when we plan how we will respond to the needs of our local population.

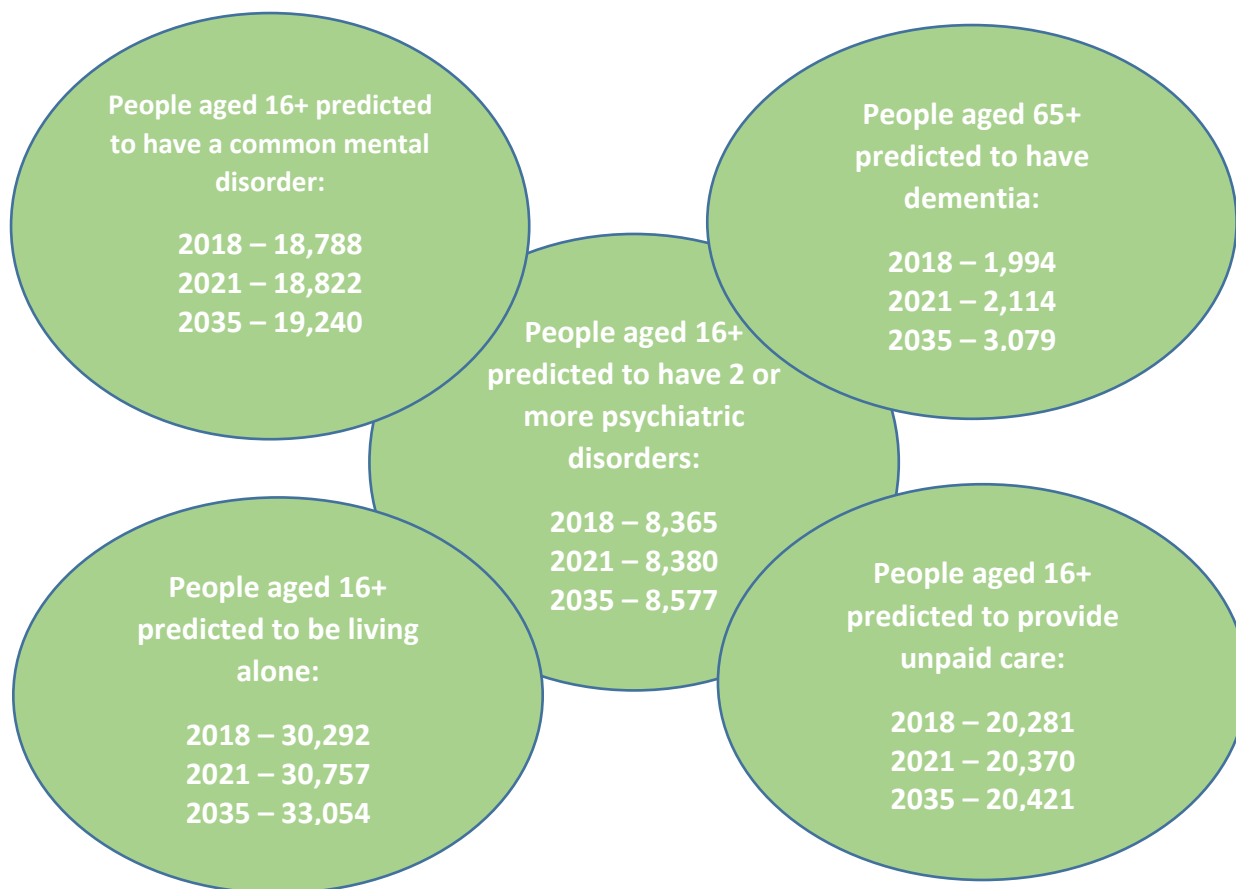
Population Trends

The following section summarises some of the key information we have on the population of Neath Port Talbot in 2018 as well as projections over the three-year time period of this strategy and beyond to 2035. Data obtained from Welsh Government's Daffodil database: www.daffodilcymru.org.uk

Older People in Neath Port Talbot



Mental Health in Neath Port Talbot



Learning Disabilities in Neath Port Talbot

People aged 18+ predicted to have a learning disability:

2018 – 2,643
2021 – 2,643
2035 – 2,696

People aged 18+ predicted to have a moderate or severe learning disability:

2018 – 544
2021 – 542
2035 – 540

People aged 18+ with a learning difficulty estimated to have challenging behaviour:

2018 – 51
2021 – 51
2035 – 52

People aged 18+ predicted to have Down's Syndrome:

2018 – 46
2021 – 45
2035 – 43

People aged 16+ predicted to have Autistic Spectrum Disorders:

2018 – 1,106
2021 – 1,109
2035 – 1,139

Carers in Neath Port Talbot

People aged 16+ providing unpaid care:

2018 – 20,281
2021 – 20,370
2035 – 20,421

People aged 16+ providing 50+ hours of unpaid care per week:

2018 – 6,915
2021 – 7,008
2035 – 7,299

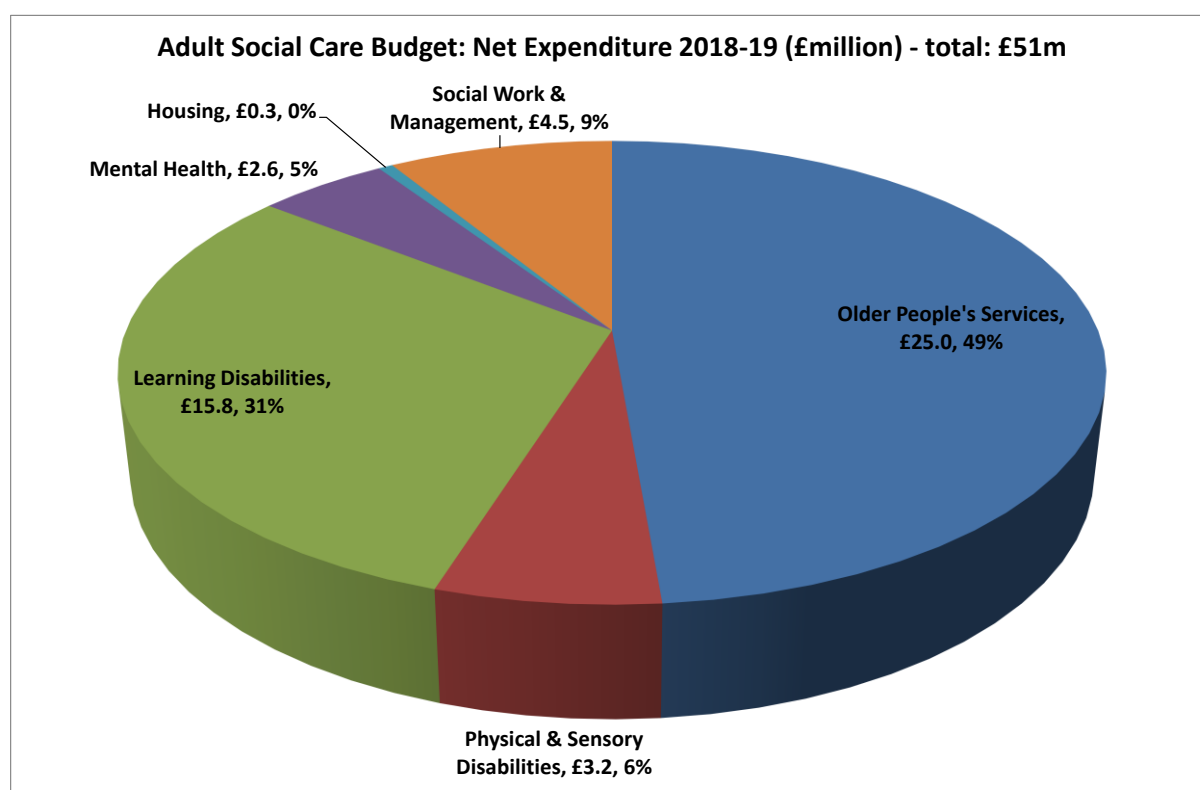
People aged 85+ providing unpaid care:

2018 – 352
2021 – 378
2035 – 660

What do we spend and how do we spend it?

Reducing budgets and an increasing older population mean that the Council has to continue to work as efficiently as possible when commissioning services.

The net budget for Adult Social Services is approximately £51 million per year, which is used to provide, commission and manage services for adults with social care needs, including residential and nursing care, supported living, homecare and respite. In addition to this, there is further funding of £4.8 million provided through the 'Supporting People' programme to address housing support needs. The scale of investment is significant.



In 2018-19 Adult Social Care must try to achieve a savings target of £4 million to meet its commitments to the Council's Forward Financial Plan.

The directorate has seen year on year budgetary reductions while Supporting People funding has remained the same. This represents a real terms reduction when taking into account increased staffing costs and other inflationary pressures.

What are we going to focus on?

The following represent the key areas we are going to promote. Emphasis is on reducing or removing the need for long term care whilst ensuring that sustainable quality services are available for those who need them:

- 1 • A focus on prevention and early intervention
- 2 • Starting from a position of what someone can do, and will be able to do for themselves, with appropriate levels of support
- 3 • Promote outcomes focussed interventions - making sure that what we do has a positive impact and is evidence based
- 4 • Quality support that meets needs and agreed outcomes, and that service users and carers are satisfied with
- 5 • Adaptable, flexible and inclusive services that can meet changing needs and agreed outcomes
- 6 • Purposeful activities that meet outcomes, including supporting people into education, employment and training
- 7 • Make sure everyone working with adults help them to be full and active members of their communities
- 8 • That we receive good value for money
- 9 • Make sure we have a range of good quality service providers

What we plan to do

We are an ambitious Council and there is much we want to achieve to make sure people get the best possible support and have positive life experiences.

The following section outlines the areas of priority we are planning to work on over the next three years and beyond in order to commission high quality services that prevent, postpone or minimise the need for formal care, whilst providing value for money and safeguarding our citizens.

Early Intervention & Prevention

Strengthen approaches to early intervention, prevention and wellbeing

A key objective is to keep people 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.

By enabling people to access simple support services, and through better targeted early interventions we will prevent or delay a loss of independence and as a result reduce the need for more expensive health and social care services in the future.

Where we are now

With an increasing older population we need to have the right services in place to support people in their old age. There is a greater need to identify effective ways of supporting people to stay well and reduce the pressure on health and social care services. It is widely recognised that investing in prevention and early intervention results in better outcomes for individuals, organisations and communities and is a more efficient use of existing resources.

Where we are going

We will commission community based services that promote self-help, so our residents can access a range of information, advice and other services that help maintain their well-being and independence. We will work with people at an earlier stage to support them to live healthier lives in old age.

To achieve this we will:

- ✓ Provide an information, advice and assistance (IAA) service and promote the Community Services Directory so people know what support is available and how to get it
- ✓ Offer an enabling approach through our Community Resource Team to promote greater levels of long term independence such as through Reablement – a mixture of therapies, services and equipment for rebuilding people’s skills and confidence following a hospital admission or similar episode, or supporting people to prevent hospital and care homes admissions
- ✓ Utilise Local Area Coordinators to promote community based support – a local, accessible single point of contact for people of all ages who may be vulnerable due to age, disability, mental illness or social isolation, so that they can build a good life as members of their communities
- ✓ Improve provision of advocacy services to support people to speak up and make their views heard and to help them understand the information they need to make decisions
- ✓ Improving the effectiveness of short term interventions such as reablement; working with people to recover and delay or remove the need for long term care
- ✓ 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

Helping people help themselves

Building Safe and Resilient Communities

We want to put responses in place that divert 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.

An assessment of the person's need will focus on what a person can do, or could do with the right support, rather than focusing on what a person cannot do right now. This requires regular reviews to assess achievement against a set of goals or outcomes that have been developed and agreed with the person requiring support. This will need operational practice (such as social care, health and housing related support) and those responsible for commissioning services to work more closely.

By 'helping people to help themselves' we should see happier, healthier and more vibrant communities.

Where we are now

Assessments often focus on what people cannot do, sometimes resulting in them having reduced opportunities to retain or regain skills.

Where we are going

We will work more closely with and better include all those involved in the person's personal network of support including family, carers, the third sector and the local community. We will also be looking to develop a new range of accommodation and community support options, which will involve the establishment of a new commissioning framework for social care and housing related support services.

Achieving this will require us to focus on ensuring that those who work with people requiring services have the right skills to deliver responses that are enabling and support progression of independence.

To achieve this we will:

- ✓ Work with all service users and providers with the aim of seeing people develop and make progress; we will continually review care and support plans to help people improve their independence
- ✓ Develop an approach to share responsibilities with individuals, families and communities to build on people's strengths
- ✓ Strengthen our approaches to Local Area Co-ordination to help people access local community resources
- ✓ Offer people who require a service the choice of a Direct Payment so they have greater control over how their needs are met

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, more people are being supported to stay at home so we need to strengthen the domiciliary care market to meet greater demand.

People prefer to live in their own homes and communities as long as possible, and we must ensure appropriate support is available to help achieve this.

Where we are now

We are seeing reduced demand for residential care but increases in those people with more complex needs such as dementia. Our projections clearly show the number of people aged 85 and over in Neath Port Talbot will grow significantly over the next few years. A corresponding increase in demand for social care services means our current model of support would become unaffordable and unsustainable.

Where we are going

We expect to see a continued reduction in the overall number of people in long term residential care placements, including through provision of 'support at home' services for older people with lower level eligible needs; this might include domiciliary care or the use of Assistive Technology. We also acknowledge the increasing demand for specialised nursing care and want to ensure we have the right services to meet people's future needs and expectations.

To achieve this we will:

- ✓ Develop more services that help people to regain their independence (known as reablement)
- ✓ Reduce the number of people going into residential care and nursing homes by supporting people to remain at home
- ✓ Make more use of new technology to help people stay in their own homes, e.g. by making it easier for them to contact someone in an emergency

- ✓ 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
- ✓ 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
- ✓ Work with Occupational Therapists to develop opportunities to use equipment to create greater levels of independence and reduce the need for double staffed domiciliary care calls
- ✓ 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
- ✓ Work with Western Bay colleagues to develop pooled budget arrangements for the care home sector
- ✓ Continue to implement the recommendations from the Older Person's Commissioner's report

Complex Needs: Learning Disabilities & Mental Health Services

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

We want our services to have a positive impact on people's lives. 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.

By moving away from more risk averse practices and models of support and instead recognise and safely build on people's individual qualities, strengths and abilities, we will be able to ensure that people are able to live more independent lives including, where appropriate, supporting people to live in their own homes and communities. This is often called a '**Progression**' approach.

Where we are now

The current service model is not as progressive as it could be, being heavily reliant on care provided in a residential home or an historical model of supported living for those people with learning disabilities. Similarly, for people with mental ill health there is too much reliance on residential care services. This has resulted in an under-developed market for more enabling services which promote greater levels of independence, recovery and rehabilitation.

We are reviewing people with complex needs using the '**Progression**' approach which seeks to help a person achieve their aspirations for living life as independently as possible and requires working with the person and their support network to develop a personalised assessment. It identifies very specific development requirements in respect of activities of daily living; goal directed support planning; positive risk taking and outcome based reviews. This is then used to help understand how to best support the person and develop their skills so that they can transition into a more independent support model or receive lower levels of staff support.

An example of this approach is the identification that a person currently living in a residential care home out of the area wants and can, with the right support and planning, return to Neath Port Talbot and live in their own home. To achieve this, first the person might take up residency in a local residential care provision for a period of time, during which the provider will work with

the individual to help them acquire independent living skills. During this time they may form a friendship group with other residents and, at a later date, move to a supported shared home with their own tenancy and further enabling support.

Where we are going

Social workers will have a greater role in conducting reviews and preparing support plans, with an increased focus on forward planning and the need to include specific goals and person centred outcomes.

As such, service providers will be commissioned and routinely monitored according to their ability and progress in promoting independence of individual clients, whilst ensuring that costs are in line with the services being provided.

Over a number of years, it is anticipated that housing-based support will gradually change from being a service that consists of mainly residential care or supported living to one where the majority of individuals are living more independently.

To achieve this we will:

- ✓ Review how we provide support for people with very complex care needs; implementing an outcome focussed approach to promote greater levels of independence so we focus on helping people achieve goals and what is important to them

For People with a Learning Disability

- ✓ Work with providers to create a range of more personalised support and flexible accommodation options tailored to the individual
- ✓ Reduce the number of people living in residential care and traditional models of supported living
- ✓ Promote the use of Assistive Technology to promote independence
- ✓ Work with providers to promote the progression model of support

For People with Mental Ill Health

- ✓ Carry out a review of Mental Health provision to develop a rehabilitation and community based model for the future.
- ✓ Improve the availability of services that promote rehabilitation and recovery for those experiencing mental ill health
- ✓ Develop more services that aim to prevent mental health problems

Supporting Carers

To strengthen our planning arrangements and support mechanisms for carers

Neath Port Talbot has the largest community of people reporting as being unpaid carers in Wales and England. The contribution they make is immeasurable. We must do all we can to promote their rights and support their efforts.

There are an estimated 20,280 people in Neath Port Talbot providing unpaid care. By providing support to carers they are enabled to continue to provide a vital and invaluable role in supporting the people for whom they care.

Where we are now

Neath Port Talbot invests in a variety of services for carers including information and advice, training, advocacy, drop-in support sessions and respite services. However, more can be done to help carers in their role.

Where we are going

We want carers to be able to access a range of services and assistance which support them to continue their caring role where they wish to do so. Services should be available which meet carers' needs flexibly to reduce the impact of caring on the carer's own health and wellbeing.

To achieve this we will:

- ✓ Work with partners to improve early identification of carers, including promoting uptake of carers assessments to ensure eligible need is identified
- ✓ Increase the range of early advice, information and support to people new to the caring role (e.g. carers knowing what help is available to them and the person they care for)
- ✓ Ensure the social care market can offer carers a full range of services including advocacy, breaks, training and respite provision, for example through befriending services
- ✓ With partners, offer training to support the caring role, including peer support and networking opportunities
- ✓ Consult carers to ensure services meet their needs
- ✓ Review local short breaks (respite) policy and provision to ensure it is appropriate and sustainable

Implementation and Monitoring

This document represents a medium term plan which will be implemented over the next three years. An action plan will be developed and progress will be reviewed and monitored by the Social Services Scrutiny Committee as well as surveys, etc. of service users and their carers.

In line with the service model delivery principles, the success of this plan will be demonstrated by:

- A greater understanding and meeting of service users' choices and expectations
- More people with an assessed need (including carers) either living independently with various support options or supported at home and in their own communities
- More adults achieving positive outcomes as determined by themselves in all areas of life
- Reduced number of people entering residential care
- Consistent delivery of specified high standards for service provision
- Achievement of value for money and the savings within the Council's Forward Financial Plan
- Development of a culture that helps those with assessed support needs to make full use of their potential, protect them from harm and ensure dignity and respect
- Full engagement of service users and their carers in the delivery and shaping of services
- Integrating with the local health service across the care pathway, with appropriate levels of more intensive rehabilitative support as well as ongoing care and intensive community based support as necessary
- Regular reviews to ensure that levels of support change in line with changing needs
- Positive responses and feedback from people using services and their carers

Conclusion

The needs of individuals can often be complex and multiple, but the aim and emphasis must be on independent living, choice and accessibility. Such a focus will mean a further shift away from conventional forms of service provision towards facilitating more individualised support that *enables* those to overcome barriers to independence and inclusion within their local community. Such a focus on increased participation through independent living produces personal, social and economic benefits both for those individuals, their families and carers and for local communities.

This document is intended to be an open statement for individuals and providers of services to understand our intentions and our ambitions. It will provide a focus for future reviews to enable us to track progress and allow us to review our assumptions. The development of the strategy will allow service users to see where they may wish to influence and contribute to future service developments, and it will offer providers a steer for developing new services.

This plan is a working document that will be reviewed on a regular basis to ensure that it remains fit for purpose and focused on the changing needs of the people of Neath Port Talbot.

References

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<https://democracy.npt.gov.uk/documents/s35665/Learning%20Disability%20Service%20Delivery%20Plan%202018-19%20v1.5%2027%20Feb%202018.pdf>

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Western Bay Population Needs Assessment 2016 - 2017

<http://www.westernbaypopulationassessment.org/en/home/>

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Neath Port Talbot County Borough Council Plan for Adult Social Care 2019-2022 Consultation



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1- Background

Neath Port Talbot County Borough Council Vision is to create a NPT where everyone has an equal opportunity to be healthier, happier, safer and prosperous. Our draft Plan for Adult Social Services sets out how we intended to meet the Social Care needs of the local population now and for the future.

By working in partnership with other agencies such as health, housing, education, the third sector, community organisations and the private sector, we aim to provide modern, sustainable and high quality responsive services.

2 - What are the aims of this consultation?

The aims of the consultation are to:-

- Make sure that all interested parties are aware of what we are proposing for adult social care in NPT
- Provide clear information so that people understand why the changes are necessary
- Make sure that people have all the information they need to come to an informed opinion
- Encourage people to give their views on the proposal (outlined in section 4).
- Make sure people know how to submit their views
- Collect feedback and consider this before a final decision is made

3- When will the consultation take place?

The Council will be collecting feedback for 90 days from 5th August 2018 to 3rd November 2018 (see section 6 for how to give your views).

As well as this document, Council officers will be holding sessions and attending various forums to explain the Plan.

After the consultation ends, all of the feedback will be analysed and a report will be presented to Cabinet. This report will set out the proposal and recommendations, taking into account the feedback from the consultation.

4 - What is the Proposal Summary

We want to help people keep independent for as long as possible through the delivery of high quality and timely responses.

This plan sets out our intentions to shift the focus of the care system so that there is greater emphasis on building safe and resilient communities that promote people's strengths, and ensure we intervene early to prevent needs from escalating.

We will therefore focus on:

- Building safe and resilient communities and enabling all people to play an active role and be valued members of their community
- Implement approaches which help manage the demand for traditional care services and the need for long term care in the community by offering services that support people to retain or regain independence
- Strengthen the routes into the social care system to give people the right advice at the right time so that we can identify needs at an earlier stage and reduce the need for long-term complex care
- Focus on approaches which seek greater independence at every opportunity for those people already receiving social care, so they are able to achieve the things that matter to them
- Create seamless support and services to promote positive transition for young people into adult services
- Improving the quality of social care services provided and safeguarding people within the borough so that our most vulnerable citizens are kept safe

5 - Questions & Answers

During the consultation there will be a number of ways in which you can submit questions about this proposal (see Section 6), however, here are the answers to some questions you may have:

How has the Council reached the conclusion that this proposal is the best option for service users?

A: After carefully assessing the options, the Council believes that this is the one which would cause the least disruption to Service users, provide the same high quality of service and be affordable for the Council.

6 - How will the Council collect views and opinions?

There are a number of ways that the Council will be collecting views and opinions on this proposal:

There will be an information display giving details of the proposal, together with a suggestion box where questions, letters and completed feedback forms can be deposited.

- Online - for details of the Plan and Consultation feedback form visit www.npt.gov.uk/haveyoursay
- In writing— You can write to us or complete the Feedback Form at the end of this booklet.
- Paper copies—printed copies of the above and feedback boxes can be found at:
 - Neath Civic Centre
 - Port Talbot Civic Centre
 - The Quays
 - CVS Alfred Street
- Meetings - interested parties will be invited to discuss the proposals

For further information email: ccu@npt.gov.uk : Telephone 01639 686522 (this line is available during office hours—09;00am to 4pm Mon to Thurs and 09;00am to 4.00pm on Fri);

Letters and forms can be put into the suggestion box or can be posted to:

Neath Port Talbot County Borough Council

Commissioning Strategy Consultation

Cimla Health & Social Care Centre

Community Care Services

Cimla

Neath

SA11 3SU

or

email ccu@npt.gov.uk

You can find the proposals and an online version of this questionnaire
on our website at www.npt.gov.uk/haveyoursay

Why are you interested in the Council's Consultation? (please P all that apply)

Which Consultation are you responding to

<input type="checkbox"/>	Adults	<input type="checkbox"/>	Children	<input type="checkbox"/>	Both
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<input type="checkbox"/>	I am a resident of Neath Port Talbot	<input type="checkbox"/>	I am a volunteer in Neath Port Talbot
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	I work for NPT Council	<input type="checkbox"/>	I am a carer
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	I work in Neath Port Talbot	<input type="checkbox"/>	I use services provided by NPT Council
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	I run a business in Neath Port Talbot	<input type="checkbox"/>	I work for a third sector or voluntary organisation in NPT
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Other (<i>please specify</i>):		

Having read the information we have published about our proposal, do you feel more informed about these? (please P one answer)

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Partly	<input type="checkbox"/>	Don't know
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Please indicate how you feel about the proposal in general (please P one answer)

<input type="checkbox"/>	Agree with
<input type="checkbox"/>	
Please indicate the main reasons why you agree	

	Neither agree nor disagree
<i>Please specify why you neither agree or disagree</i>	

	Disagree with
<i>Please specify why you disagree</i>	

About You: The Council operates equality policies that aim to ensure that everyone is treated fairly and equally. To make sure that people are not discriminated against when accessing our services we carry out monitoring and therefore would be grateful if you could answer the following questions. The information you provide is strictly confidential.

What is your postcode? _____

Age: (please **P** one answer)

	Under 16		30-39		60-74		86+
	17-24		40-49		75-85		Prefer not to say
	25-29		50-59				

Welsh Language – are you: (please / one answer)

	Fluent speaker & writer		Fluent speaker		Learner
	Fairly fluent speaker & writer		Fairly fluent speaker		Little or no knowledge

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on the person's ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability? (please **P** one answer)

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say
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Ethnic origin: (please **P** one answer)

<input type="checkbox"/>	White British	<input type="checkbox"/>	Mixed: White & Asian	<input type="checkbox"/>	Black: African
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	White Irish	<input type="checkbox"/>	Indian	<input type="checkbox"/>	Black: Caribbean
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Mixed: White & Black Caribbean	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	Chinese
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Mixed: White & Black African	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Other	<input type="checkbox"/>		<input type="checkbox"/>	

Other Ethnic Group (<i>please specify</i>):

Gender (please **P** one answer)

<input type="checkbox"/>	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>	Transgender	<input type="checkbox"/>	Prefer not to say
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Religion/Belief: (please **P** one answer)

<input type="checkbox"/>	Christian	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>	Hindu	<input type="checkbox"/>	Jewish	<input type="checkbox"/>	Muslim
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Sikh	<input type="checkbox"/>	No religion	<input type="checkbox"/>	Any other religion	<input type="checkbox"/>	Prefer not to say		

Sexual Orientation (please **P** one answer)

<input type="checkbox"/>	Heterosexual	<input type="checkbox"/>	Lesbian	<input type="checkbox"/>	Gay	<input type="checkbox"/>	Bisexual	<input type="checkbox"/>	Prefer not to say
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Nationality (please **P** one answer)

<input type="checkbox"/>	Welsh	<input type="checkbox"/>	Scottish	<input type="checkbox"/>	English	<input type="checkbox"/>	British		
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	Irish	<input type="checkbox"/>	Other	<input type="checkbox"/>	Prefer not to say		<input type="checkbox"/>	<input type="checkbox"/>	

About this consultation

How did you hear about this consultation? (please P all that apply):

<input type="checkbox"/>	Radio	<input type="checkbox"/>	Youtube	<input type="checkbox"/>	NPT Council website (www.npt.gov.uk)
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Article in local newspaper	<input type="checkbox"/>	Poster	<input type="checkbox"/>	Direct email
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Facebook (NeathPortTalbotCBC)	<input type="checkbox"/>	Information stand	<input type="checkbox"/>	Local town, community or county borough councillor
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Twitter (@NPTCouncil)	<input type="checkbox"/>	Word of mouth	<input type="checkbox"/>	Other

Other (please specify):

We are interested to know what you thought of this consultation. Please let us know:

Was it easy to understand?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
	<input type="checkbox"/>		<input type="checkbox"/>	
Was the content informative	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No

Any further comments about this consultation?

THANK YOU FOR YOUR TIME

Please place your questionnaire in the feedback box provided or post to:

**Neath Port Talbot County Borough Council
Commissioning Strategy Consultation
Community Care Services**

**Cimla
Neath
SA11 3SU**



**Easy Read Version
of
Neath Port Talbot Council's
Draft Plan for Adult Social
Care 2019 - 2022**



What is the Plan?



The plan describes how Neath Port Talbot Council will meet the social care needs of local people.



The plan tells us how Adult Social Services will make sure people with a disability or age related frailty in Neath Port Talbot have the same opportunities and choices as everyone else.



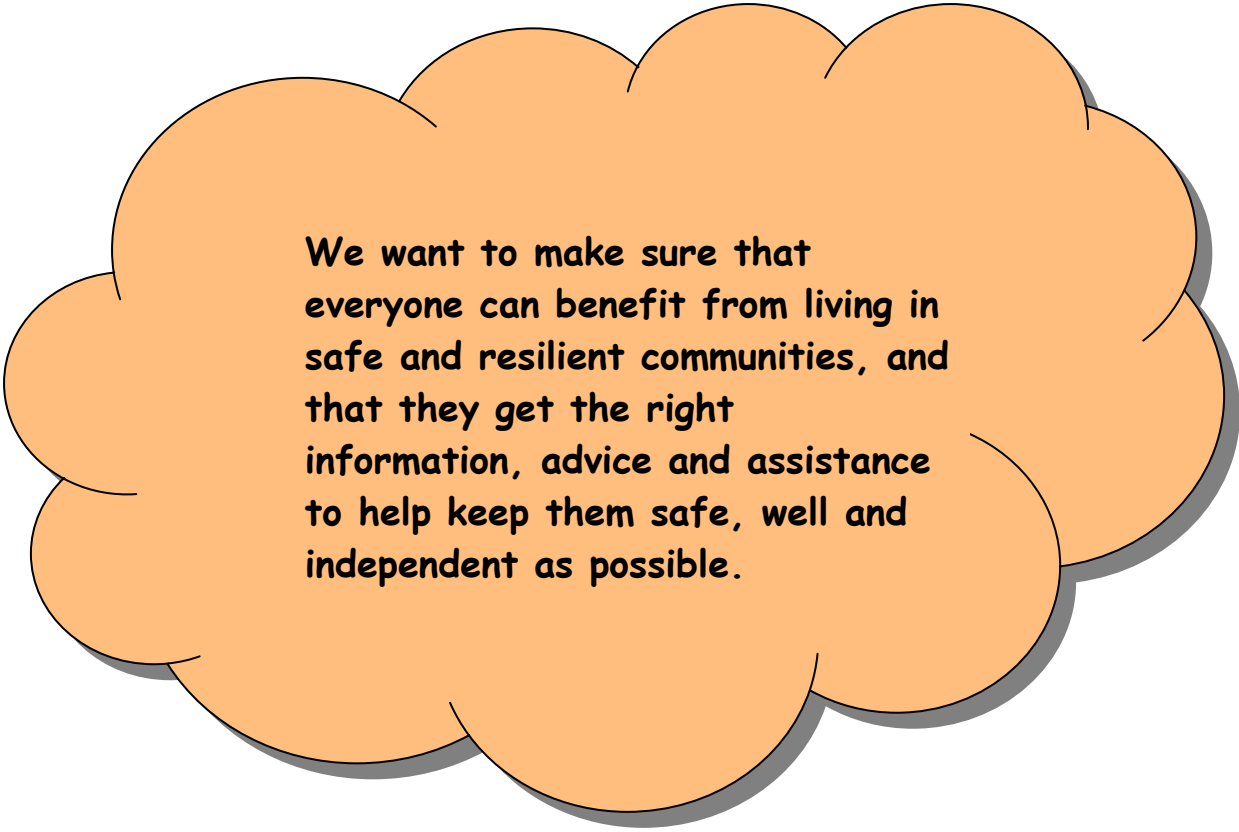
This plan is a draft written by staff from Neath Port Talbot Council and we would like to know your views to develop a final plan.



We welcome feedback from all.

We will keep individuals, their carers and others updated via forums including Carers Meetings, and information on the NPT website.

What does Neath Port Talbot Council want out of the Plan?



We want to make sure that everyone can benefit from living in safe and resilient communities, and that they get the right information, advice and assistance to help keep them safe, well and independent as possible.

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

Our Priorities

The plan has a number of areas:

Early Intervention & Prevention

By helping people to access simple support services, and better targeted early interventions, we will prevent or delay a loss of independence.

Helping people help themselves

By "Building Safe and Resilient Communities" we want to identify community based services that better meet people's needs.

Older People's Services

People prefer to live in their own homes and communities. Wherever possible, we will try to ensure the right support is available to achieve this.

Learning Disabilities & Mental Health Services

We want our services to have a positive impact on people's lives. We will work with partners to promote people's strengths and independence, and make sure they get the care they need based on what they want to achieve.

Supporting Carers

We want carers to be able to access a range of services and assistance to support them in their caring role, and help the cared for person where possible.

How will the Council collect views and opinions?



The Council will be collecting views and opinions on this Plan in different ways:



Focus group meetings will be arranged during the consultation. It will be an opportunity to find out more about the Plan, ask questions and give your views.



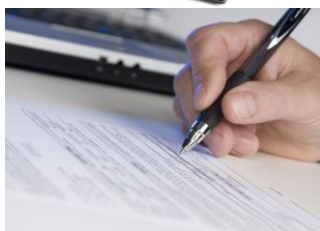
Paper copies of the plan and feedback form will be available in Neath Civic Centre, Port Talbot Civic Centre and The Quays.



On the Council's website:

www.npt.gov.uk/haveyoursay

Or email us: CCU@npt.gov.uk



You can write to us or complete the feedback form at the end of the consultation booklet. Letters and forms can be posted to:

Neath Port Talbot County Borough Council

Social Services Commissioning Unit

Cimla Health & Social Care Centre

Cimla

Neath SA11 3SU

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"Building Safe and Resilient Communities"

NPT's Plan for Adult Social Care 2019 — 2022

What do we want to achieve?

We propose to shift the focus of the care system so that there is greater emphasis on building safe and resilient communities that promote people's strengths, and ensure we intervene early to prevent needs from escalating.

What are we going to focus on?

- A focus on prevention and early intervention
- Starting from a position of what someone can do, and will be able to do for themselves, with appropriate levels of support
- Promote outcomes focussed interventions
- Quality support that meets needs and agreed outcomes, and that service users and carers are satisfied with
- Adaptable, flexible and inclusive services that can meet changing needs and agreed outcomes
- Purposeful activities that meet outcomes, including supporting people into education, employment and training
- Make sure everyone working with adults help them to be full and active members of their communities
- That we receive good value for money
- Make sure we have a range of good quality service providers

How we will do it ?

- **Early Intervention & Prevention:** By enabling people to access simple support services, and through better targeted early interventions we will prevent or delay a loss of independence; reducing the need for longer term health and social care services in the future
- **Helping people help themselves:** An assessment of the person's needs will focus on what they can do, or could do with the right support, rather than focusing on what a person cannot do right now
- **Older People's Services:** Ensure there is a robust social care market to meet the demands for Older People with enabling approaches to Long Term Care. People prefer to live in their own homes and communities as long as possible, and we must ensure appropriate support is available to help achieve this. There is also increasing demand for specialised nursing care
- **Complex Needs:** For people accessing learning disability services or mental health services, we will, in partnership with individuals, carers, families and service providers remodel services and implement a 'progression' model of care to aid recovery, rehabilitation and offer greater independence where possible
- **Supporting Carers:** We will strengthen our planning and support mechanisms for carers so they are enabled to continue to provide their vital and invaluable role

Have your say !

We are running a public consultation on our Plan and want you to Have Your Say.

There are a number of ways you can give us your views:

Online - visit www.npt.gov.uk/haveyoursay

Paper copies and feedback forms of the Plan can be found at the venues below:

- Neath Civic Centre
- Port Talbot Civic Centre
- The Quays
- CVS offices, Alfred Street , Neath



Please respond by 3rd November 2018

Corporate Plan Objectives

Our Plan is in line with NPT's Well-being Objectives:

Well-being Objective 1 -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*"

The well-being of all children and young people who live in the county borough is prioritised, at all stages of childhood through to the point where young people become adults.

Well-being Objective 2 - To improve the well-being of all adults who live in the county borough "*Everyone participates fully in community life – socially and economically*"

This focuses on the well-being of people throughout their adulthood, and also takes a life course approach.

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
SOCIAL CARE, HEALTH & WELL-BEING CABINET BOARD

2nd AUGUST 2018

Report of the Head of Children & Young People Services – Ms. K. Warren

Matter for Decision

Wards Affected: All Wards

NEATH PORT TALBOT COUNCIL'S DRAFT PLAN FOR CHILDREN & YOUNG PEOPLE SERVICES 2019 - 2022

1. Purpose of Report

To inform Members of the Draft Plan for Children & Young People Services 2019 – 2022 ('The Draft Plan') and seek approval to undertake a 90-day public consultation of the draft document.

2. Background

- 2.1 The Draft Plan sets out the Council's proposals for the medium term future of Children & Young People Services in Neath Port Talbot, including placing greater emphasis on early intervention and prevention services.
- 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 for children, young people and families remains a priority of the Council.
- 2.3 Its focus is therefore on communities, strengths, early intervention and prevention so that children and young people in Neath Port Talbot are safe, and living in families where they can achieve their potential and have their health, well-being and life chances improved within thriving communities. 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 Neath Port Talbot Council's Draft Plan for Children & Young People Services 2019-2022 appended as Appendix 1 covers the functions of:

- Early Intervention and Prevention
- Safeguarding
- Safely reducing the number of Looked After Children and improve the quality of care
- Implementing outcome focused interventions across Children's Services
- Supporting Young Carers

3. Monitoring, Review and Delivery

- 3.1 The Plan will be reviewed on an annual basis by Social Care, Health and Well-being Cabinet Board.
- 3.2 The priorities within the Plan are the basis of the personal objectives between the Director of Social Services, Health & Housing, and Head of Children & Young People Services. These priorities will be reviewed in line with the Council's performance arrangements.

4. Recommendation

Members are asked to approve the Neath Port Talbot Council's Draft Plan for Children and Young People Services 2019-2022 for a 90 day public consultation as detailed in Appendix 1 to the circulated report.

5. Reason for Proposed Decision

- 5.1 This document sets out the strategic commissioning direction of Children & Young People Services. By offering more coordinated, cost-effective, timely and tailored support for children, young people and families, we will ensure a more joined up, evidence-based approach to service provision. This should result in reduced demand for specialist and acute services, resulting in improved outcomes and life chances for families through their needs being met earlier and more efficiently.
- 5.2 A key method of ensuring effective communication during the consultation period will be the dissemination of consultation and information materials including feedback questionnaires to key stakeholders. The consultation responses will be used to inform any proposed amendment to the draft plan, and the outcomes will be reported back to Committee for final approval.

6. Implementation of Decision

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

7. Equality impact assessment

- 7.1 A full Equality Impact Assessment (EIA) on the draft strategy is being undertaken to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010.
- 7.2 It is not expected that the draft plan will have an adverse effect on people with any protected characteristic as all existing and potential service users, families and carers will be assessed on the basis of their individual needs and will receive the most appropriate service or be signposted accordingly.
- 7.3 As well as existing sources of data, the consultation will be used to glean information about service users, carers and families. The completed EIA will be presented to Members along with the findings obtained through the consultation process.

8. Workforce impacts

The Draft Plan for Children & Young People Services 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 Draft Plan for Children & Young People Services has been developed on the basis of the Directorate's budgetary savings for 2018-19.

11. Consultation

It is proposed that, with Members' permission, a 90-day public consultation exercise is undertaken. This will consist of paper and on-line surveys. In addition, officers will attend various groups and forums around the county borough to reach as many stakeholders, including citizens, carers, providers (private and third sector) and partner organisations as possible. The Consultation Document can be found at Appendix 2 of this report.

12. Risk Management

There are no risks associated with this item.

13. Appendices

- Appendix 1 – Neath Port Talbot Council’s Draft Plan for Children & Young People Services 2019 - 2022
- Appendix 2 – Public Consultation Document
- Appendix 3 – Easy Read Version of Neath Port Talbot Council’s Draft Plan for Children & Young People Services 2019 – 2022
- Appendix 4 – Children & Young People Services Plan on a Page

14. Background Papers

The Social Services Health & Housing Strategic Business Plan 2017 - 2019.

15. Officer Contact

For further information on this report item, please contact:

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Neath Port Talbot Council's Draft Plan for Children & Young People Services 2019 - 2022



Building Safe and Resilient Communities

Image credit: careimages.com

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Foreword

We are pleased to share with you our plans for Children and Young People's Services for the next three years.

This document describes Neath Port Talbot Council's plans to meet the needs of our local population. Its purpose is to outline how we will support children, young people and their families in Neath Port Talbot. Over the years, strong relationships have been built with partner agencies, providers, children, young people and their families. Our aim is to ensure that we understand the needs of our population and continually place children and young people at the heart of everything we do.

Working together with partners, providers and our communities we strive to develop and design services and responses that achieve improved outcomes for children, young people and their families.

It is our intention to develop a more diverse and mature range of providers offering greater choice in the market, so that those from whom we commission and procure services are able to deliver and improve quality and performance, are forward thinking, innovative and proactively respond to the needs of the children, young people and families who use those services.

We want to involve all those who use or provide services so that together we can plan the best way to change and invest in our resources so that we can shape the social care market to offer targeted good quality, value for money, effective and sustainable services.

Finally, we would like to take this opportunity to offer our thanks to all those who have been involved in the development of the commissioning strategy and look forward to working with you throughout its implementation.



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



Keri Warren
Head of Children and Young People Services

What is our Vision for Children, Young People and Families in NPT?

The Council's vision is to create *a Neath Port Talbot where everyone has an equal opportunity to be healthier, happier, safer and prosperous*¹.

This will be achieved by working in partnership with other agencies such as health, housing, education, the third sector, community organisations and the private sector. Through partnership working, people will receive modern, high quality and sustainable services that will meet their assessed care and support needs and demands both now and in the future.

To that end the work of the Social Services, Health & Housing Directorate will embrace the following well-being objectives as defined in our Corporate Plan 2018-2022:

- **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 participates fully in community life – socially and economically"

In doing so we are committed to working in a way which achieves our overarching objectives.

¹ NPTCBC Single Integrated Plan 2013-2023

What do we want to achieve?

Our goal is to ensure that children and young people in Neath Port Talbot are safe, and living in families where they can achieve their potential and have their health, well-being and life chances improved within thriving communities. We want to get it right for our citizens – from childhood to adulthood.

We will therefore focus on:

- ✓ Ensuring children, young people and families are central to decisions about them, and their voice and experiences are heard and responded to
- ✓ Building safe and resilient communities and enabling people, including children young people and their families, to be part of their communities
- ✓ Valuing children and getting it right from early childhood to adulthood so they get the best support
- ✓ Planning and delivering the best services based on the voice of children, young people and their families and evidence of what works
- ✓ Supporting children, young people and families and their communities to be safe, independent and responsible for their own well-being
- ✓ Creating seamless support and services to promote positive transition for young people as they enter adulthood
- ✓ Improving the quality of social care services provided and safeguarding people within the borough

At the highest level we want to:

- ✓ Ensure consistency and quality of practice across teams and services
- ✓ Promote independence, choice and control for children, young people and families
- ✓ Safeguard citizens from harm
- ✓ Create new models of care and support within the community so that people are able to stay within their own communities
- ✓ Develop a robust market which can respond to changing demands in the future
- ✓ Engage in development of prevention and well-being services so that more people are able to stay independent
- ✓ Value the important role of young carers and recognise their own well-being needs so that they are supported

We propose to shift the focus of the care system so that there is greater emphasis on building safe and resilient communities that promote people's strengths, and ensure we intervene early to prevent needs from increasing.

What shapes our thinking?

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

The Social Services and Wellbeing (Wales) Act 2014

The Act consolidates existing laws and places individuals' wellbeing at the centre of care; promoting choice and control

Sustainable Social Services for Wales: A Framework for Action 2011

The Welsh Government's agenda for regional commissioning and collaboration in service provision

Wellbeing of Future Generations (Wales) Act 2015

Improving the social, economic, environmental and cultural well-being of Wales

Housing (Wales) Act 2014

Sets out Welsh Government's aims to improve the supply, quality and standards of housing in Wales

Neath Port Talbot CBC Corporate Plan 2018-2022

Sets out our well-being objectives and priorities

Western Bay Population Needs Assessment

Looks at current and estimated future demand for services

Regulation and Inspection of Social Care (Wales) Act 2016

Places service quality and improvement at the heart of the regulatory regime and strengthens protection for those who need it

Together for Mental Health (2012)

Welsh Government's 10 year strategy to improve mental health and well-being

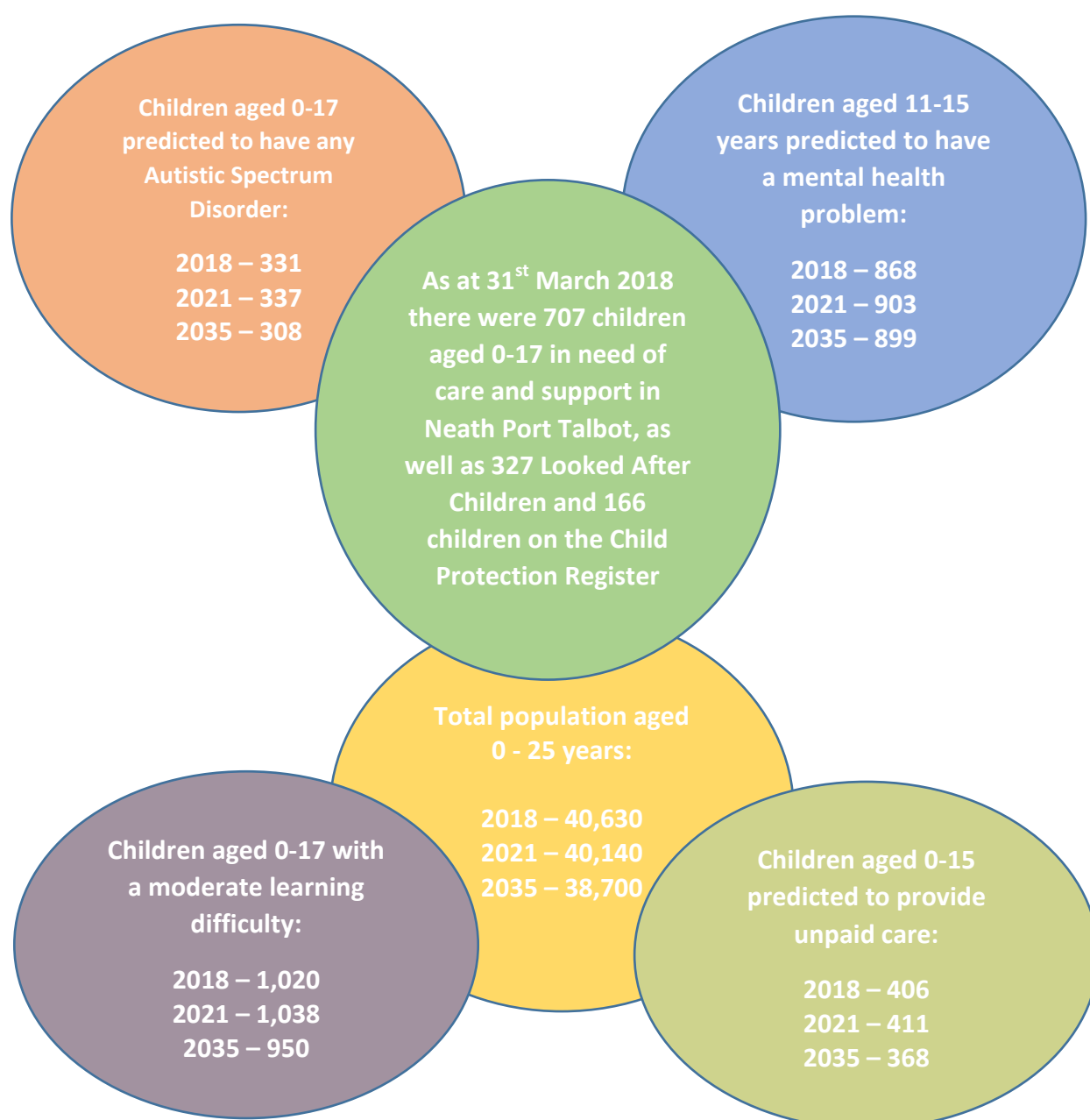
These are some of the things we have to consider when we plan how we will respond to the needs of our local population.

What we know about NPT's population

The following section summarises some of the key information we have on children and young people in Neath Port Talbot in 2018, as well as some projections over the three-year time period of this plan and beyond to 2035.

Data obtained from Welsh Government's Daffodil database: www.daffodilcymru.org.uk and in-house systems.

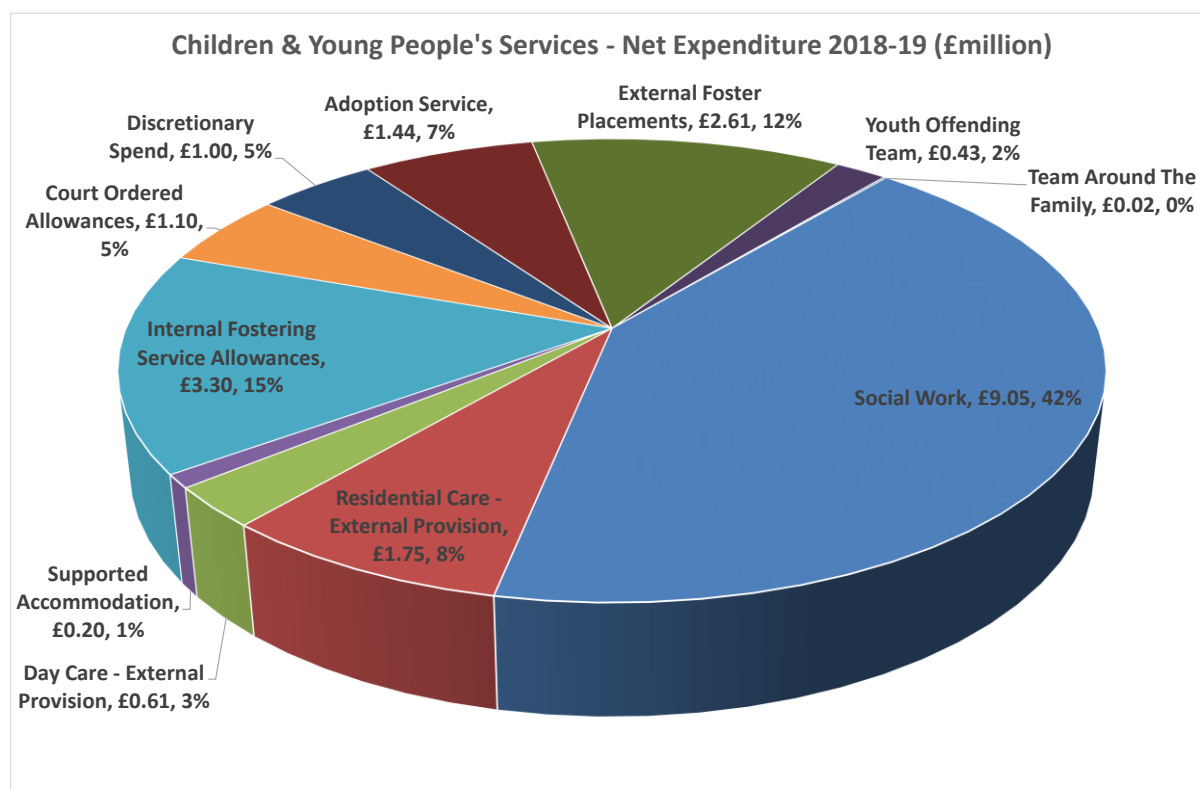
Children and Young People in Neath Port Talbot



What do we spend and how do we spend it?

Reducing budgets mean that the Council has to continue to work as efficiently as possible when commissioning services.

The Council spends approximately £21.5 million per year on providing, commissioning, and managing services for children and young people with social care needs, including Fostering Services, Adoption Service and Early Intervention & Prevention work.



By focussing on Early Intervention and Prevention Services, we are investing to support children to remain at home with their families where possible and safe to do so. It is anticipated that these initiatives will help Children & Young People's Services to achieve a savings target of £500,000 to meet its commitments to the Council's Forward Financial Plan in 2018/19.

What are we going to focus on?

The following represent the key areas we are going to promote. Emphasis is on reducing or removing the need for long term care whilst ensuring that sustainable quality services are available for those who need them:

- 1 • A focus on early intervention and prevention - resolving problems early; right support at the right time
- 2 • Quality support that meets needs and agreed outcomes, and that children, young people and families are satisfied with
- 3 • Promote outcomes focussed interventions - making sure that what we do has a positive impact and is evidence based
- 4 • Starting from a position of what someone can do, and will be able to do for themselves, with appropriate levels of support
- 5 • Adaptable, flexible and inclusive services that can meet changing needs - ensure people are able to achieve the goals that matter to them
- 6 • Understanding what is important to people and offer activities that meet outcomes, including supporting people into education, employment and training
- 7 • Make sure we have a range of good quality service providers
- 8 • Make sure everyone working with children, young people and families help them to be full and active members of their communities
- 9 • That we receive good value for money

How will we do it?

We are an ambitious Council and there is much we want to achieve to make sure people get the best possible support and have positive life experiences.

This section explains what we want to work on over the next three years to deliver this plan.

Children's needs are best met by their own families if this can be safely supported. Helping families stay together is a key focus of Children's Services. Early intervention and prevention services can reduce the number of children and young people reaching the threshold for care and needing to become Looked After Children (LAC), or support them to return safely to their families in a timely manner.

We must manage risk effectively with families that are approaching the threshold for care, and work to ensure we only provide care to those children who need to be looked after outside of their family, and are supported to remain in the family home when it is safe to do so. We will provide a range of effective interventions which support families to make changes whilst always ensuring that children and young people are kept safe.

There are a number of ways we will achieve this:

Early Intervention & Prevention

Strengthen approaches to early intervention, prevention and wellbeing

Effective Early Intervention will resolve problems before they become overwhelming and require high cost, reactive services.

The terms 'intervention' and 'prevention' are often used interchangeably across disciplines and in practice will often overlap, so the following explains what it means to us in Neath Port Talbot:

Prevention

Prevention is essentially a broad set of universal and additional support services that aims to prevent problems by building resilience, increasing protective factors and reducing risk factors facing children, young people and their families.

Early Intervention

Early intervention involves identifying children and families that may be at risk of running into difficulties and providing timely and effective support. Its purpose is to improve the life chances of children and families and benefit society at large, whilst being cost effective².

By enabling people to access support services, and through better targeted early interventions we will prevent or reduce the need for more complex social care services in the future.

This vision is underpinned by a number of principles:

- Listening to children, young people and families, and ensuring that their voices are evident throughout our involvement
- Working together as a strong partnership to deliver effective local support
- Identifying the children, young people and families who need extra help and support at the earliest opportunity
- Commitment to a 'Family First' approach to the assessment of needs which will have a positive impact on all individuals within the whole family
- Delivering a whole-family approach, ensuring that we use interventions and approaches that we know make a difference and achieve good outcomes.
- Keeping families at the centre of what we do through effective assessment processes and by empowering professionals to address the needs of children, young people and their families at the first opportunity
- Share information in a timely way , avoiding the need for continuous or repetitive assessment and 'starting again', understanding the whole family's needs
- Continuously improve – learning as we go by monitoring, reviewing and evaluating the way that we work, gaining a better understanding of what helps families most, and focusing our resources on making a positive difference

By offering more coordinated, cost-effective, timely and tailored support for children, young people and families, we will ensure a more joined up,

² Early Intervention Foundation

evidence-based approach to early intervention which should reduce demand for specialist and acute services, resulting in improved outcomes and life chances for families through their needs being met earlier and more efficiently across the whole system.

This will be implemented through the commissioning and delivery of Integrated Family Support Services.

Safeguarding

Children should live or grow up in homes where they feel safe and secure. Safeguarding children and young people is a key priority and underpins all activity in Children's Services

Children who are at risk should be supported at the earliest opportunity, with a view to trying to make things get better and stay better. Interventions will aim to keep children in their own homes, within their family or within their local community.

To help keep children and young people safe we will:

- Ensure all staff are aware of the importance of appropriate information sharing to safeguard children
- Reduce exploitation, specifically focusing on Child Sexual Exploitation, Missing Children, Modern Slavery and County Lines as part of the Western Bay Safeguarding Children Board
- Use better safeguarding decision making for vulnerable children and families through the measurement of set criteria
- Make sure children and young people living in the context of domestic abuse, parental substance misuse, mental ill health and disability are identified early and receive appropriate help and support

Safely reduce the number of Looked After Children and improve the quality of care

We will ensure that children and young people receive the right level and type of care and support to have positive childhood experiences

We will plan effectively for Looked After Children (LAC) to ensure they have stability and permanence, do not remain in care longer than is necessary and leave care positively. In particular, supporting a successful transition to adulthood, and increasing placement choices in fostering and adoption.

We ensure all children and young people in care have a care plan, to make sure that they come into and exit care at the right times. We need to ensure that children do not 'drift' through care, but have clearly planned processes which allow them to be reunited with family and friends where possible, have stable, supported and well matched placements with alternative carers and exit the care system in a timely and positive way at whatever age that happened

To achieve this we will:

- Ensure there are effective decision-making arrangements in place prior to children becoming looked after
- Maintain robust scrutiny and review of short-term admissions into care
- Ensure the sufficiency and stability of placements when children need to be looked after by:
 - increasing the number of NPT foster carers to match the needs of the children who need to be looked after; and
 - providing support and training to foster carers to assist them in supporting children to achieve their outcomes and to increase the likelihood of placement stability
- Ensure lack of drift for children who are looked after by:
 - promoting timely assessment and rehabilitation to families where safe to do so; and
 - ensuring that where possible children and young people are able to be cared for safely without the need to be looked after
- Work closely with our partners to ensure the right support services from Education, Health and other universal and early intervention services are available to LAC in order to prevent unnecessary placement breakdown, and meet identified needs
- Employ effective joint working arrangements across organisations including Adult Services and Housing, ensuring key transition points across the life course and a focus on adults as parents
- Ensure responsive and effective identification of safeguarding issues via development of the Multi-Agency Placement Support Services (MAPSS) – a multi-disciplinary team that aims to help children with complex needs

as a result of their experiences to remain in stable placements, by providing specialist placement support

- Develop a pilot Team to work jointly between Children & Young People Services and Adult Social Care to ensure children with complex needs have a smooth transition to adulthood;
 - To ensure consistency in planning for young people as they progress to adulthood
 - To develop commissioned services to meet the needs of young people with complex needs as they move from being a child to an adult
 - To support young people to achieve independence with the least intrusive package of support to meet their needs and to encourage a step down in service provision where appropriate
- Strengthen and develop accommodation for care leavers by:
 - reviewing the commissioned arrangements to provide supported accommodation for care leavers;
 - develop services to meet complex needs including mother and baby placements
 - develop opportunities for young care leavers to access education, employment and training opportunities

Implement outcome focused interventions across Children's Services

The services provided should contribute positively to children's lives, maximising the child's potential and improve stability

By focusing on improving social work practice in relation to assessment and outcome based care planning we will further develop services that promote long term child and family stability.

We will provide the right mix of placements and support locally where possible to meet identified needs of children who are or may become Looked After, as cost effectively as possible, and develop services which enable successful transitions to adulthood.

We will achieve this by:

- Enhanced participation and engagement arrangements for children, young people and their families

- Better facilitating children and young people to play a more active part in the creation and review of their Care and Support Plans (co-production)
- High quality assessment of local needs, informed by Western Bay Population Needs Assessment with local plans that drive evidence-based and outcome focused commissioning plans
- Recruiting more in-house foster carers with the right combination of skills to meet the needs of children and young people in our care
- Working in partnership with Independent Foster Agencies to make sure we pay a fair price for placements
- Making sure services meet the needs of children and young people requiring specialist provision including parent and child placements, complex residential placements and placements for children with disabilities

Supporting Young Carers

To strengthen our planning arrangements and support mechanisms for young carers

We recognise that for some families, children will take on caring responsibilities.

Young carers are children who help look after a member of the family who is ill, disabled or has mental health problems, or is misusing drugs or alcohol. Their day to day responsibilities often include things like cooking, cleaning and shopping.

The commitment of young carers to their cared-for person means that their own individual needs are sometimes neglected. They may find it difficult to socialise with their peers or to find people who understand the practical difficulties of their daily life. It is important to recognise the needs of young carers and their right to be young people as well as carers.

We want to identify and reduce the numbers of children and young people who are undertaking caring roles and the numbers of families who rely on the care of a young person for their care needs because this impacts negatively on a young person's emotional and physical well-being.

We want to ensure that every young carer in NPT has the resources and support necessary to achieve their full potential and lead a life away from their caring role.

To achieve this we will:

- ✓ Review the NPT Young Carers Strategy
- ✓ Work with partners, including Education and Health, to improve early identification of young carers, including promoting uptake of carers assessments to ensure eligible need is identified
- ✓ Better identify and raise the profile of young carers among community organisations to improve the services they get
- ✓ With partners, offer support to young carers, including peer support and networking opportunities to help them achieve their potential
- ✓ Give young carers more of a say to ensure services meet their needs
- ✓ Further develop our Family Information Service so it has the resources needed to provide information and signposting facilities for young carers
- ✓ Work with various organisations and communities to identify local resources that young carers can access
- ✓ Ensure there are adequate support services in place for the cared-for person so that the young carer can have a break from their caring responsibilities

How will we know how well we are doing?

This is a medium term plan which will be implemented over the next three years. An action plan will be developed and progress will be reviewed and monitored by the Social Services Scrutiny Committee including via surveys, etc. of children, young people, families and young carers.

In line with the service model delivery principles, the success of this commissioning strategy will be demonstrated by:

- Fewer numbers of Looked After Children
- Fewer children at risk of, or being, exploited (in any of its various forms)
- Improved stability of foster and other placements (reduced numbers of children moving between foster placements; more young care leavers being able to access suitable accommodation)
- A greater understanding and meeting of children, young people and families' choices and expectations
- Consistent delivery of specified high standards for service provision
- Achievement of value for money and the savings within the Council's Forward Financial Plan
- Development of a culture that helps those with assessed support needs to make full use of their potential, protect them from harm and ensure dignity and respect
- Full engagement of children, young people, families and carers in the shaping and delivery of services
- Effective joint working with partners in planning and delivering services
- Regular reviews to ensure that levels of support change in line with changing needs
- Positive responses and feedback from people using services and their carers

Conclusion

The needs of children, young people and families can often be complex and multiple, but the aim and emphasis must be on working with them to find out, and provide, those services which can help achieve positive outcomes.

This document is intended to be an open statement for individuals and providers of services to understand our intentions and our ambitions. It will provide a focus for future reviews to enable us to track progress and allow us to review our assumptions. The development of the plan will allow those who receive services to see where they may wish to influence and contribute to future service developments, and it will offer providers a steer for developing new services.

This plan is a working document that will be reviewed on a regular basis to ensure that it remains fit for purpose and focused on the changing needs of the children, young people and families of Neath Port Talbot.

References

Housing (Wales) Act 2014

<http://gov.wales/topics/housing-and-regeneration/legislation/housing-act/?lang=en>

Learning Disability Services Strategic Delivery Plan 2018 – 2019

<https://democracy.npt.gov.uk/documents/s35665/Learning%20Disability%20Service%20Delivery%20Plan%202018-19%20v1.5%2027%20Feb%202018.pdf>

Mental Capacity Act 2005

http://www.legislation.gov.uk/ukpga/2005/9/pdfs/ukpga_20050009_en.pdf

Mental Health Services Strategic Delivery Plan 2018 – 2019

<https://democracy.npt.gov.uk/documents/s36084/Mental%20Health%20Service%20Delivery%20Plan%202018-19%20v1.2.pdf>

Neath Port Talbot CBC Corporate Plan 2017-2022

<https://www.npt.gov.uk/15847>

Neath Port Talbot CBC Strategic Business Plan for Adult and Children's Services

<https://democracy.npt.gov.uk/documents/s34372/People%20Directorate%20Strategic%20Business%20Plan%202018-2019%203.pdf>

Neath Port Talbot Young Carers Strategy 2017-2020

<https://democracy.npt.gov.uk/documents/s31031/NPT%20Draft%20Young%20Carers%20Strategy%20final%20version%20Appendix%201.pdf>

Regulation and Inspection of Social Care (Wales) Act 2016

<http://gov.wales/topics/health/socialcare/regulation/?lang=en>

Sustainable Social Services for Wales: A Framework for Action 2011

<http://gov.wales/topics/health/publications/socialcare/guidance1/services/?lang=en>

The Social Services and Wellbeing (Wales) Act 2014

<http://gov.wales/topics/health/socialcare/act/?lang=en>

Together for Mental Health (2012)

<http://gov.wales/topics/health/nhswales/plans/mental-health/?lang=en>

Wellbeing of Future Generations (Wales) Act 2015

<http://gov.wales/topics/people-and-communities/people/future-generations-act/?lang=en>

Western Bay Population Needs Assessment 2016 - 2017

<http://www.westernbaypopulationassessment.org/en/home/>



**Easy Read Version
of
Neath Port Talbot Council's
Draft Plan for Children &
Young People Services
2019 - 2022**



What is the Plan?



The plan describes how Neath Port Talbot Council will meet the social care needs of local children, young people and their families.



The plan tells us how Children and Young People Services will make sure children and young people are brought up in a safe, positive environment and that they have the right support.



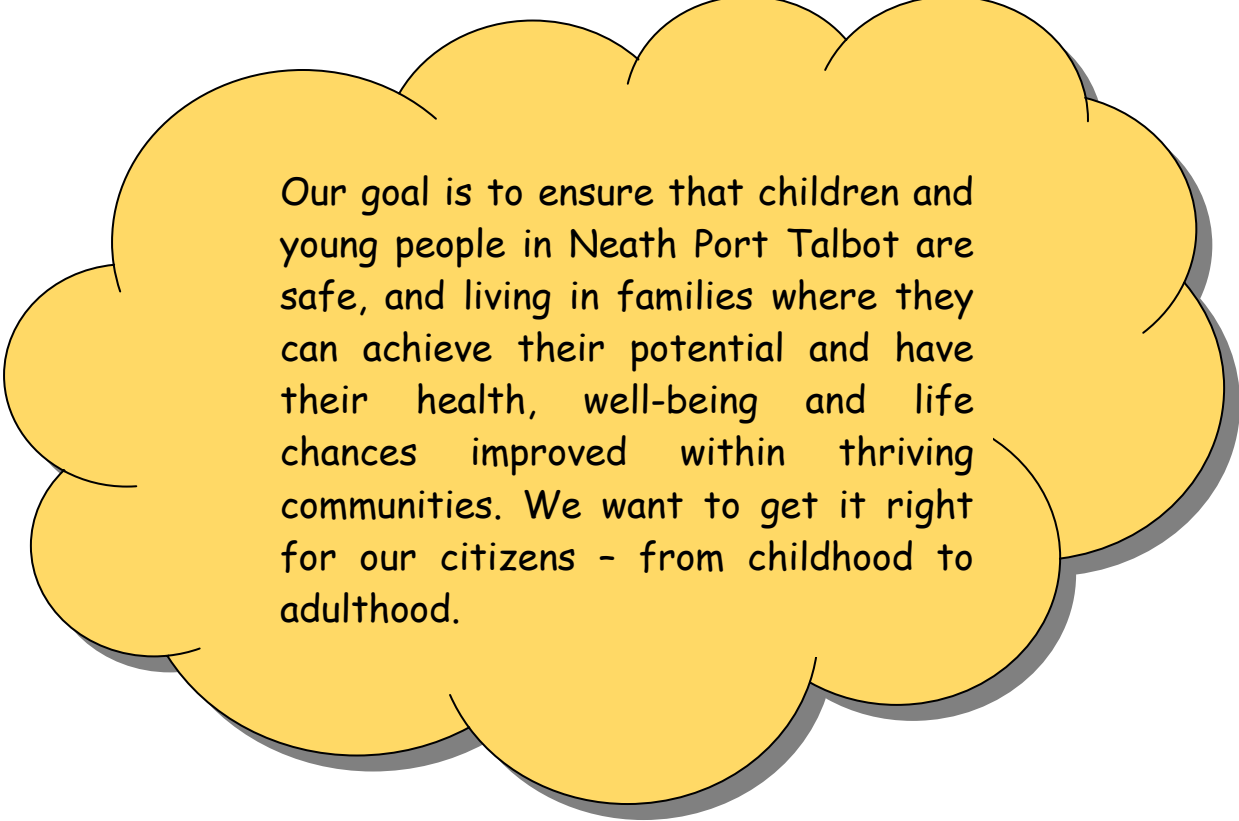
This plan is a draft written by staff from Neath Port Talbot Council and we would like to know your views to develop a final plan.



We welcome feedback from all.

We will keep individuals, their families, carers and others updated via forums including Carers Meetings, and information on the NPT website.

What does Neath Port Talbot Council want out of the Plan?



Our goal is to ensure that children and young people in Neath Port Talbot are safe, and living in families where they can achieve their potential and have their health, well-being and life chances improved within thriving communities. We want to get it right for our citizens - from childhood to adulthood.

Our Priorities

The plan has a number of areas:

Early Intervention & Prevention

By helping people to access simple support services, and better targeted early interventions, we will resolve problems before they become overwhelming.

Safeguarding

Children should live or grow up in homes where they feel safe and secure. Children who are at risk should be supported with a view to trying to make things get better and stay better.

Safely reduce the number of Looked After Children

We will make sure children have stability and do not remain in care longer than they need to.

Outcome focused

Services provided should contribute positively to children's lives, maximising the child's potential and improve stability.

Supporting Young Carers

We want to reduce the number of families who rely on the care of a young person for their care needs because it impacts negatively on a young person's emotional and physical well-being.

How will the Council collect views and opinions?



The Council will be collecting views and opinions on this Plan in different ways:



Focus group meetings will be arranged during the consultation. It will be an opportunity to find out more about the Plan, ask questions and give your views.



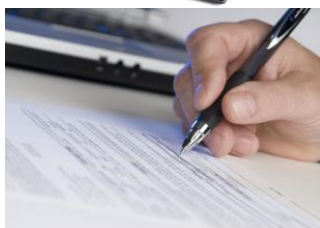
Paper copies of the plan and feedback form will be available in Neath Civic Centre, Port Talbot Civic Centre and The Quays.



On the Council's website:

www.npt.gov.uk/haveyoursay

Or email us: CCU@npt.gov.uk



You can write to us or complete the feedback form at the end of the consultation booklet. Letters and forms can be posted to:

Neath Port Talbot County Borough Council

Social Services Commissioning Unit

Cimla Health & Social Care Centre

Cimla

Neath SA11 3SU

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Neath Port Talbot County Borough Council's Plan for Children and Young People Services 2019-2022 Consultation



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1- Background

Neath Port Talbot County Borough Council's vision is to create a NPT where everyone has an equal opportunity to be healthier, happier, safer and prosperous. Our draft Plan for Children and Young People Services sets how we will support children, young people and their families in Neath Port Talbot.

Our goal is to ensure that children and young people in Neath Port Talbot are safe, and living in families where they can achieve their potential and have their health, well-being and life chances improved within thriving communities. We want to get it right for our citizens – from childhood to adulthood.

2 - What are the aims of this consultation?

The aims of the consultation are to:-

- Make sure that all interested parties are aware of what we are proposing for Children and Young People social services in NPT
- Provide clear information so that people understand why the changes are necessary
- Make sure that people have all the information they need to come to an informed opinion
- Encourage people to give their views on the proposal (outlined in section 4).
- Make sure people know how to submit their views
- Collect feedback and consider this before a final decision is made

3- When will the consultation take place?

The Council will be collecting feedback for 90 days from 5th August 2018 to 3rd November 2018 (see section 6 for how to give your views).

As well as this document, Council officers will be holding sessions and attending various forums to explain the Plan

After the consultation ends, all of the feedback will be analysed and a report will be presented to Cabinet. This report will set out the proposal and recommendations, taking into account the feedback from the consultation.

4 - What is the Proposal Summary

Children's needs are best met by their own families if this can be safely supported. Helping families stay together is a key focus of Children's Services. Early intervention and prevention services can reduce the number of children and young people reaching the threshold for care and needing to become Looked After Children (LAC), or support them to return safely to their families in a timely manner.

We must manage risk effectively with families that are approaching the threshold for care, and work to ensure we only provide care to those children who need to be looked after outside of their family, and are supported to remain in the family home when it is safe to do so. To do this we will provide a range of effective interventions which support families to make changes whilst always ensuring that children and young people are kept safe.

What do we want to achieve?

We will therefore focus on:

- Ensuring children, young people and families are central to decisions about them, and their voice and experiences are heard and responded to
- Building safe and resilient communities and enabling people, including children, young people and their families, to be part of their communities
- Valuing children and getting it right from early childhood to adulthood so they get the best support
- Planning and delivering the best services based on the voice of children, young people and their families and evidence of what works
- Supporting children, young people, families and their communities to be safe, independent and responsible for their own well-being
- Creating seamless support and services to promote positive transition for young people as they enter adulthood

5 - Questions & Answers

During the consultation there will be a number of ways in which you can submit questions about this proposal (see Section 6), however, here are the answers to some questions you may have:

How has the Council reached the conclusion that this proposal is the best option for service users?

A: After carefully assessing the options, the Council believes that this is the one which would cause the least disruption to Service users, provide the same high quality of service and be affordable for the Council.

6 - How will the Council collect views and opinions?

There are a number of ways that the Council will be collecting views and opinions on this proposal:

There will be an information display giving details of the proposal, together with a suggestion box where questions, letters and completed feedback forms can be deposited.

- Online - for details of the Plan and Consultation feedback form visit www.npt.gov.uk/haveyoursay
- In writing— You can write to us or complete the Feedback Form at the end of this booklet.
- Paper copies—printed copies of the above and feedback boxes can be found at:
 - Neath Civic Centre
 - Port Talbot Civic Centre
 - The Quays
 - CVS Alfred Street
- Meetings - interested parties will be invited to discuss the proposals

For further information email: ccu@npt.gov.uk : Telephone 01639 686522 (this line is available during office hours—09;00am to 4pm Mon to Thurs and 09;00am to 4.00pm on Fri);

Letters and forms can be put into the suggestion box or can be posted to:

Neath Port Talbot County Borough Council

Commissioning Strategy Consultation

Cimla Health & Social Care Centre

Community Care Services

Cimla

Neath

SA11 3SU

or

email ccu@npt.gov.uk

You can find the proposals and an online version of this questionnaire
on our website at www.npt.gov.uk/haveyoursay

Why are you interested in the Council's Consultation? (please P all that apply)

Which Consultation are you responding to

<input type="checkbox"/>	Adults	<input type="checkbox"/>	Children	<input type="checkbox"/>	Both	<input type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	I am a resident of Neath Port Talbot	<input type="checkbox"/>	I am a volunteer in Neath Port Talbot
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	I work for NPT Council	<input type="checkbox"/>	I am a carer
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	I work in Neath Port Talbot	<input type="checkbox"/>	I use services provided by NPT Council
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	I run a business in Neath Port Talbot	<input type="checkbox"/>	I work for a third sector or voluntary organisation in NPT
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Other (<i>please specify</i>):		

Having read the information we have published about our proposal, do you feel more informed about these? (please P one answer)

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Partly	<input type="checkbox"/>	Don't know
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Please indicate how you feel about the proposal in general (please P one answer)

<input type="checkbox"/>	Agree with
<input type="checkbox"/>	
Please indicate the main reasons why you agree	

	Neither agree nor disagree
<i>Please specify why you neither agree or disagree</i>	

	Disagree with
<i>Please specify why you disagree</i>	

About You: The Council operates equality policies that aim to ensure that everyone is treated fairly and equally. To make sure that people are not discriminated against when accessing our services we carry out monitoring and therefore would be grateful if you could answer the following questions. The information you provide is strictly confidential.

What is your postcode? _____

Age: (please P one answer)

	Under 16		30-39		60-74		86+
	17-24		40-49		75-85		Prefer not to say
	25-29		50-59				

Welsh Language – are you: (please P one answer)

	Fluent speaker & writer		Fluent speaker		Learner
	Fairly fluent speaker & writer		Fairly fluent speaker		Little or no knowledge

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on the person's ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability? (please **P** one answer)

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say
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Ethnic origin: (please **P** one answer)

<input type="checkbox"/>	White British	<input type="checkbox"/>	Mixed: White & Asian	<input type="checkbox"/>	Black: African
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	White Irish	<input type="checkbox"/>	Indian	<input type="checkbox"/>	Black: Caribbean
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Mixed: White & Black Caribbean	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	Chinese
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Mixed: White & Black African	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Other	<input type="checkbox"/>		<input type="checkbox"/>	

Other Ethnic Group (<i>please specify</i>):

Gender (please **P** one answer)

<input type="checkbox"/>	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>	Transgender	<input type="checkbox"/>	Prefer not to say
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Religion/Belief: (please **P** one answer)

<input type="checkbox"/>	Christian	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>	Hindu	<input type="checkbox"/>	Jewish	<input type="checkbox"/>	Muslim
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Sikh	<input type="checkbox"/>	No religion	<input type="checkbox"/>	Any other religion	<input type="checkbox"/>	Prefer not to say		

Sexual Orientation (please **P** one answer)

<input type="checkbox"/>	Heterosexual	<input type="checkbox"/>	Lesbian	<input type="checkbox"/>	Gay	<input type="checkbox"/>	Bisexual	<input type="checkbox"/>	Prefer not to say
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Nationality (please **P** one answer)

<input type="checkbox"/>	Welsh	<input type="checkbox"/>	Scottish	<input type="checkbox"/>	English	<input type="checkbox"/>	British		
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	Irish	<input type="checkbox"/>	Other	<input type="checkbox"/>	Prefer not to say		<input type="checkbox"/>	<input type="checkbox"/>	

About this consultation

How did you hear about this consultation? (please **P** all that apply):

<input type="checkbox"/>	Radio	<input type="checkbox"/>	Youtube	<input type="checkbox"/>	NPT Council website (www.npt.gov.uk)
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Article in local newspaper	<input type="checkbox"/>	Poster	<input type="checkbox"/>	Direct email
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Facebook (NeathPortTalbotCBC)	<input type="checkbox"/>	Information stand	<input type="checkbox"/>	Local town, community or county borough councillor
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>	Twitter (@NPTCouncil)	<input type="checkbox"/>	Word of mouth	<input type="checkbox"/>	Other

Other (please specify):

We are interested to know what you thought of this consultation. Please let us know:

Was it easy to understand?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
	<input type="checkbox"/>		<input type="checkbox"/>	
Was the content informative	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No

Any further comments about this consultation?

THANK YOU FOR YOUR TIME

Please place your questionnaire in the feedback box provided or post to:

**Neath Port Talbot County Borough Council's Plan for Children and Young People Services
Consultation**

Community Care Services

**Cimla
Neath
SA11 3SU**



"Building Safe and Resilient Communities"

NPT's Plan for Children & Young People Services 2019 - 2022

What do we want to achieve?

Our goal is to ensure that children and young people in NPT are safe, living in families where they can achieve their potential and have their health, well-being and life chances improved within thriving communities— from childhood to adulthood

What are we going to focus on?

- Early intervention and prevention—resolving problems early
- Quality support that meets needs and agreed outcomes, and that children, young people and carers are satisfied with
- Outcomes focused interventions—making sure what we do has a positive impact
- Starting from a position of what someone can do, and will be able to do for themselves, with appropriate levels of support
- Adaptable, flexible and inclusive services that can meet changing needs and agreed outcomes
- Understanding what is important to people and offer activities that meet outcomes, including supporting people into education, employment and training
- Make sure everyone working with adults help them to be full and active members of their communities
- That we receive good value for money

How we will do it ?

- **Early Intervention & Prevention:** Early intervention involves identifying children and families that may be at risk of running into difficulties and providing timely and effective support. Its purpose is to improve the life chances of children and families and benefit society at large
- **Safeguarding:** Children who are at risk should be supported at the earliest opportunity, with a view to trying to make things get better and stay better. Interventions will aim to keep children in their own homes, within their family or within their local community
- **Safely reduce the number of Looked After Children:** We will plan effectively to ensure Looked After Children have stability, do not remain in care longer than is necessary and leave care positively
- **Implement outcome focused interventions across Children's Services:** By focusing on improving social work practice in relation to assessment and personal outcome based care planning we will further develop services that promote long term child and family stability
- **Supporting Young Carers:** We want to identify and reduce the numbers of children and young people who are undertaking caring roles and the numbers of families who rely on the care of a young person for their care needs because this can impact negatively on a young person's well-being

Have your say !

We are running a public consultation on our Plan and want you to Have Your Say.

There are a number of ways you can give us your views:

Online - visit www.npt.gov.uk/haveyoursay

Paper copies and feedback forms of the Plan can be found at the venues below:

- Neath Civic Centre
- Port Talbot Civic Centre
- The Quays
- CVS offices, Alfred Street , Neath



Please respond by 3rd November 2018

Corporate Plan Objectives

Our Plan is in line with NPT's Well-being Objectives:

Well-being Objective 1 -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*"

The well-being of all children and young people who live in the county borough is prioritised, at all stages of childhood through to the point where young people become adults.

Well-being Objective 2 - To improve the well-being of all adults who live in the county borough "*Everyone participates fully in community life – socially and economically*"

This focuses on the well-being of people throughout their adulthood, and also takes a life course approach.

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Social Care, Health and Wellbeing Cabinet Committee

2018/2019 FORWARD WORK PLAN (DRAFT)

SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
13 Sept	Western Bay Safeguarding Children Board Annual Report/Business Plan	Monitoring	Annual	Lisa Hedley/ Andrew Jarrett
	Western Bay Youth Offending Service Annual Report	Monitoring	Annual	Lisa Hedley/ Andrew Jarrett
	Joint Allocation Policy Review	Monitoring	Topical	Ian Finnermore/ Angela Thomas
	Contractual Arrangements for NPT Carers Service	Decision	Annual	Keri Warren/ Adele Saunders
	Quarter 1 Performance Indicators	Monitoring	Quarterly	Ian Finnermore/ Angela Thomas

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
11 Oct	Hillside Managers Report	Monitoring	Quarterly	Alison Davies/ Keri Warren
	Hillside (The Children Home Wales)	Monitoring	Quaraterly	Alison Davies/ Keri Warren

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 Nov	Complaints & Representations Annual Report 2016 - 17	Monitoring	Annual	Leighton Jones/ Angela Thomas
	Homelessness Strategy	Decision	Topical	Angela Thomas/ Chele Howard
	Neath Port Talbot's Plan for Children and Young People Services 2018 – 2021 (Results of Consultation)	Decision	Topical	Keri Warren/ Chele Howard
	Neath Port Talbot's Plan for Adult Social Care 2018 – 2021 (Results of Consultation)	Decision	Topical	Chele Howard/ Angela Thomas
	Quarterly Performance Indicators	Monitoring	Quarterly	Ian Finnermore/ Angela Thomas

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