



BWRDD GOFAL CYMDEITHASOL, IECHYD A LLES Y CABINET

***Yn syth Yn dilyn y Pwyllgor Craffu ar
DYDD IAU, 7 MAWRTH 2019***

Ystafelloedd Cyfarfod A/B, Canolfan Ddinesig, Castell-nedd

1. Periodi cadeirydd
2. Datganiadau o fudd
3. Cofnodion y Cyfarfod Blaenorol (*Tudalennau 3 - 8*)
4. Blaenraglen Waith 2018-19 (*Tudalennau 9 - 12*)
5. Polisi Trafnidiaeth a Chymorth Diwygiedig y Gwasanaethau Cymdeithasol (*Tudalennau 13 - 46*)
Adroddiad Pennaeth Gwasanaethau I Oedolion
6. Polisi Darpariaeth Gyfiawn o Wasanaethau i Oedolion (*Tudalennau 47 - 80*)
Adroddiad Pennaeth Gwasanaethau i Oedolion
7. Gwasanaethau i Blant a Phobl Ifanc ac Oedolion - Adroddiad Perfformiad y 3ydd Chwarter (2018 - 19) (*Tudalennau 81 - 126*)
Adroddiad ar y Cyd gan Bennaeth Gwasanaethau i Blant a Phobl Ifanc a Phennaeth Gwasanaethau i Oedolion.
8. Eitemau brys
Unrhyw eitemau brys (boed yn gyhoeddus neu wedi'u heithrio) yn ôl disgrisiwn y Cadeirydd yn unol ag Offeryn Statudol 2001 Rhif 2290 (fel y'i diwygiwyd)

9. Mynediad i gyfarfodydd
Mynediad i Gyfarfodydd - penderfynu a ddylid gwahardd y cyhoedd o'r eitemau canlynol yn unol â Rheoliad 4 (3) a (5) Offeryn Statudol 2001 rhif 2290 a'r paragraffau eithriedig perthnasol yn rhan 4 Atodlen 21A Deddf Llywodraeth Leol 1972.

Rhan 2

10. Diweddariad Blynnyddol ar Gynllun Comisiynu Lleol Cefnogi Pobl a Threfniadau Cytundebol 2019/20 ar gyfer Grant y Rhaglen Cefnogi Pobl. (*Tudalennau 127 - 194*)
Adroddiad Pennaeth Gwasanaethau i Oedolion

S.Phillips
Prif Weithredwr

**Canolfan Ddinesig,
Port Talbot**

Date Not Specified

Aelodau'r Cabinet:

Cynghowyr: A.R.Lockyer a/ac P.D.Richards

Nodiadau:

- (1) *Os nad yw unrhyw aelod o Fwrdd y Cabinet yn gallu bad yn bresennol, gall unrhyw aelod arall o'r Cabinet gyflenwi fel aelod etholiadol ar y pwyllgor. Gofynnir i'r aelodau wneud y trefniadau hyn yn uniongyrchol ac yna i hysbysu is adran y pwyllgor..*
- (2) *Ystyrir barn y Pwyllgor Craffu blaenorol wrth wneud penderfyniadau (proses craffu cyn penderfynu)*

EXECUTIVE DECISION RECORD

7 FEBRUARY 2019

SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

Cabinet Members:

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

Invitees:

Councillor: S.Freeguard (Scrutiny Vice Chairperson)

Officers in Attendance:

A.Jarrett, J.Hodges, J.Woodman-Ralph and N.Headon

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Cllr. A.R. Lockyer be appointed Chairperson for the meeting.

2. **HOUSING OPTIONS SERVICE**

Decision:

That the report be noted.

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

Noted by Committee.

4. **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 item of business which involved the likely disclosure of exempt information as defined in Paragraph 13 of Part 4 of Schedule 12A to the Local Government Act 1972.

5. **THE REGULATED SERVICE (SERVICE PROVIDERS AND RESPONSE INDIVIDUALS) (WALES) REGULATIONS 2017 (EXEMPT UNDER PARAGRAPH 13)**

Decision:

That the report be noted.

6. **THE MANAGER'S REPORT ON HILLSIDE SECURE CHILDREN'S HOME (EXEMPT UNDER PARAGRAPH 13)**

Decision:

That the report be noted.

CHAIRPERSON

EXECUTIVE DECISION RECORD

10 JANUARY 2019

SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

Cabinet Members:

Councillors: P.A.Rees and P.D.Richards (Chairperson)

Invitees:

Councillors: L.M.Purcell (Scrutiny Chairperson)
S.Freeguard (Scrutiny Vice Chairperson)

Officers in Attendance:

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

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 meeting held on the 6 December 2018 be noted by Committee.

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

Noted by Committee

4. **COMMISSIONING OF CARE AND SUPPORT SERVICES IN A SUPPORTED LIVING SCHEME**

Decisions:

1. That, approval be granted for the Head of Adult Services to undertake a procurement exercise to commission care and support services to people living in the supported living scheme;
2. That, following the procurement process, the Head of Adult Services be granted delegated authority to enter into a contract with the bidder evaluated as offering the most economically advantageous tender (taking into account the quality and cost of the bids), for the provision of care and support to people residing in the supported living scheme.

Reason for Decisions:

To enable the authority to undertake a procurement exercise for the delivery of care and support services within the supported living scheme will ensure that the Council is legally compliant when purchasing these services. In addition, this will ensure that the Council is best placed to continue meeting the needs and demands of those that require these services through the purchasing of high quality and financially sustainable services.

Implementation of Decisions:

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

5. **WESTERN BAY CARERS PARTNERSHIP - VALUING CARERS ANNUAL REPORT 2017/18**

Decision

That the report be noted.

6. **ACCESS TO MEETINGS**

Decision:

That pursuant to Regulation 4 (3) and (5) of Statutory Instrument 2001 No. 2290, the public be excluded for the following item of business which involved the likely disclosure of exempt information as defined in Paragraphs 13 and 14 of Part 4 of Schedule 12A to the Local Government Act 1972.

7. **CONTRACTUAL ARRANGEMENTS FOR SHARED LIVES SUPPORT SERVICE**

Decisions:

1. That, the requirements of competition be excluded and Rule 2.1 of the Contract Procurement Rules be suspended;
2. That, the Head of Adult Services be granted Delegated Authority to enter into a contract with Ategi, for the provision of a Shared Lives Support Service for Adults until 30 April 2020;
3. That, the Head of Adult Services be granted Delegated Authority to, if required, undertake a public consultation in regard to arrangements after the 30 April 2020.

Reason for Decisions:

To enable the Council to enter into a new contract with Ategi which will provide the Council with a legally binding agreement setting out the approved terms of working. This will offer protection to the Council in the event of a dispute and ensure that the provider delivers in line with the Council's expectations.

Permission to enter into a new contractual term with Ategi will ensure this vital service is not disrupted whilst Officers undertake an analysis of service demand and develop an optimal service model in order to undertake a procurement exercise.

If the arrangements after the 30 April 2020 results in a change to the type and level of service, entering into public consultation will ensure that the views and opinions of the public inform the Council's decision making.

Implementation of Decisions:

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

8. **THE MANAGER'S REPORT ON HILLSIDE SECURE CHILDREN'S HOME**

Decision:

That the report be noted.

CHAIRPERSON

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
4 Apr 19	Hillside Managers Report	Monitoring	Quarterly	A.Jarrett
	Regulation and Inspection of Social Care (Wales) Act 2016 RISCA 2016 – Hillside	Monitoring	Quarterly	Chris Frey-Davies/ Keri Warren
	Staff Surveys (Adults & Children)	Monitoring	Quarterly	Ian Finnemore/ Andrew Jarrett
	Neath Port Talbot’s Plan for Children & Young People Services 2018 – 2021	Decision	Topical	Keri Warren/Chele Howard
	Neath Port Talbot’s Plan for Adult Social Care 2018 - 2021	Decision	Topical	Angela Thomas/ Chele Howard

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Eitem yr Agenda4

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
2 May 19	Consultation on Proposed Respite Policy	Decision	Topical	Chele Howard/ Angela Thomas
	To be Confirmed			

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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
30 May 19	Commissioning of Adult Advocacy Services	Decision	Topical	Chele Howard/ Angela Thomas
	To be Confirmed			

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Mae'r dudalen hon yn fwiadol wag

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

7th MARCH 2019

Report of the Head of Adult Services – Ms A. Thomas

Matter for Decision

Wards Affected: All Wards

REVISED ADULT SERVICES ASSISTED TRANSPORT POLICY

1. Purpose of Report

1.1 To inform Members of the proposed revised Adult Services Assisted Transport Policy and seek approval to undertake a 90-day public consultation.

2. Background

2.1 The existing Assisted Transport Policy was approved by Members and implemented with effect from 1st April 2014.

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

2.3 However, in doing so it is necessary to review what services are provided and how we deliver them.

2.4 The proposed revised Assisted Transport Policy therefore places greater emphasis on an individual, where practicable, making their own transport arrangements to and from a service which has been identified under an assessment of need, and clarifies that transport to/from a destination outside of an eligible assessed need is the responsibility of the individual. This contributes to promoting individuals' independence and sustainability of services.

2.5 In the event that the proposed removal of transport results from the assessment/review, the user will be supported through an agreed time limited transition period to ensure any identified risks are mitigated and alternative arrangements can be made.

3. Monitoring, Review and Delivery

3.1 The Policy will be reviewed by the Social Care, Health and Well-being Cabinet Board on an annual basis.

3.2 The Policy will be reviewed in line with the Council's performance arrangements and against the Forward Financial Plan (FFP) targets.

4. Recommendation

Having given due regard to the Equality Impact Assessment, it is recommended that Members grant permission to consult on the proposed Adult Services Equitability of Service Provision Policy attached as Appendix 1 to this report.

5. Reason for Proposed Decision

To take into account the social care resources available when undertaking an assessment or reassessment of individuals' needs, to ensure a sustainable range of good quality adult social care services are available to meet the needs of the most vulnerable citizens of Neath Port Talbot, and contribute towards the budgetary savings identified in the Council's Forward Financial Plan.

6. Implementation of Decision

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

7. Equality impact assessment

A full Equality Impact Assessment (EIA) on the proposed Policy has been undertaken to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010.

It is not expected that the Policy 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. The promotion of the uptake of universal services, including transport, will support social inclusion and community cohesion.

The EIA will be reviewed on completion of the public consultation and will help inform any required amendments.

8. Workforce impacts

There are no workforce impacts arising from this report.

9. Legal impacts

There are no legal impacts arising from this report.

10. Financial impacts

The Adult Services Assisted Transport Policy has been developed on the basis of the Directorate's budgetary savings for 2019-20.

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 3 of this report.

12. Risk Management

There are no risks associated with this item.

13. Appendices

Appendix 1 – Adult Services Assisted Transport Policy (revised 2019).

Appendix 2 – Equality Impact Assessment.

Appendix 3 – Consultation document.

14. Background Papers

Consultation on Social Services Budget and Draft Savings 2019-20.

15. Officer Contact

For further information on this report item, please contact:

Angela Thomas, Head of Adult Services

Telephone: 763794

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

Chelé Zandra Howard, PO for Commissioning

Telephone: 685221

Email: c.howard@npt.gov.uk

Mae'r dudalen hon yn fwriadol wag



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

Adult Services

Assisted Transport Policy

April 2019

Building Safe and Resilient Communities

1. INTRODUCTION

- 1.1 Neath Port Talbot County Borough Council Adult Services ('the Council') is committed to promoting independence across all areas of service provision and seeks to ensure as many people live and travel as independently as possible within their own communities. Travel to work, leisure and other key activities is a crucial aspect of everyday life, which should be achievable without a great deal of difficulty and where possible, independently.
- 1.2 This policy has been developed to provide a strategic approach to delivering transport that is consistent, transparent and clearly outlines the framework through which the Council provides transport services. The policy applies to all adults aged 18 years and above who access community services, including short breaks/respite, provided directly or commissioned by the Council.

2. LEGAL FRAMEWORK

- 2.1 The Social Services and Well-being (Wales) Act 2014 is the legislative framework that sets out the Council's duty to assess an individual's need for care and support services. The Council will have a duty to meet that need if the need cannot be met by the person's own resources or community resources.
- 2.2 The Well-being of Future Generations Act (Wales) 2015 outlines principles and ways of working which include the responsibility for ensuring sustainable developments for individuals to connect with their local communities and the needs of the present being met without compromising the ability of future generations to meet their own needs. This links directly to the well-being principles underpinning this policy.

3. AIMS OF THE POLICY

- 3.1 The aim of this policy is to reflect local and national priorities and complements the Council's approach to delivering Adult Social Care. The policy is underpinned by the Council's Plan for Adult Social Care 2019 – 2022, and adheres to our principles of:
- Promoting independence
 - Maximising choice and control
 - Supporting a healthy lifestyle
 - Improving quality of life
 - Maximising dignity and respect
 - Developing local and community networks

4. POLICY STATEMENT

- 4.1 This policy outlines how the Council will ensure a consistent and equitable way of supporting individuals in the provision of Adult Social Care Assisted Transport.
- 4.2 This policy sets the criteria that will be used to assess how adults access transport to services identified in a care and support plan and provided by the Council.

- 4.3 The overriding principle of this policy is that the decision to provide transport is based on needs, risks and outcomes and on promoting independence. The Council is committed to promoting independence across all areas of service provision and seeks to ensure that people live as independently as possible within their own communities and continue to access services and support in ways which meet their needs.
- 4.4 As the need for transport is not an eligible need in its own right, but simply a means of accessing services, this policy rests upon a general assumption and expectation that people will meet their own needs for transport to access services and/or support.
- 4.5 Funded transport will only be provided if, in the opinion of the assessor, it is the only reasonable way to allow the person to safely access an eligible service. Where there is appropriate transport available (for example personal, taxi funded via Mobility Allowance, vehicles provided under the Motability Scheme e.g. provided and paid via mobility allowance, or public transport, including voluntary community transport schemes), it will be assumed that the individual will use this as a first option.
- 4.6 Individuals who have the physical and/or mental ability to travel to a community activity, either independently or with assistance from family, friends, or support providers will do so. Staff from Adult Services will signpost individuals to appropriate transport options in order to promote the independence of that person.
- 4.7 People who qualify for concessionary travel (i.e. bus passes) will be expected to apply for and use these as and when appropriate according to assessed needs, with support from their care manager to apply if needed. Where access to a companion bus pass would enable the person to travel by means of public transport, this will be considered for their carer/companion. The constraints of concessionary travel will also be taken into account during the assessment.
- 4.8 If eligible, the provision of transport will be agreed from a designated pick up and return point within the Neath Port Talbot boundary. Trips that do not form part of an agreed care plan will be the responsibility of the service user (or their family / carer).
- 4.9 The provision of assisted transport to enable young people to access schooling (under the Council's *Home to School Travel Policy*) or other services does not confer a right to Council funded transport in adulthood. This will form part of any transitions discussions and the community care assessment of need.

5. ASSESSING NEED FOR TRANSPORT

- 5.1 Assessment for assisted transport will only be considered where the person is eligible for a community service provided by the Council in order to meet an assessed eligible need. The assessment must be part of the assessment of a person's outcomes and needs, and will be considered at any subsequent care and support plan review(s).
- 5.2 In completing this assessment, emphasis will be placed on the person's strengths and capabilities, and focus on solutions that enable them to do things for themselves rather than become dependent. The assessment will aim to establish whether it is safe and reasonable to expect the person, or their representative, to make transport

arrangements. As part of the assessment, all transport options will be examined and the outcomes will be identified and evidenced.

- 5.3 The need for, and purpose of transport should be clearly stated on an individual's assessment and resulting Care and Support Plan.
- 5.4 Provision of assisted transport will only be considered to enable people to travel to and from services they are assessed as needing to meet their social care needs following a Care Assessment. Any transport provided will be appropriate for that need, will provide value for money and be cost effective.
- 5.5 When assessing eligibility for transport and feasibility of different ways to access provision of services, the following factors will be taken into account:
 - Access to existing transport
 - Access to mobility allowance or alternative funds
 - Assessment of mobility
 - Assessment of ability to travel independently
 - Identification of appropriate transport provision for those eligible
 - People may have the financial means to fund their own travel arrangements
 - Outcome of a period of travel training
- 5.6 If it is established during the assessment process that the person can travel to a community activity that meets their outcomes, either independently or with assistance from family, friends or support providers, the Council will not provide transport, or pay for travel costs. However, this does not prevent people using their own financial resources to pay for transport should they choose to do so.

6. PEOPLE WILL NORMALLY NOT BE ELIGIBLE FOR TRANSPORT IF

- 6.1 They have the physical and/or mental ability to travel to a community activity, either independently or with assistance from family, friends or support providers.
- 6.2 They have their own vehicle, access to a family vehicle or a Motability vehicle which they drive themselves.
- 6.3 They have a Motability vehicle of which they are themselves not normally the driver.
- 6.4 Where the individual has access to a family/household vehicle, consideration will be made regarding whether it is reasonable to expect the person's family and friends network to help them travel to the location of the care service/activity.
- 6.5 They are in receipt of the Mobility component of Disability Living Allowance (DLA) / Personal Independence Payment (PIP), the purpose of which is to assist those who have mobility problems, with severe difficulty walking or who need help getting around outdoors in the community. They will only be eligible for transport if they are assessed as not capable of independent travel or if the mobility element of the benefit does not fully cover their needs (due to distance from services, the nature of the disability, wheelchair type, carer support requirements, etc.). As part of the full financial assessment, the Council will also help maximise their access to any benefits they may be entitled to.
- 6.6 They live in a registered care home as these are subject to the terms and conditions of the contract between the Council and the care home. However, if the individual is assessed as having the ability to travel independently, or with minimal intervention, the care home will make provision to support independent travel if they are responsible for transport arrangements.
- 6.7 They live in settings where their care needs are funded by the Council, e.g. residential care, supported living schemes (such as those for people with a learning

disability or younger adults with mental health disorders), or shared lives placements, as the cost of the placement should cover the full range of support needs, including transport, to attend community activities.

- 6.8 Where the individual is reliant on a relative or other carer to drive a Motability car, consideration must be given to supporting the carer's respite needs. Nonetheless, if an individual or carer makes the decision that the car will not be used for the intended purpose the onus must be on the individual and/or carer to make appropriate alternative arrangements. The Council must also ensure that a carer's reluctance or inability to assist with transport does not prevent an individual from accessing a service that meets their assessed needs and the individual/carer will need to make alternative arrangements.
- 6.9 Where there is conflict between the individual and carer regarding Motability cars, the Council may need to consider the possibility of reverting back to a monetary allowance with the Department for Work and Pensions, if the individual so wishes. This would promote independence and allow the individual to take control of their own transport requirements. Consideration will be given to the impact of this option on individual-carer relationships and the need to avoid creating unnecessary conflict. The Council may also need to consider safeguarding issues.

7 PRACTICE GUIDANCE

Based on the above principles / criteria, the following guidance will be applied when identifying the need for Neath Port Talbot CBC assisted transport:

- 7.1 Where a person is able to walk, use assisted mobility (motorised scooter, wheelchair/aids) either independently or with support from family, friends, support worker, volunteer, etc. to get to a local community service including college and it is reasonable for them to do so, transport will not be provided.
- 7.2 Where a person can use public transport, voluntary transport, or community transport either independently or with reasonable support (family, friend, carer, support worker, etc.) to get to and from community activities including college, transport will not be provided.
- 7.3 Where people contribute towards the provision of a shared community vehicle, this should be used to transport them to community activities including college under the assessment of need.
- 7.4 Where a person has access to a vehicle, for example belonging to themselves or their carer, the assessment of need will take account of this. The assessment will need to consider whether the vehicle can be used to access community activities including college.
- 7.5 Where feasible and reasonable carers who have transport will be asked to assist in supporting travel arrangements to services.
- 7.6 Where it is identified in a carer's assessment that not providing transport would place an unreasonable responsibility on a carer then assisted transport will be considered under an assessment of need.
- 7.7 In all other circumstances, provided all transport options have been considered, evidenced and recorded, assisted transport will be considered.
- 7.8 All requests for assisted transport will be considered by either a Team Manager (or equivalent manager), Service Manager or relevant Adult Services Resource Panel.

7.9 Transport to attend an assessed health need service (hospital, physiotherapy, doctor appointments, etc) will not be provided by the Council.

8 SINGLE OCCUPANCY

8.1 If the individual has been assessed as having challenging behaviour they will have a risk management plan to manage safety, which specifies why a single occupancy taxi or any other vehicle provided under contract by the Council is necessary. A risk assessment will be undertaken by the social worker or assessor. Single occupancy will also be available when it proves to be a more cost effective means of transport for the Council.

8.2 When an assessment or review is carried out for services, an assessment for transport services should be undertaken at the same time and presented to the Resource Panel. For single occupancy taxis/vehicles to be used, the Resource Panel must approve that the above criteria has been met and a risk assessment must be completed.

8.3 The requirement for the support of an escort should be considered / agreed at the same time.

9 ASSESSING RISK

9.1 If a person accessing services is eligible to receive assisted transport as part of their assessed need, staff should risk assess the suitability of the individual to be transported and consider any pertinent mobility issues, the wheelchair size and type (if applicable), whether a passenger assistant (escort) is required, any medical issues and any other information that may affect the environment or way in which the person is transported.

9.2 The social care professional should refer to the Positive Risk Taking Framework when undertaking a review / assessment.

9.3 Fleet and transport services will carry out a parallel risk assessment, where required, to ensure that equipment provided, etc, during transport is suitable for the individual.

9.4 Service users should be informed that not all wheelchairs are suitable for transport purposes and encouraged early on to purchase those that meet the criteria.

10 REVIEW AND TERMINATION OF SERVICE

10.1 The continuation of the provision of transport and/or passenger assistants/escorts will be reviewed, along with other elements of the care package, at least annually. If a person's circumstances change then a re-assessment will be undertaken.

10.2 In the event that the proposed removal of transport results from the assessment/review, the user will be supported through an agreed time limited transition period to ensure any identified risks are mitigated and alternative arrangements can be made.

10.3 If an individual has been assessed as able to make their own transport arrangements but declines to do so, and as a result is unable to attend the service for which they have an assessed eligible need, this will be viewed as the person declining the service(s).

10.4 Where a person has declined a service which they are eligible for, the assessor will evaluate whether the person has the capacity to make this decision. If the decision is being made on behalf of another person, the assessor will check whether they feel the decision is being made in the best interests of the person who is eligible for the service(s).

11 COMPLAINTS / APPEALS PROCEDURE

11.1 Should a person who accesses services or their carer wish to have the opportunity to challenge any decisions made should refer to the Council's complaints procedure. This process has a clear route of appeal and timescale for handling complaints and a dedicated Adult Services telephone line.

11.2 Individuals and/or their carers should be provided with information explaining how to complain about Social Services in Neath Port Talbot, which is available in accessible formats and different languages. The leaflet and details of the complaints procedure can also be accessed online via the Council's website www.npt.gov.uk. The dedicated Adult Services Complaints telephone number is (01639) 763445, or via email: complaints@npt.gov.uk

12 PRINCIPLES OF CHARGING FOR TRANSPORT

Under Part 4 and 5 Code of Practice (Charging and Financial Assessment) of the Social Services and Well-being (Wales) Act 2014, a local authority must not charge for transport to a day service where the transport is provided as part of meeting a person's assessed needs.

13 REVIEW OF THE POLICY

The policy reflects our current position and will be reviewed annually.

14 RESOURCES

Blue Badge Scheme: <https://www.npt.gov.uk/5828>

Care Assessment: <https://www.npt.gov.uk/1522>

Concessionary Travel Bus Pass: <https://www.npt.gov.uk/1511>

Motability Scheme: <https://www.motability.co.uk/about-the-scheme/how-your-car-can-be-used/>

Mae'r dudalen hon yn fwriadol wag

Equality Impact Assessment (EIA) Report Form

This form should be completed for each Equality Impact Assessment on a new or existing function, a reduction or closure of service, any policy, procedure, strategy, plan or project which has been screened and found relevant to Equality and Diversity.

Please refer to the 'Equality Impact Assessment Guidance' while completing this form. If you would like further guidance please contact the Corporate Strategy Team or your directorate Heads of Service Equality Champion.

Where do you work?
Service Area: Adult Services
Directorate: Social Services, Health & Housing

(a) This EIA is being completed for a...

Service/ Function <input type="checkbox"/>	Policy/ Procedure <input checked="" type="checkbox"/>	Project <input type="checkbox"/>	Strategy <input type="checkbox"/>	Plan <input type="checkbox"/>	Proposal <input type="checkbox"/>
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(b) Please name and describe below...

Revised Assisted Transport Policy 2019.

(c) It was initially screened for relevance to Equality and Diversity in

February 2019.

(d) It was found to be relevant to...

Age <input checked="" type="checkbox"/>	Race..... <input type="checkbox"/>
Disability <input checked="" type="checkbox"/>	Religion or belief <input type="checkbox"/>
Gender reassignment <input type="checkbox"/>	Sex..... <input type="checkbox"/>
Marriage & civil partnership <input type="checkbox"/>	Sexual orientation <input type="checkbox"/>
Pregnancy and maternity <input type="checkbox"/>	Welsh language <input type="checkbox"/>

(e) Lead Officer

Name: Andrew Potts

Job title: Commissioning Officer

Date: February 2019

(f) Approved by Head of Service

Name: Angela Thomas

Date: February 2019

Section 1 – Aims (See guidance):

Briefly describe the aims of the function, service, policy, procedure, strategy, plan, proposal or project

What are the aims?

To promote independent travel arrangements to and from community services attended by individuals with an assessed eligible social care need.

Who has responsibility?

Head of Adult Services.

Who are the stakeholders?

- Those who access assisted transport as a means of attending a community service provided by the Council in order to meet an assessed eligible need
- Carers/family of the above
- Assisted Transport providers, e.g. Environment Directorate
- Staff of NPTCBC
- Residents of Neath Port Talbot

Section 2 - Information

(a) Service Users

Please tick what information you know about your service users and provide details / evidence of how this information is collected.

Age	<input checked="" type="checkbox"/>	Race.....	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	Religion or belief	<input checked="" type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	Sex.....	<input checked="" type="checkbox"/>
Marriage & civil partnership	<input checked="" type="checkbox"/>	Sexual orientation	<input type="checkbox"/>
Pregnancy and maternity.....	<input type="checkbox"/>	Welsh language	<input checked="" type="checkbox"/>

What information do you know about your service users and how is this information collected?

Social Services, Health & Housing routinely collects information as part of the individuals' assessment of need and desired outcomes. Limited equalities data such as age, disability, sex and ethnicity are collected, which informs policy development and service provision.

Where Social Services is required to financially assess a client, then a check can be made of the Department for Work & Pension (DWP) database for any mobility payment; however, this will not indicate whether the person is in receipt of the Mobility Allowance (i.e. the monetary payment) or whether it goes towards payment for a Motability car.

Any Actions Required?

To put robust systems in place to improve data collection against all protected characteristics, using digital processes.

Following the introduction of improved data collection, ensure analysis is undertaken of more comprehensive equalities dataset and include in the future planned annual monitoring reports to Members.

(b) General

What information do you know and how is this information collected?

Environment Directorate retains a list of all clients using their transport services. As at 6th December 2018, there were 126 people requesting transport, 26 of whom are wheelchair users. At present, more specific data on the disability of those requesting transport is not readily available, though it would be expected that the majority of people requesting transport would have a physical and/or learning disability.

Any Actions Required?

To put robust systems in place to improve data collection against all protected characteristics, using digital processes.

Following the introduction of improved data collection, ensure analysis is undertaken of more comprehensive equalities dataset and include in the future planned annual monitoring reports to Members.

Section 3 – Impact

(a) Impact on Protected Characteristics

Please consider the possible impact on people with different protected characteristics. This could be based on service user information, data, consultation and research or professional experience (e.g. comments and complaints).

	Positive	Negative	Neutral	Needs further investigation
Age	➔ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	➔ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	➔ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	➔ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	➔ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race	➔ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief	➔ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	➔ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	➔ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Welsh language	➔ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Thinking about your answers above, please explain (in detail) why this is the case. Include details of any consultation (and/or other information) which has been undertaken to support your view.

The underlying theme of the Policy is to help people improve their independence by, where possible, making use of other means of traveling to/from community services.

Any services received will be the outcome of assessed needs against statutory guidance.

(b) Impact on the Welsh Language

What is the likely impact of the policy on:

- Opportunities for people to use Welsh

- **The equal treatment of the Welsh and English languages**

Please give details

The Policy and consultation documents will be available in both Welsh and English, as well as easy read versions.

This Policy will not impact on the ability for a person to receive services in their language of choice.

Could the policy be developed to improve positive impacts or lessen negative impacts? Please give details

N/A.

Actions (to increase positive/mitigate adverse impact).

N/A.

Section 4 - Other Impacts:

Please consider how the initiative might address the following issues.

You could base this on service user information, data, consultation and research or professional experience (e.g. comments and complaints).

(a) Equalities

Public Sector Equality Duty (PSED)

- to eliminate discrimination, harassment and victimisation;
- to advance equality of opportunity between different groups; and
- to foster good relations between different groups

Please explain any possible impact on meeting the Public Sector Equality Duty

The Social Services, Health & Housing Directorate continues to be mindful of its position as employer, provider and commissioner of adult social care services. To this end, it strives to ensure equality is a fundamental driver in terms of the way it meets many of the Council's statutory duties, in a climate of externally-imposed ongoing budget reduction. The policy seeks to eliminate discrimination by supporting social inclusion of people with learning disabilities into universal services, including transport.

Access to services is based on assessed need. All services and assessment processes comply with the Equalities Act.

The policy should not negatively impact on the PSED as this policy.

What work have you already done to improve the above?

Actions (to mitigate adverse impact or to address identified gaps in knowledge).

N/A.

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(b) Reduce Social Exclusion and Poverty

Please explain any possible impact

The use of universal services supports social inclusion. We will be ensuring that service users maximise their income by promoting the uptake of benefits to which they are entitled, including mobility element of Disability Living Allowance / Personal Independence Payments, Blue Badges, bus passes, etc.

What work have you already done to improve the above?

Actions (to mitigate adverse impact or to address identified gaps in knowledge).

We will work with service users, carers and families to ensure they are in receipt of benefits to which they are entitled. This will help their circumstances when a financial contribution is required towards to the cost of a package of care which has been identified through an individual assessment of need and a financial assessment.

(c) Community Cohesion

Is the initiative likely to have an impact on Community Cohesion?

As per above, supporting social inclusion will promote community cohesion.

Actions (to mitigate adverse impact or to address identified gaps in knowledge).

N/A.

Section 5 Consultation

What consultation and engagement has been undertaken (e.g. with the public and/or members of protected groups) to support the views in section 3 and 4?

The proposed policy will be subject of a 90 day public consultation with all stakeholders. This EIA will be reviewed and updated as a result of feedback and data obtained during that process.

Any actions required (to mitigate adverse impact or to address identified gaps in knowledge)

N/A.

Section 6 – Post Consultation

What was the outcome of the consultation?

This section will be updated on completion of the public consultation exercise.

Section 7 - Monitoring arrangements:

Please explain the arrangements in place (or those which will be put in place) to monitor the impact of this function, service, policy, procedure, strategy, plan or project:

Monitoring arrangements:

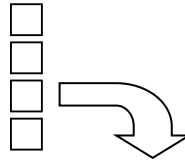
Progress will be monitored by the number of people travelling independently instead of via Assisted Transport, and budget/level of expenditure on transport services. Appropriate milestones will be set as a means of measuring progress and effectiveness of the policy.

Actions: Monitor number of people traveling independently instead of via Assisted Transport and budget/level of expenditure on transport services.

Section 8 – Outcomes:

Having completed sections 1-5, please indicate which of the outcomes listed below applies to your initiative (refer to guidance for further information on this section).

- Outcome 1: Continue the initiative...
- Outcome 2: Adjust the initiative...
- Outcome 3: Justify the initiative...
- Outcome 4: Stop and remove the initiative...



Outcome 1

Section 9 - Publication arrangements:

Information on the publication arrangements for equality impact assessments is available in the guidance notes

Action Plan:

Objective What are we going to do and why?	Who will be responsible for seeing it is done?	When will it be done by?	Outcome How will we know we have achieved our objective?	Progress
To put robust systems in place to improve data collection against all protected characteristics, using digital processes.	Adult Social Services	March 2020	Robust data systems in place	
Following the introduction of improved data collection, ensure analysis is undertaken of more comprehensive equalities dataset and include in the future planned annual monitoring reports to Members.	Adult Social Services	March 2020	Improved data available	
Monitor number of people traveling independently instead of via Assisted Transport and budget/level of expenditure on transport services.	Adult Social Services	On implementation of policy	Improved data available	
We will work with service users, carers and families to ensure they are in receipt of benefits to which they are entitled. This will help their circumstances when a financial contribution is required towards to the cost of a package of care which has been identified through an individual assessment of need and a financial assessment.	Adult Social Services	On implementation of Policy	People are able to access benefits that they are entitled to	

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* Please remember to be 'SMART' when completing your action plan.

Mae'r dudalen hon yn fwiadol wag

Assisted Transport in Neath Port Talbot



Consultation Paper

Draft Version 1.0 12/02/19

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1. Background

Neath Port Talbot Council is committed to promoting independence across all areas of service provision and seeks to ensure as many people live and travel as independently as possible within their own communities.

This policy has been developed to provide a strategic and sustainable approach to delivering assisted transport. It places greater emphasis on promoting independence and transparency and clearly outlines the framework through which Neath Port Talbot County Borough Council Adult Services provide assisted transport.

The policy applies to all adults aged 18 years and above who access services provided directly, or commissioned by, Adult 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 the Council's proposals.
- 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 11th March to 9th June 2019** (see section 6 for how to give your views).

As well as this document, Council officers will be visiting Services throughout the consultation period to explain the proposals to service users face-to-face as well as meeting with carers. 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 the Council's Cabinet. This report will set out the proposal and recommendations, taking into account the feedback from the consultation.

4. What is the proposal for the Assisted Transport Policy?

The policy aim is to promote independence and encourage the use of sustainable local methods of transport where viable. This will mean that individuals will need to be assessed via a Care Review to indicate if the person is eligible for assisted transport.

This could mean that for example, if an individual has access to a Motability car or other type of transport to and from community services, they would be expected to use that method. The Council will not automatically provide Assisted Transport.

For a service user to access assisted transport provided by Adult Services, the following factors will apply:

- Assessment for assisted transport will only be considered where the person is eligible for a community service provided by the Council in order to meet an assessed eligible need.
- In completing this assessment, emphasis will be placed on the person's strengths and capabilities, and focus on solutions that enable them to do things for themselves rather than become dependent.
- The assessment will aim to establish whether it is safe and reasonable to expect the person, or their representative, to make transport arrangements. As part of the assessment, all transport options will be examined and the outcomes will be identified and evidenced.
- Provision of assisted transport will only be considered to enable people to travel to and from services they are assessed as needing to meet their social care needs following a Care

Assessment. Any transport provided will be appropriate for that need, will provide value for money and be cost effective.

- Assessment of need will take into account and consider all available transport options including, where applicable, assisted / supported transport, taxi, passenger transport services, public transport, bus pass, Motability vehicle and the mobility component of the Personal Independence Payment (PIP) or Disability Living Allowance (DLA) entitlement.
- If eligible, the provision of transport will be agreed from a designated pick up and return point within the Neath Port Talbot boundary. Trips that do not form part of an agreed care plan will be the responsibility of the service user.
- When assessing eligibility for transport and feasibility of different ways to access provision of services, the following will be taken into account:
 - Access to existing transport
 - Access to Mobility Allowance, PIP, or alternative funds
 - Assessment of mobility
 - Assessment of ability to travel independently
 - Identification of appropriate transport provision for those eligible
 - People may have the financial means to fund their own travel arrangements
 - Outcome of a period of travel training
- If it is established during the assessment process that the person can travel to a community activity that meets their outcomes, either independently or with assistance from family, friends or support providers, the Council will not provide transport, or pay for travel costs. However, this does not prevent people using their own financial resources to pay for transport should they choose to do so.
- The provision of assisted transport to enable young people to access schooling or other services does not confer a right to Council funded transport in adulthood. This will form part of any transitions discussions and the assessment of need.

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 answers to some questions you may have:

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

A: Adult Services has reviewed current service provision and has developed this policy as the best way to provide sustainable services for our most vulnerable residents.

Q: Will I have to use our mobility car to transport to and from Services?

A: If the person accessing services is in receipt of a mobility allowance this may be utilised by them to purchase private transport, e.g., taxis. Should the person have a motability vehicle, this will be taken into account under the assessment of need. Where applicable, transparent reasons will be given as to why the benefit cannot be utilised.

Q: How will the Council agree if I need assisted transport?

A: All service users will be assessed using the new Social Services Assessment tool following the criteria which illustrates where assisted transport will be provided on page 3.

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:

i. 'Face-to-face' meetings with Service Users and their carers

Regular meetings will take place during the consultation. These will be an opportunity to find out more about the proposal, ask questions and give your views.

ii. Team Staff Meetings

iii. One to one meetings

Individual meetings with service users and their families will be arranged where needed.

iv. Advocacy

If required, an independent advocacy service will be made available to Day Service Users.

v. Display and Suggestion Box

There will be an information display giving details of the proposal at Day Services, together with suggestion box where questions, letters and completed feedback forms can be deposited. The boxes will be emptied regularly and answers to any questions will be displayed on the notice board.

vi. Consultation Portal

Neath Port Talbot County Borough's consultation portal which will allow you to comment and provide feedback

vii. Meetings with partner agencies, groups and forums

We will be discussing the proposal at meetings with key partner agencies, learning disability groups/forums and other stakeholders.

viii. In writing

You can respond in writing by writing to the address below

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 box or can be posted to:

Assisted Transport Policy

Assisted Transport Policy Consultation
Neath Port Talbot County Borough Council
Common Commissioning Unit
Civic Centre
Neath
SA11 3QZ

or email ccu@npt.gov.uk

7. Explanation of terms used in the context of this document

Advocacy is a service, which represents others or helps them to represent themselves. The advocate will put a person's views forward, make sure that they are kept fully informed and that they have all the information they need to make an informed decision or choice.

Partner agencies - these are agencies who work together to provide services, e.g. the Council, National Public Health Service, Local Health Board etc.

Partnership - co-operation between organisations working together to provide a service.

A **Stakeholder** is a person, group or organisation with a direct interest, involvement, or investment in something, e.g. staff, owners and customers/ service users of a business or service.

Alternative Formats

This information is available in a range of different formats including a Welsh language version and, on request, in other languages, large print, Braille or audio tape/CD. To make a request for another format, please ask one of the Day Centre Staff who will pass your request on to the Commission Unit.

8. Feedback form

Neath Port Talbot County Borough Council

Assisted Transport Policy Consultation Feedback Form

If you would like to comment on this proposal, please complete this form and post it in the questionnaire box or post it to:

Assisted Transport Policy Consultation
Neath Port Talbot County Borough Council
Common Commissioning Unit
Civic Centre
Neath
SA11 3QZ

If you wish to receive a response to any questions raised on this form please supply your name and address:

Name: _____

Address: _____

Postcode: _____

Please indicate your interest in this project (please ✓):

I am a Service User

I am related to a Service User

I am a carer for a Service User

I am a member of staff at a Service

Other (please specify) _____

Please insert your comments below (*please feel free to include additional sheets if required*):

Assisted Transport Policy

Questions

Choosing the Right Services

a. How easy or difficult do you find it to get information about help with travel?

Please tick one box only

Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please give reasons for your answer or provide further comments in the box below

Questions

The Policy on Eligibility for Transport provided by the Council's Adult Social Care

To what extent do you agree or disagree with the proposed Policy detailed.

Please tick one box only

Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please give reasons for your answer or provide further comments or suggestions about improvements in the box below

Questions

Do you think that the Policy on Eligibility for Transport would have a negative impact on any of the adult care sector? *Please state yes, no or don't know*

Yes	No	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Questions

Independent Travel Training

How important is it for the Council to commission training services to promote independent travel and reduce dependency on social services transport?

Please tick one box only

Very important	Fairly important	Neither Not very important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please give reasons for your answer or provide further comments or suggestions about improvements in the box below

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.

Age: (please ✓one answer)

- | | | | |
|-----------------------------------|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 30-39 | <input type="checkbox"/> 60-74 | <input type="checkbox"/> 86+ |
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 40-49 | <input type="checkbox"/> 75-85 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 25-29 | <input type="checkbox"/> 50-59 | | |

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

- | | | |
|---|--|---|
| <input type="checkbox"/> Fluent speaker & writer | <input type="checkbox"/> Fluent speaker | <input type="checkbox"/> Learner |
| <input type="checkbox"/> Fairly fluent speaker & writer | <input type="checkbox"/> Fairly fluent speaker | <input type="checkbox"/> 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 ✓one answer)

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

Ethnic origin: (please ✓one answer)

- | | | |
|---|---|--|
| <input type="checkbox"/> White British | <input type="checkbox"/> Mixed: White & Asian | <input type="checkbox"/> Black: African |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Indian | <input type="checkbox"/> Black: Caribbean |
| <input type="checkbox"/> Mixed: White & Black Caribbean | <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Mixed: White & Black African | <input type="checkbox"/> Pakistani | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Other (please specify): | <input type="text"/> | |

Sex (please ✓one answer)

- | | | | |
|-------------------------------|---------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Transgender | <input type="checkbox"/> Prefer not to say |
|-------------------------------|---------------------------------|--------------------------------------|--|

Religion/Belief: (please ✓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"/> Sikh | <input type="checkbox"/> No religion | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Any other religion | |
| <input type="checkbox"/> Any other religion (please specify): | <input type="text"/> | | | |

Sexual Orientation (please ✓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 |
|---------------------------------------|----------------------------------|------------------------------|-----------------------------------|--|

Nationality (please ✓one answer)

- | | | | |
|--|--|----------------------------------|----------------------------------|
| <input type="checkbox"/> Welsh | <input type="checkbox"/> Scottish | <input type="checkbox"/> English | <input type="checkbox"/> British |
| <input type="checkbox"/> Irish | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Other | |
| <input type="checkbox"/> Other (please specify): | <input type="text"/> | | |

THANK YOU FOR YOUR TIME

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

7th MARCH 2019

Report of the Head of Adult Services – Ms A. Thomas

Matter for Decision

Wards Affected: All Wards

ADULT SERVICES EQUITABILITY OF SERVICE PROVISION POLICY

1. Purpose of Report

1.1 To present Members with the proposed Adult Services Equitability of Service Provision Policy and seek approval to conduct a 90-day public consultation.

2. Background

2.1 The Policy sets out the Council's proposals for the future provision of adult social care.

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

2.3 However, in doing so it is necessary to review what services are provided and how we deliver them, whilst taking into account the social care resources available when undertaking an assessment of individuals' needs.

2.4 When commissioning services, the Council will make a determination as to what interventions can best meet a person's identified assessed needs.

2.5 Sometimes a person may wish to access service(s) that are more costly than the service(s) identified by the Council as available and capable of meeting their assessed needs and agreed desired outcomes. In these cases, the person will be offered, through the use of Direct Payments, the opportunity of accessing a more expensive service than the services identified by the Council.

2.6 In all cases the Council, following a Financial Assessment, will fund a service that meets the eligible assessed needs of, and agreed desired

outcomes for, the person, or will provide Direct Payments at a level which it estimates to be equivalent to the reasonable cost of securing the provision of that care and support, and a person will be asked to contribute towards the cost of that service solely in accordance with regulations made under the Social Services and Well-being (Wales) Act 2014.

3. Monitoring, Review and Delivery

3.1 The Policy will be reviewed by the Social Care, Health and Well-being Cabinet Board on an annual basis.

3.2 The Policy will be reviewed in line with the Council's performance arrangements and against the Forward Financial Plan (FFP) targets.

4. Recommendation

Having given due regard to the Equality Impact Assessment, it is recommended that Members grant permission to consult on the proposed Adult Services Equitability of Service Provision Policy attached as Appendix 1 to this report.

5. Reason for Proposed Decision

To take into account the social care resources available when undertaking an assessment or reassessment of individuals' needs, to ensure a sustainable range of good quality adult social care services are available to meet the needs of the most vulnerable citizens of Neath Port Talbot, and contribute towards the budgetary savings identified in the Council's Forward Financial Plan.

6. Implementation of Decision

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

7. Equality impact assessment

A full Equality Impact Assessment (EIA) on the proposed Policy has been undertaken to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010.

It is not expected that the Policy 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.

The EIA will be reviewed on completion of the public consultation and will help inform any required amendments.

8. Workforce impacts

There are no workforce impacts arising from this report.

9. Legal impacts

There are no legal impacts arising from this report.

10. Financial impacts

The proposed Adult Services Equitability of Service Provision Policy has been developed on the basis of the Directorate's budgetary savings for 2019-20.

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 3 of this report.

12. Risk Management

There are no risks associated with this item.

13. Appendices

Appendix 1 – Adult Services Equitability of Service Provision Policy.

Appendix 2 – Equality Impact Assessment.

Appendix 3 – Consultation document.

14. Background Papers

Consultation on Social Services Budget and Draft Savings 2019-20.

15. Officer Contact

For further information on this report item, please contact:

Angela Thomas, Head of Adult Services

Telephone: 763279

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

Chelé Zandra Howard, PO for Commissioning

Telephone: 685221

Email: c.howard@npt.gov.uk



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

Adult Services

Equitability of Service Provision Policy

April 2019

Building Safe and Resilient Communities

1. Introduction

Neath Port Talbot County Borough Council ('the Council') is committed to ensuring that all people with an assessed eligible care and support need receive high quality, sustainable and personalised responses to meet that need and help them to achieve their personal outcomes.

Over the years the Council has seen an increase in the number of people with an eligible care and support need. This increase is set against a background of increasing financial pressures due to reduced funding from central government.

2. Aims of the Policy

The Council is committed to supporting its most vulnerable citizens and ensuring that those who require support are provided with as much choice and control as is consistent with the meeting of need in a way which is fair to all in need and for whom the council must make provision, not just over their lives but also in how their care is provided.

In doing so, when undertaking an assessment or reassessment of individuals' needs, the Council will take into account the social care resources available to it when considering how those needs might be met.

3. Legal Framework

The Social Services and Well-being (Wales) Act 2014 ('the Act') is the legislative framework that sets out the Council's duty to assess an individual's need for care and support services. The Council will have a duty to meet that need if the need meets statutory eligibility criteria and cannot be met by the person's own resources or community resources.

The Council will follow rigorously the assessment and review process laid down under the Act, key elements of which are set out below:

Section 2 of the Act places a well-being duty on the Council in relation, among other things, to the individual's:

1. a. physical and mental health and emotional well-being
1. d. domestic, family and personal relationships
1. h. suitability of living accommodation
4. a. control over day to day life

The Council has a duty under **Section 5** to ‘promote the well-being of people who need care and support.’

Section 6 provides for other overarching duties, including:

- 6.2. as far as is reasonably practicable, ascertain and have regard to the individual’s views, wishes and feelings
- 6.3.a. a presumption that the adult is best placed to judge the adult’s well-being
- 6.3.b. the importance of promoting the adult’s independence where possible

Section 15 places a duty upon the Council to provide or arrange for the provision of a range and level of services which it considers will:

- 15.2.i. enable people to live their lives as independently as possible

Section 19 places a duty to assess need for care and support that:

- 19.4.a. identifies the outcomes that the adult wishes to achieve in day to day life.
- 19.4.b. assess whether care and support etc. could contribute to the achievement of those outcomes or otherwise meet the needs identified.

This is underpinned by the principle that goals or outcomes should be identified jointly with an individual, and that the individual must feel themselves an equal contributor to the care and support plan.

It must be recognised that some of these could be affected if the individual was unhappy with the proposed means of meeting their need, particularly if they felt compelled to move into residential accommodation.

The Council is not, however, bound to meet a need in the way preferred by an individual.

Under **Section 32**, in making a decision on eligibility and consideration of what to do to meet needs, we must determine:

- 32.1 – if a person needs care and support
 - a. determine whether any of the needs meet the eligibility criteria.
- 32.2 – if needs must be met, consider what could be done to meet the needs

Section 34 gives examples of how needs might be met, and includes accommodation, and care and support in the community, as valid options.

Regulations made under the Act repeat the requirement to have regard to the desired outcomes, and also list matters which are a relevant part of the assessment as potentially eligible needs. These include:

- involvement in work, education, learning or in leisure activities;
- maintenance or development of family or other significant personal relationships;

When a multidisciplinary assessment indicates that care in a nursing or residential home is the most appropriate place to meet all the individual's care needs, the individual, their advocate, family and/or carers ('their representative') should be assisted and supported to choose a suitable and available home of their choice.

The Mental Capacity Act 2005

The Mental Capacity Act 2005 ('MCA') should be considered in implementing this Policy in each case as may be appropriate. The MCA introduced important safeguards for people who lack capacity and the people who work with, support and care for them. In consequence any person who is assessed to lack capacity should be placed at the heart of decision making and provided with appropriate support to enable the individual to make his/her own decisions where possible. Even if they are unable to do this, then the person should be involved in the decision-making process as far as possible.

The five principles which apply in all circumstances in relation to the implementation of this Policy are as follows:

- A person **must be assumed** to have capacity unless it is proved otherwise that he/she lacks capacity. This means that you cannot assume that someone cannot make a decision for themselves just because they have a particular medical condition or disability, or because they are of a particular age or appearance.
- A person is not to be treated as unable to make a decision unless **all practicable steps** to help him or her to do so have been taken without success. This means that you should make every effort to encourage and support the person to make the decision for himself/herself.
- People have the **right to make** what others might regard as **unwise**

decisions. We cannot say because we think the decision is unwise that the person does not have the capacity to make the decision.

- Anything done for or on behalf of a person who lacks mental capacity must be done in their **best interests**.
- Anything done for, or on behalf of, people without capacity should be **the least restrictive** of their basic rights and freedoms. This means that when you do anything to or for a person who lacks capacity you must choose the option that is in their best interest and least restricts the person's freedom and rights.

A formal capacity assessment should be undertaken in respect of any decision where the mental capacity of the person is disputed. If there is any doubt as to whether a person lacks capacity, this should be decided on the balance of probabilities.

4. Principles of Providing a Service

When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.

Sometimes a person may wish to access service(s) that are more costly than the service(s) identified by the Council as available and capable of meeting their assessed needs and agreed desired outcomes. In these cases, the person will be offered, through the use of Direct Payments, the opportunity of accessing a more expensive service than the services identified by the Council.

In all cases the Council will fund a service that meets the eligible assessed needs of, and agreed desired outcomes for, the person, or will provide Direct Payments at a level which it estimates to be equivalent to the reasonable cost of securing the provision of that care and support, and a person will be asked to contribute towards the cost of that service solely in accordance with regulations made under the Act. When setting the level of Direct Payments the Council will be mindful of the need to ensure an element of preference.

5. Assessing Need

It is vital that the individual or their representative is made fully aware that any care review constitutes a reassessment of the individual's needs which means that the individual's care package may alter as a result.

6. Principles of Charging for Services

The restrictions upon the maximum amount which a person may be charged as a contribution towards the cost of non-residential care and support, set by the Welsh Assembly by regulation, mean that in order to offer this element of choice, a person must be provided with Direct Payments, as defined in the Act, which they can use to purchase care and support services from a third party provider.

The Council will be concerned to see that the care and support services purchased meet the assessed need and achieve personal outcomes but, beyond that, it is entirely a matter for the person to decide whether they wish, and are able, to purchase more costly care and support at their own expense.

Where the Council properly concludes that it is reasonable for a person's needs to be met through the provision of funding of residential care, the cost of which would be less than that of non-residential care and support, but a person does not wish to enter residential care and is willing and able, as above, to pay the additional cost of non-residential care, the Council will:-

1. Take as the residential care cost comparator a figure which fairly reflects the cost of a reasonable choice of residential accommodation within a reasonable distance from the person's home; and
2. Exclude from its calculations any sum which the person could properly be required to pay towards the cost of either non-residential care and support or residential care. This is important, given the far greater contribution which may be required from an individual towards the cost of residential care than the capped contribution towards the cost of non-residential care and support.

7. Ordinarily Resident

The Social Services Authority where the individual is *ordinarily resident* will be responsible for assessing and arranging their care but may commission Neath Port Talbot Social Services to assist with arrangements on their behalf.

When NHS nursing home care is required the care will be arranged by the Social Services Department from where the person is ordinarily resident and by the Health Board Locality where the person is to be placed for their long-term NHS Funded Nursing Care. Where the person's needs are to be met under NHS Continuing Health Care, if the person is to be placed within the catchment area of Neath Port Talbot, then the respective Health Board Locality will be responsible for arranging and managing the placement.

Persons from Neath Port Talbot placed within neighbouring Health Board areas, will be managed in line with the choice policies of the Health Board in which the person is placed.

In the event of the person's condition changing or deteriorating significantly, the application of this process should be suspended and a reassessment should commence once the person is deemed medically fit for transfer of care by the clinician and the Multi-Disciplinary Team. In the event of any change taking place which may affect the person's capacity to make this decision at any stage of the process, then this process will be suspended and the policy for a person without capacity will be applied.

8. Preference for Particular Accommodation

Where a person has expressed a preference for particular accommodation, and complies with the requirements of the 2014 Act and regulations made under the Act, they will be required to pay the additional cost as defined as a condition of the Council providing or arranging, or continuing to provide or arrange, the preferred accommodation. Where the preferred accommodation is outside of the Council's area, and suitable accommodation in area is, or would be, available, then the cost from which any additional cost is calculated under S.57(3) shall be the usual cost of in-area accommodation. Where no in-area accommodation is available, then the cost for the purposes of S.57(3) shall be that usually incurred by the local authority in which the preferred accommodation is situated.

9. Review and Termination of Service

All care packages will be subject to a minimum of an annual review to ensure they remain the most appropriate option for the individual's care and support needs.

10.Complaints / Appeals Procedure

Should a person who accesses services or their carer wish to have the opportunity to challenge any decisions made, (s)he should refer to the Council's appeals procedure. This process has a clear route of appeal and timescale for handling appeals.

Individuals and/or their carers should be provided with information explaining how to complain about Social Services in Neath Port Talbot, which is available in accessible formats and different languages. The leaflet and details of the complaints procedure can also be accessed online via the Council's website www.npt.gov.uk. The dedicated Adult Services Complaints telephone number is (01639) 763445, or via email: complaints@npt.gov.uk

11.Review of the Policy

The policy reflects the Council's current position and will be reviewed annually.

Equality Impact Assessment (EIA) Report Form

This form should be completed for each Equality Impact Assessment on a new or existing function, a reduction or closure of service, any policy, procedure, strategy, plan or project which has been screened and found relevant to Equality and Diversity.

Please refer to the 'Equality Impact Assessment Guidance' while completing this form. If you would like further guidance please contact the Corporate Strategy Team or your directorate Heads of Service Equality Champion.

Where do you work?
Service Area: Adult Services
Directorate: Social Services, Health & Housing

(a) This EIA is being completed for a...

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

(b) Please name and describe below...

Adult Services Equitability of Service Provision Policy.

(c) It was initially screened for relevance to Equality and Diversity in

February 2019.

(d) It was found to be relevant to...

Age <input checked="" type="checkbox"/>	Race..... <input type="checkbox"/>
Disability <input checked="" type="checkbox"/>	Religion or belief <input type="checkbox"/>
Gender reassignment <input type="checkbox"/>	Sex..... <input type="checkbox"/>
Marriage & civil partnership <input type="checkbox"/>	Sexual orientation <input type="checkbox"/>
Pregnancy and maternity <input type="checkbox"/>	Welsh language <input type="checkbox"/>

(e) Lead Officer

Name: Andrew Potts

Job title: Commissioning Officer

Date: February 2019

(f) Approved by Head of Service

Name: Angela Thomas

Date: February 2019

Section 1 – Aims (See guidance):

Briefly describe the aims of the function, service, policy, procedure, strategy, plan, proposal or project

What are the aims?

To take into account the social care resources available when undertaking an assessment or reassessment of individuals' needs, to ensure a sustainable range of quality adult social care services are available to meet the needs of the most vulnerable citizens of Neath Port Talbot, and contribute towards the budgetary savings identified in the Council's Forward Financial Plan.

Who has responsibility?

Head of Adult Services.

Who are the stakeholders?

- Current clients of Adult Services who receive a service commissioned or directly provided by the Council in order to meet an assessed eligible need
- Carers/family of the above
- New clients not previously in receipt of services
- Staff of NPTCBC
- Residents of Neath Port Talbot

Section 2 - Information

(a) Service Users

Please tick what information you know about your service users and provide details / evidence of how this information is collected.

Age	<input checked="" type="checkbox"/>	Race.....	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	Religion or belief	<input checked="" type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	Sex.....	<input checked="" type="checkbox"/>
Marriage & civil partnership	<input checked="" type="checkbox"/>	Sexual orientation	<input type="checkbox"/>
Pregnancy and maternity.....	<input type="checkbox"/>	Welsh language	<input checked="" type="checkbox"/>

What information do you know about your service users and how is this information collected?

Social Services, Health & Housing routinely collects data as part of the individuals' assessment of need. Limited equalities data such as age, disability, sex and ethnicity are collected, which informs policy development and service provision.

Any Actions Required?

To put robust systems in place to improve data collection against all protected characteristics, using digital processes.

Following the introduction of improved data collection, ensure analysis is undertaken of more comprehensive equalities dataset and include in the future planned annual monitoring reports to Members.

(b) General

What information do you know and how is this information collected?

The Directorate retains a list of all clients using their services. The Council reported (via PM2 annual return) that the total number of people receiving a service from Adult Services was as below for the year 2017-18:

Age Group	Total number of people	% of people
18-24	110	4.0%
25-64	667	24.5%
65-74	325	11.9%
75-84	673	24.7%
84+	951	34.9%
Total	2,726	100%

A significant number of people will access social services due to having a disability. NPTCBC reports to Welsh Government those on the Learning Disability Register, and those on the Physical and Sensory Disability Register; the numbers reported for 2017-18 are shown below:

Register	Number of people
Learning Disability Register	510
Physical & Sensory Disability Register	3,114
Number on both lists	192
Total no. of people on any disability register	3,432

This is likely to be an underestimate, as being on the register is not mandatory, and not everyone will choose to declare a disability. Other information on people receiving a service due to a disability is not available.

Any Actions Required?

To put robust systems in place to improve data collection against all protected characteristics, using digital processes.

Following the introduction of improved data collection, ensure analysis is undertaken of more comprehensive equalities dataset and include in the future planned annual monitoring reports to Members.

Section 3 – Impact

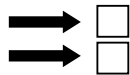
(a) Impact on Protected Characteristics

Please consider the possible impact on people with different protected characteristics. This could be based on service user information, data, consultation and research or professional experience (e.g. comments and complaints).

	Positive	Negative	Neutral	Needs further investigation
Age	→ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	→ <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	→ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	→ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	→ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race	→ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief	→ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	→ <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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Sexual orientation
Welsh language



Thinking about your answers above, please explain (in detail) why this is the case. Include details of any consultation (and/or other information) which has been undertaken to support your view.

The Policy's aim is to ensure long-term equitability and sustainability of service provision for adults. By taking into account the Council's limited resources, it may not be possible to offer an individual their preferred package of care when an alternative, which will meet their assessed needs, has been identified by an assessment or re-assessment of need.

Where the individual indicates a preference for a care package which exceeds the level at which the Council has agreed to fund, then the individual may be required to make a financial contribution to those care costs.

As such, it is possible that those without sufficient financial resources of their own may have less choice and control over the care package they receive than someone who is more financially able.

It must be emphasised that any services received will meet the eligible assessed needs of, and agreed desired outcomes for, the individual and that the individual will have choice in regards to those services that are in line with what the Council has agreed to fund.

Overall this policy should have a positive impact as it will support the Council in ensuring that they are financially sustainable in order to be able to continue meeting ongoing demand for services.

(b) Impact on the Welsh Language

What is the likely impact of the policy on:

- **Opportunities for people to use Welsh**
- **The equal treatment of the Welsh and English languages**

Please give details

The Policy and consultation documents will be available in both Welsh and English.

Individuals preferred choice of language in which to receive services will be considered and taken account of when determining what services are best placed to meet the individuals identified assessed needs and desired outcomes.

Could the policy be developed to improve positive impacts or lessen negative impacts? Please give details

N/A.

Actions (to increase positive/mitigate adverse impact).

N/A.

Section 4 - Other Impacts:

Please consider how the initiative might address the following issues.

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You could base this on service user information, data, consultation and research or professional experience (e.g. comments and complaints).

(a) Equalities

Public Sector Equality Duty (PSED)

- to eliminate discrimination, harassment and victimisation;
- to advance equality of opportunity between different groups; and
- to foster good relations between different groups

Please explain any possible impact on meeting the Public Sector Equality Duty

The Social Services, Health & Housing Directorate continues to be mindful of its position as employer, provider and commissioner of adult social care services. To this end, it strives to ensure equality is a fundamental driver in terms of the way it meets many of the Council's statutory duties, in a climate of externally-imposed ongoing budget reduction.

Access to services is based on assessed need. All services and assessment processes comply with the Equalities Act.

The policy should not negatively impact on the PSED.

What work have you already done to improve the above?

Actions (to mitigate adverse impact or to address identified gaps in knowledge).

N/A.

(b) Reduce Social Exclusion and Poverty

Please explain any possible impact

The Policy may affect those without sufficient financial resources of their own, who may have less choice and control over the care package they receive than someone who is more financially able.

However, we will be ensuring that service users maximise their income by promoting the uptake of benefits to which they are entitled, including Attendance Allowance, mobility element of Disability Living Allowance / Personal Independence Payments, etc.

It must be emphasised that any services received will meet the eligible assessed needs of, and agreed desired outcomes for, the individual and that the individual will have choice in regards to those services that are in line with what the Council has agreed to fund.

Overall this policy should have a positive impact as it will support the Council in ensuring that they are financially sustainable in order to be able to continue meeting ongoing demand for services.

What work have you already done to improve the above?

Actions (to mitigate adverse impact or to address identified gaps in knowledge).

We will work with service users, carers and families to ensure they are in receipt of benefits to which they are entitled. This will help their circumstances when a financial contribution is required towards to the cost of a package of care which has been identified through an individual assessment of need and a financial assessment.

(c) Community Cohesion

Is the initiative likely to have an impact on Community Cohesion?

The policy promotes the sustainability of service provision within Neath Port Talbot.

Actions (to mitigate adverse impact or to address identified gaps in knowledge).

Section 5 Consultation

What consultation and engagement has been undertaken (e.g. with the public and/or members of protected groups) to support the views in section 3 and 4?

The proposed policy will be subject of a 90 day public consultation with all stakeholders. This EIA will be reviewed and updated as a result of feedback and data obtained during that process.

Any actions required (to mitigate adverse impact or to address identified gaps in knowledge)

N/A.

Section 6 – Post Consultation

What was the outcome of the consultation?

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This section will be updated on completion of the public consultation exercise.

Section 7 - Monitoring arrangements:

Please explain the arrangements in place (or those which will be put in place) to monitor the impact of this function, service, policy, procedure, strategy, plan or project:

Monitoring arrangements:

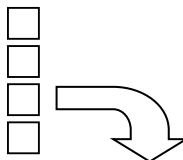
Progress will be monitored by the number and type of care packages, and budget/level of expenditure on providing services to meet individual assessed needs and outcomes. Appropriate milestones will be set as a means of measuring progress and effectiveness of the policy.

Actions:

Section 8 – Outcomes:

Having completed sections 1-5, please indicate which of the outcomes listed below applies to your initiative (refer to guidance for further information on this section).

- Outcome 1: Continue the initiative...
- Outcome 2: Adjust the initiative...
- Outcome 3: Justify the initiative...
- Outcome 4: Stop and remove the initiative...



Outcome 1

Section 9 - Publication arrangements:

Information on the publication arrangements for equality impact assessments is available in the guidance notes

Action Plan:

Objective What are we going to do and why?	Who will be responsible for seeing it is done?	When will it be done by?	Outcome How will we know we have achieved our objective?	Progress
To put robust systems in place to improve data collection against all protected characteristics, using digital processes.	Adult Social Services	March 2020	Better data sets will be available	
Following the introduction of improved data collection, ensure analysis is undertaken of more comprehensive equalities dataset and include in the future planned annual monitoring reports to Members.	Adult Social Services	March 2020	Better understanding of equalities data	
We will work with service users, carers and families to ensure they are in receipt of benefits to which they are entitled. This will help their circumstances when a financial contribution is required towards the cost of a package of care which has been identified through an individual assessment of need and a financial assessment.	Adult Social Services	On implementation of Policy	People are able to access benefits that they are entitled to	

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* Please remember to be 'SMART' when completing your action plan.

Equitability of Service Provision in Neath Port Talbot



Consultation Paper

Draft Version 1.0 12/02/19

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1. Background

Neath Port Talbot Council is committed to promoting independence across all areas of service provision and seeks to ensure as many people live and travel as independently as possible within their own communities.

This policy has been developed to provide a strategic and sustainable approach to delivering care services to adults. It places greater emphasis on sustainability of resources and outlines the framework through which Neath Port Talbot County Borough Council Adult Services provide social care.

The policy applies to all adults aged 18 years and above who access services provided directly, or commissioned by, Adult 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 the Council's proposals.
- 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 11th March to 9th June 2019** (see section 6 for how to give your views).

As well as this document, Council officers will be visiting Services throughout the consultation period to explain the proposals to service users face-to-face as well as meeting with carers. 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 the Council's Cabinet. This report will set out the proposal and recommendations, taking into account the feedback from the consultation.

4. What is the proposal for the Equitability Policy?

The policy aim is to take into account the social care resources available when undertaking an assessment or reassessment of individuals' social care needs.

We want to ensure a sustainable range of good quality adult social care services are available to meet the needs of the most vulnerable citizens of Neath Port Talbot.

Sometimes a person may wish to access services that are more costly than the services identified by the Council as available and capable of meeting their assessed needs and agreed desired outcomes.

In these cases, the person will be offered, through the use of Direct Payments, the opportunity of accessing a more expensive service than that identified by the Council.

However, by doing this we may ask you to contribute to the cost of that care.

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 answers to some questions you may have:

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

A: Adult Services has reviewed current service provision and has developed this policy as the best way to provide sustainable services for our most vulnerable residents.

Q: How will the Council agree if I need social care?

A: 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.

Q: Will I have to pay towards the cost of my care?

A: If you have an eligible assessed need, then you will receive a financial assessment which will look at how much you might have to pay towards social care.

Q: What happens if I want a service that costs more than the Council is able and prepared to pay for?

A: In these cases, the person will be offered, through the use of Direct Payments, the opportunity of accessing a more expensive service than the services the Council has identified as being able to meet your needs. Beyond that, it is entirely a matter for the person to decide whether they wish, and are able, to purchase more costly care and support at their own expense.

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:

i. 'Face-to-face' meetings with Service Users and their carers

Regular meetings will take place during the consultation. These will be an opportunity to find out more about the proposal, ask questions and give your views.

ii. Team Staff Meetings

iii. One to one meetings

Individual meetings with service users and their families will be arranged where needed.

iv. Advocacy

If required, an independent advocacy service will be made available to Day Service Users.

v. Display and Suggestion Box

There will be an information display giving details of the proposal at Day Services, together with suggestion box where questions, letters and completed feedback forms can be deposited. The boxes will be emptied regularly and answers to any questions will be displayed on the notice board.

vi. Consultation Portal

Neath Port Talbot County Borough's consultation portal which will allow you to comment and provide feedback

vii. Meetings with partner agencies, groups and forums

We will be discussing the proposal at meetings with key partner agencies, learning disability groups/forums and other stakeholders.

viii. In writing

You can respond in writing by writing to the address below

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 box or can be posted to:

Equitability of Service Provision

Equitability Policy Consultation
Neath Port Talbot County Borough Council
Common Commissioning Unit
Civic Centre
Neath
SA11 3QZ

Or email CCU@npt.gov.uk

7. Explanation of terms used in the context of this document

Advocacy is a service, which represents others or helps them to represent themselves. The advocate will put a person's views forward, make sure that they are kept fully informed and that they have all the information they need to make an informed decision or choice.

Partner agencies - these are agencies who work together to provide services, e.g. the Council, National Public Health Service, Local Health Board etc.

Partnership - co-operation between organisations working together to provide a service.

A **Stakeholder** is a person, group or organisation with a direct interest, involvement, or investment in something, e.g. staff, owners and customers/ service users of a business or service.

Alternative Formats

This information is available in a range of different formats including a Welsh language version and, on request, in other languages, large print, Braille or audio tape/CD. To make a request for another format, please ask one of the Day Centre Staff who will pass your request on to the Commissioning Unit.

8. Feedback form

Neath Port Talbot County Borough Council

Equitability of Service Provision Policy Consultation Feedback Form

If you would like to comment on this proposal, please complete this form and post it in the questionnaire box or post it to:

Equitability Policy Consultation
Neath Port Talbot County Borough Council
Common Commissioning Unit
Civic Centre
Neath
SA11 3QZ

If you wish to receive a response to any questions raised on this form please supply your name and address:

Name: _____

Address: _____

Postcode: _____

Please indicate your interest in this project (please ✓):

I am a Service User

I am related to a Service User

I am a carer for a Service User

I am a member of staff at a Service

Other (please specify) _____

Please insert your comments below (*please feel free to include additional sheets if required*):

Questions

Choosing the Right Services

a. How easy or difficult do you find it to get information about what social care and support you can have?

Please tick one box only

Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know

Please give reasons for your answer or provide further comments in the box below

Questions

The Equitability Policy

To what extent do you agree or disagree with the proposed Policy detailed.

Please tick one box only

Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know

Please give reasons for your answer or provide further comments or suggestions about improvements in the box below

Questions

Do you think that the Equitability Policy would have a negative impact on any of the adult care sector? *Please state yes, no or don't know*

Yes	No	Don't know

Questions

Equitability of Service Provision

Resources

How important is it for the Council to consider the resources it has available to support the most vulnerable residents and reduce overall dependency on social services?

Please tick one box only

Very important	Fairly important	Neither Not very important	Not important at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please give reasons for your answer or provide further comments or suggestions about improvements in the box below

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.

Age: (please ✓ one answer)

- | | | | |
|-----------------------------------|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 30-39 | <input type="checkbox"/> 60-74 | <input type="checkbox"/> 86+ |
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 40-49 | <input type="checkbox"/> 75-85 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 25-29 | <input type="checkbox"/> 50-59 | | |

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

- | | | |
|---|--|---|
| <input type="checkbox"/> Fluent speaker & writer | <input type="checkbox"/> Fluent speaker | <input type="checkbox"/> Learner |
| <input type="checkbox"/> Fairly fluent speaker & writer | <input type="checkbox"/> Fairly fluent speaker | <input type="checkbox"/> 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 ✓ one answer)

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

Ethnic origin: (please ✓ one answer)

- | | | |
|---|---|--|
| <input type="checkbox"/> White British | <input type="checkbox"/> Mixed: White & Asian | <input type="checkbox"/> Black: African |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Indian | <input type="checkbox"/> Black: Caribbean |
| <input type="checkbox"/> Mixed: White & Black Caribbean | <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Mixed: White & Black African | <input type="checkbox"/> Pakistani | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Other (please specify): | <input type="text"/> | |

Sex (please ✓ one answer)

- | | | | |
|-------------------------------|---------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Transgender | <input type="checkbox"/> Prefer not to say |
|-------------------------------|---------------------------------|--------------------------------------|--|

Religion/Belief: (please ✓ 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"/> Sikh | <input type="checkbox"/> No religion | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Any other religion | |
| <input type="checkbox"/> Any other religion (please specify): | <input type="text"/> | | | |

Sexual Orientation (please ✓ 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 |
|---------------------------------------|----------------------------------|------------------------------|-----------------------------------|--|

Nationality (please ✓ one answer)

- | | | | |
|--|--|----------------------------------|----------------------------------|
| <input type="checkbox"/> Welsh | <input type="checkbox"/> Scottish | <input type="checkbox"/> English | <input type="checkbox"/> British |
| <input type="checkbox"/> Irish | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Other | |
| <input type="checkbox"/> Other (please specify): | <input type="text"/> | | |

THANK YOU FOR YOUR TIME

Mae'r dudalen hon yn fwriadol wag

SOCIAL CARE, HEALTH AND WELL BEING CABINET BOARD

JOINT PERFORMANCE REPORT OF THE HEADS OF CHILDREN & ADULT SOCIAL SERVICES

K. WARREN & A. THOMAS

7th March 2019

SECTION C – MATTER FOR MONITORING

WARD(S) AFFECTED: ALL

TITLE OF REPORT

CHILDREN AND YOUNG PEOPLE & ADULT SERVICES – 3RD QUARTER (2018-19) PERFORMANCE REPORT

Purpose of Report

The purpose of this report is to provide Members with Performance Management Information and Complaints & Compliments Data for both Children and Young People (CYPS) and Adult Services for the 3rd Quarter Period (April 2018 – December 2018). This will enable the Social Care, Health & Well Being Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary

Although a new set of statutory Welsh Government Performance Indicators was introduced for Social Services in 2016-17, only those that lend themselves to quarterly reporting are contained in this report. The remaining performance measures will be included in the end of year (Quarter 4) Report for 2018-19. In addition, this report also includes information in relation to the number of Compliments and Complaints received by the Directorate during the 3rd Quarter Period (April 2018 – December 2018), Key Performance Indicators and Adult Services High Level Measures.

Background

1. Failure to produce a compliant performance monitoring report within timescale could lead to non-compliance within our Constitution and hinder the full and
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transparent scrutiny of performance across the Directorate. This report enables Members to monitor and challenge performance across Children & Young People (CYPS) and Adult Services, whilst taking into account our reporting obligations to Welsh Government in terms of the statutory performance indicators.

Financial Impact

2. Not applicable

Equality Impact Assessment

3. None Required

Workforce Impacts

4. Not applicable

Legal Impacts

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

Risk Management

6. Not applicable

Consultation

7. No requirement to consult

Recommendations

8. Members monitor performance contained within this report

Reasons for Proposed Decision

9. Matter for monitoring. No decision required

Implementation of Decision

10. Not Applicable

List of Appendices

11.

- **Appendix 1** – CYPS 3rd Quarter Performance Report (April 2018 – December 2018)
- **Appendix 2** – Adult Services 3rd Quarter Performance Report (April 2018 – December 2018)
- **Appendix 3** – CYPS 3rd Quarter Complaints and Compliments Report (April 2018 – December 2018)
- **Appendix 4** – Adult Services 3rd Quarter Complaints and Compliments Report (April 2018 – December 2018)
- **Appendix 5** – CYPS Monthly Key Priority Indicators (January 2019)
- **Appendix 6** – CYPS 3rd Quarter Audit Overview Report (October 2018 – December 2018)
- **Appendix 7** – Adult Services Monthly High Level Measures Report (?)
- **Appendix 8** – Adult Services 3rd Quarter HR Measures (April 2018– December 2018)

List of Background Papers

None

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Officer Contact

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Performance Indicators





Health Port Talbot Council

Appendix 1 - Children & Young People's Services – Quarterly Performance Report - Quarter 3 -2018/19



Print Date: 21-Feb-2019

How will we know we are making a difference (01/04/2018 to 31/12/2018)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CHILDREN AND YOUNG PEOPLE SERVICES					
CP/011 - PAM/028 - Measure 24 - Percentage of child assessments completed on time	98.86	97.76	93.72	98.00	 Amber
1,672 out of 1784 for QTR 3 2018-19 compared to 4,225 out of 4,322 for the same period 2017-18. All Wales figure for 2017-18 is 88%. We continue to remain above the Welsh average of 88%. We have set up a task and finish group, led by senior officers, to look at the reasons for the delays in assessments being completed. The group has identified some of the reasons for delays and we are seeing small improvements in each quarter.					
PI/239 - % of children supported to live with their family.	64.25	62.73	68.57	69.20	 Amber
698 out of 1018 for QTR 3 2018-19 compared to 626 out of 998 for the same period 2017-18. All Wales average for 2017-18 was 68.4%. This is an improvement on last year's figures; we continue to remain vigilant in ensuring that children who remain at home with support, continue to do so. New initiatives have been established including additional staff providing early offer of help/edge of care service. This will serve to help increase numbers.					
PI/241 - % of re-registrations of children on the local authority child protection register	5.33	6.21	8.39	6.30	 Red
13 out of 155 for QTR 3 2018-19 compared to 11 out of 177 for the same period 2017-18. All Wales average for 2017-18 was 5.4%. The new lead principal officer for safeguarding will look at this as part of his review on current child protection practices and processes.					
PI/242 - Average length of time (in days) for all children who were on the child protection register during the year.	212.50	288.30	271.50	245.10	 Red
271.5 days for QTR 3 2018-19 compared to 288.3 days for the same period 2017-18. All Wales average for 2017-18 was 248.9 days. This PI is subject to regular fluctuation, as all children will remain on the child protection register as long as deemed necessary by a multi agency panel.					



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Performance Indicators






Neath Port Talbot Council








Appendix 2 - Adult Services - Key Performance Indicators - Quarter 3 - 2018/19















Print Date: 21-Feb-2019





How will we know we are making a difference (01/04/2018 to 31/12/2018)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
Organisation					
CP/031 - PAM/012 - Percentage of households successfully prevented from becoming homeless		73.53	54.37	41.00	 Green
(280 of 515) Prevention continues to be a priority, and as many measures as possible are in place to prevent tenancies falling, for example, working with tenants on financial issues such as rent arrears, ensuring benefits are maximised and, arranging payment plans, on occasion, clearing rent owed to the landlord to avoid further action. Please note that Qtr. 3 data 2017/18 was for the period 1st October to 31st December 2017 rather than cumulative from the 1st April 2017. Comparable data for 2016/17 is currently being sourced from Welsh Government.					
CP/048 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	4.59	2.29	4.64	1.89	 Red
(59 of 12,712) The increase in the number of people waiting in hospital for social care reasons is linked in part to the difficulties the department is experiencing sourcing domiciliary care packages for some people. The commissioning team are working closely with independent domiciliary care providers and the Local Authority Homecare service to find solutions to address the demand for domiciliary care in certain parts of the county.					
CP/049 - Number of carers assessments completed	257.00	220.00	211.00		
Carers assessments are undertaken by the social work teams as well as Neath Port Talbot Carers Service on behalf of the Local Authority. Carers are offered an assessment and those who accept the offer do receive an assessment. For those carers who opt not to have an assessment they do still have access to information, advice and assistance as well as services provided by Neath Port Talbot Carers service. No target has been set for this PI.					
CP/050 - Measure 20a - Percentage of adults who completed a period of re-ablement and have a reduced package of care and support 6 months later		25.53	10.26	28.00	 Red
(20 of 195) There has been a slight decrease since Q3 last year, however the number of re-ablement packages that have resulted in no need for a further package or support has significantly increased this quarter. (This data was reported from 2017-18)					
PI/284 - PI/1 - Number of adults who received advice or assistance from the information, advice and assistance service during the year	3116.00	2243.00	1843.00	0.00	 Green
The reduction in this figure can be attributed to less referrals going on to assessment or carer's assessment as a result of diverting to external organisations.					
PI/285 - PI/2 - Number of assessments of need for care and support undertaken during the year	1115.00	957.00	1175.00	0.00	 Red
Of those referrals which have entered the system, there has been an increase in assessment activity throughout the teams. No target has been set for this PI.					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
PI286 - PI/2(i) - Of which; the number of assessments that led to a care and support plan	1006.00	826.00	1069.00	0.00	 Red
There has been a slight increase in the number of care plans created when compared to the same period last year. However, there were less assessments completed during the same period last year.					
PI287 - PI/3 - Number of assessments of need for support for carers undertaken during the year	257.00	220.00	211.00	0.00	 Green
PI/3, 3(i), PI/4; It is difficult to gauge performance on carer's assessments; each carer identified is offered an assessment however it is the individuals choice as to whether they accept the offer. In all cases carer's are provided with information on the various avenues of support available to them. The focus of the Carers Service is to provide information, advice and assistance therefore not many carers assessments lead to a service. No target has been set for this PI.					
PI288 - PI/3(i) - Of which; the number of carers assessments that led to a support plan	14.00	7.00	6.00	0.00	 Red
see above.					
PI289 - PI4 - Number of carer assessments that were refused by carers during the year	50.00	90.00	67.00	0.00	 Red
see above.					
PI290 - PI/5 - Number of assessments of need for care and support for adults undertaken during the year whilst in the secure estate	0.00	0.00	0.00	0.00	 Green
We currently have no service users within a secure environment. No target has been set for this PI.					
PI291 - PI/5(i) - Of which; the number of assessments in the secure estate that led to a care and support plan	0.00	0.00	0.00	0.00	 Green
We currently have no service users within a secure environment. No target has been set for this PI.					
PI292 - PI/6(a) - Number of requests for re-assessment of need for care and support and need for support and need for support made by an adult during the year in the secure estate	0.00	0.00	0.00	0.00	 Green
We currently have no service users within a secure environment. No target has been set for this PI.					
PI293 - PI/6(b) - Number of requests for re-assessment of need for care and support and need for support and need for support made by an adult during the year (All other adults and carers)	0.00	0.00	0.00		
There were no requests for re-assessment during this quarter. No target has been set for this PI.					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
PI294 - PI/6(i)(a) - Of which; the number of re-assessments undertaken in the secure estate	0.00	0.00	0.00		
We currently have no service users within a secure environment. No target has been set for this PI.					
PI295 - PI/6(i)(b) - Of which; the number of re-assessments undertaken (All other adults and carers)	0.00	0.00	0.00		
PI296 - PI/6(ii)(a) - Of which; the number of re-assessments that led to a care and support plan in the secure estate	0.00	0.00	0.00		
We currently have no service users within a secure environment. No target has been set for this PI.					
PI297 - PI/6(ii)(b) - Of which; the number of re-assessments that led to a care and support plan (All other adults and carers)	0.00	0.00	0.00	0.00	 Green
PI298a - PI/7 - Number of care and support plans and support plans that were reviewed during the year	1225.00	973.00	1013.00	0.00	 Green
There was a slight improvement in the number of care and support plan reviews carried out this quarter. No target has been set for this PI.					
PI298b - PI/7(i) - Of which, the number of plans that were reviewed within timescale	688.00	559.00	596.00		
Of the number of care and support plan reviews carried out, there was an improvement in the amount of reviews that were completed within timescale. No target has been set for this PI.					
PI299 - PI/8 - Number of requests for review of care and support plans and support plans for carers before agreed timescales made by an adult during the year		0.00	0.00	0.00	 Green
There were no requests during this period.					
PI299b - PI/8(i) - Of which; the number of reviews undertaken		0.00	0.00	0.00	 Green
see above.					
PI301 - PI/9 - Number of adults who received a service provided through a social enterprise, co-operative user led or third sector organisation during the year		0.00	0.00	0.00	 Green
We currently have no service users identified as having a service from a social enterprise, co-operative or third sector organisation. No target has been set for this PI.					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
PI302 - PI/10 - Number of adults who received care and support who were in employment during the year	14.00	4.00	7.00	0.00	 Red
This PI does not measure performance only those who were employment during the year. It has not been established if more or less are better. No target has been set for this PI.					
PI303 - PI/11 - Number of adults with a care and support plan who received adult social care during the year e.g. homecare, day care, respite, reablement, adaptations, adult care homes, telecare etc.	3169.00	3054.00	2528.00	0.00	 Green
The number of adults receiving a service has seen a significant decrease when compared to the same period last year. This can be seen as an improvement as more service user's are being diverted to third sector organisations/preventative services. No target has been set for this PI.					
PI304 - PI/12 - No. of adults who paid the maximum weekly charge towards the cost of care and support during the year	38.00	40.00	46.00	0.00	 Green
Data for PI/12, PI/13 and PI/14 is provided directly from Finance which invoice on an ad-hoc basis, therefore this figure will be sporadic throughout the year. A decrease in can also be attributed to the reduction of the number of people receiving adult social care this quarter. No target has been set for this PI.					
PI305 - PI/13 Number of adults who paid a flat rate charge for care and support or support for carers during the year	3068.00		2368.00	0.00	 Green
No comparisons are available to the same period last year due to a technical issue with the data received from finance.					
PI306 - PI/14 - Number of adults who were charged for care and support or support for carers during the year	2667.00	2528.00	2281.00	0.00	 Green
Data for PI/12, PI/13 and PI/14 is provided directly from Finance which invoice on an ad-hoc basis, therefore this figure will be sporadic throughout the year. A decrease in can also be attributed to the reduction of the number of people receiving adult social care this quarter. No target has been set for this PI.					
PI307 - Measure 18 - The percentage of Adult at Risk enquiries completed within 7 days		0.00	89.57		
(455 of 508) There is no comparable data as systems were being developed to capture this data during the same period last year. No target has been set for this PI.					
PI309 - Measure 20b - The percentage of adults who completed a period of reablement and have no package of support 6 months later		21.28	67.18	0.00	 Green
(131 of 195) Performance has significantly improved in comparison to the same period last year, highlighting a higher number of successfully completed packages. No target has been set for this PI.					
PI310 - Measure 21 - The average length of time, in calendar days, adults (aged 65 or over) are supported in residential care homes	785.66	785.65	824.31	0.00	 Red

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
(507 of 417,927) This figure will fluctuate depending on the number of people which have been discharged/deceased within the timescale reported, therefore performance is difficult to monitor. (Data reported from Qtr 2 2016-17). No target has been set for this PI.					
PI311 - Measure 22 - Average age of adults entering residential care homes	83.56	83.61	85.38	0.00	 Green
(134 of 11,441) This figure will fluctuate depending on the number of people which have been discharged/deceased within the timescale reported, therefore performance is difficult to monitor. (Data reported from Qtr 2 2016-17). No target has been set for this PI.					
PI313 - Measure 23 - The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months					
Awaiting development of the IAA service to be able to report this measure. (Alternative is a manual exercise which would involve counting 1,000's of records each quarter which we do not have the capacity to undertake).					
PI317 - HOS/003 (Local) - The percentage of households for which homelessness was successfully relieved	0.00	39.39	35.38	0.00	 Green
(173 of 489) Relief duties are accepted when applicants become homeless or have an expired notice to quit and have no security of tenure. For the service to discharge the duty successfully we have to source suitable affordable accommodation. On average 60% of assessed cases are single people and we continue to see a shortage of single person's accommodation. Restrictions relating to housing costs paid to under 35's is also a barrier to finding affordable accommodation as many are only eligible for housing costs in line with FMO rents but with a shortage of that accommodation in the area. Please note that all Quarter 3 2017/18 Homelessness Performance Indicators are solely for this period only (1st October to 31st December 2017) and are not cumulative from the 1st April 2017. This is due to difficulties with the system used to capture this data. Comparable data for 2016/17 is currently being sourced from Welsh Government. No target has been set for this PI.					
PI318 - HOS/004 (Local) - The percentage of those households for which a final duty was successfully discharged	0.00	100.00	100.00	0.00	 Green
Primarily this duty applies to anyone in temporary accommodation. Due to agreements such as the Nominations Agreement which sees a percentage of RSL voids given to the service, the applicants under this duty are prioritised as the most in need and therefore the successful outcomes are high. Please note that all Quarter 3 2017/18 Homelessness Performance Indicators are solely for this period only (1st October to 31st December 2017) and are not cumulative from the 1st April 2017. This is due to difficulties with the system used to capture this data. Comparable data for 2016/17 is currently being sourced from Welsh Government. No target has been set for this PI.					
PI319 - HOS/005 (Local) - The overall percentage of successful outcomes for assisted households	0.00	51.19	48.41	0.00	 Green
(517 of 1,068) The service continues to work on successful prevention and will be working closer with partners to maximise the likelihood of achieving successful outcomes. Work is ongoing with RSL's to reduce the number of excluded cases which would have a positive impact on the number of people housed, and also with private sector landlords to increase access to the private rented sector by way of financial incentive or guaranteed support to the tenant to minimise the risk of tenant failure. Please note that all Quarter 3 2017/18 Homelessness Performance Indicators are solely for this period only (1st October to 31st December 2017) and are not cumulative from the 1st April 2017. This is due to difficulties with the system used to capture this data. Comparable data for 2016/17 is currently being sourced from Welsh Government. No target has been set for this PI.					



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Performance Indicators

Seath Port Talbot Council

Appendix 3 -Children & Young People Services - Compliments and Complaints - Quarter 3 -2018/19



Print Date: 21-Feb-2019

How will we know we are making a difference (01/04/2018 to 31/12/2018)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CHILDREN AND YOUNG PEOPLE SERVICES					
PI/260 - Children & Young Peoples Services - % of complaints at Stage 1 that were upheld/partially upheld	46.67	27.78	28.57		
Despite an increase in the number of complaints received during the 3rd quarter, 2018-19 (when compared to 2017/18) from 18 to 29, the complaints team continue to work closely with front line teams to manage complaints appropriately. 6 stage 1 complaints were upheld and 2 stage 1 complaints partially upheld (8 in total).					
PI/261 - Children & Young Peoples Services - % of complaints at Stage 2 that were upheld	0.00	0.00	33.33		
There were 3 complaints at stage 2 during this period. One was partially upheld and 2 were not upheld. However, there continues to be a stronger emphasis on a speedier resolution at "local" and "Stage 1" levels.					
PI/262 -Children & Young People Services - % of complaints dealt with by the Public Services Ombudsman that were upheld	0.00	0.00	0.00		
There were no Ombudsman investigations during this period.					
PI/263 - Children & Young People Services- Number of compliments received from the public	19.00	10.00	26.00		
The number of compliments has increased; when compared to the same period last year there has been an increase from 10 to 26. This can be attributed to an improvement in reporting from services receiving praise and thanks. The Complaints Team will continue to raise the profile for the need to report such incidences.					



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Performance Indicators

Health Port Talbot Council

Appendix 4 - Social Services, Health & Housing (excluding CYPS) - Compliments and Complaints - Quarter
3 - 2018/19



Print Date: 13-Feb-2019

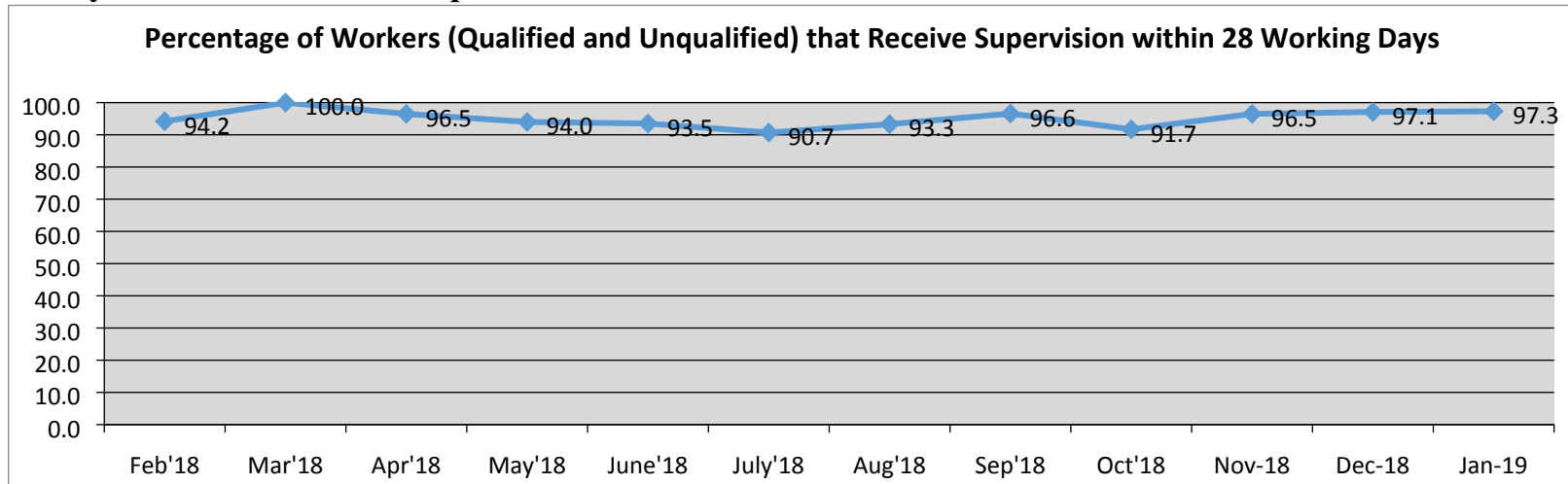
How will we know we are making a difference (01/04/2018 to 31/12/2018)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
Organisation					
PI/264 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 1 that were upheld/partially upheld	38.46	45.45	36.00		
Despite an increase in the number of complaints received during the 3rd quarter, 2018/19 (when compared to 2017/18) from 11 to 25, the Complaints Team continue to work closely with front line teams to manage complaints appropriately. 4 stage 1 complaints were upheld and 5 stage 1 complaints were partially upheld (total of 9). No target has been set for this PI.					
PI/265 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 2 that were upheld/partially upheld	50.00	100.00	0.00		
There was 1 complaint at Stage 2 during this period which was not upheld. There continues to be a stronger emphasis on a speedier resolution at 'local' and 'Stage 1' levels. No target has been set for this PI.					
PI/266 - Social Services, Health and Housing (excluding CYPS) - % of complaints dealt with by the Public Services Ombudsman that were upheld	0.00	0.00	0.00		
There were no ombudsman investigations during this period. No target has been set for this PI.					
PI/267 - Social Services, Health and Housing (excluding CYPS) - Number of compliments received from the public	9.00	52.00	35.00		
The number of compliments has decreased; when compared to the same period last year there has been a decrease from 52 to 35. This can be attributed to a reluctance in reporting from services receiving praise and thanks. The Complaints Team will continue to raise the profile for the need to report such incidences. No target has been set for this PI.					

APPENDIX 5

Key Priority Performance Indicators (January 2019)

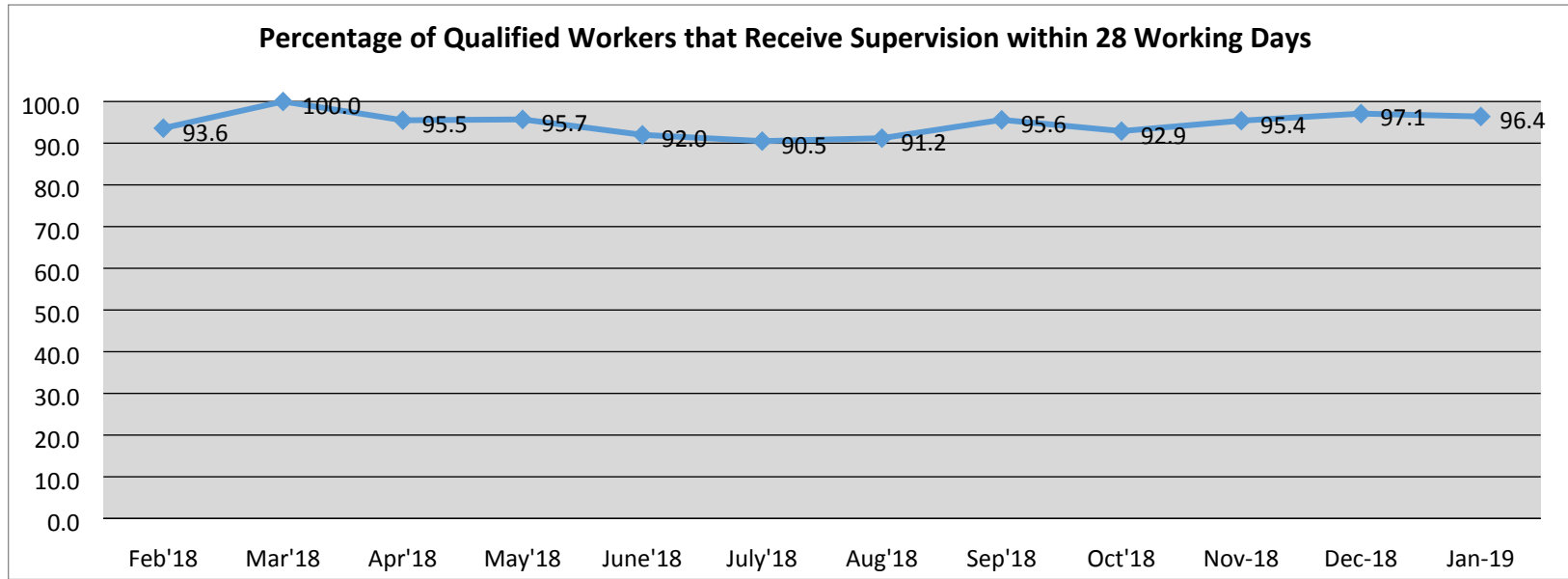
• **Priority Indicator 1 – Staff Supervision Rates**



	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of all workers that receive Supervision within 28 working days	94.2	100.0	96.5	94.0	93.5	90.7	93.3	96.6	91.7	96.5	97.1	97.3
Number of workers due Supervision	138	139	142	143	150	154	151	149	148	144	143	146
Of which, were undertaken in 28 working days	145	130	131	142	138	141	144	137	139	143	132	142

APPENDIX 5

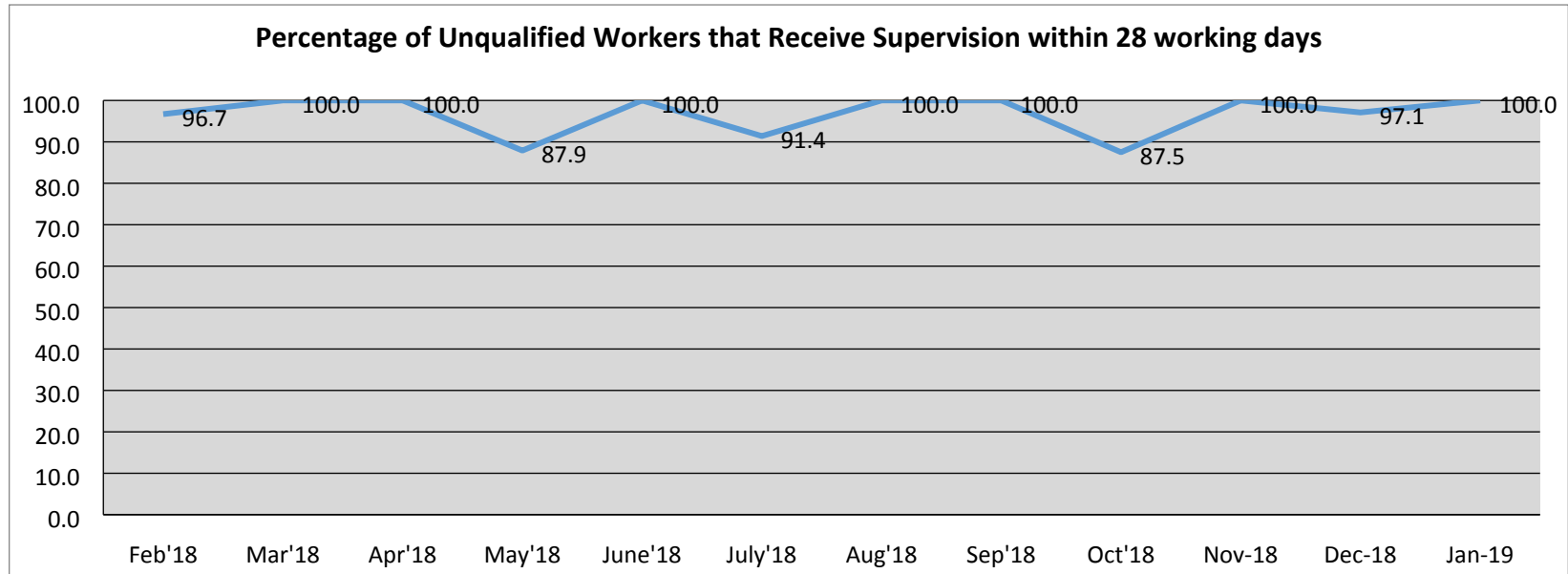
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	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of Qualified Workers that receive Supervision within 28 working days	93.6	100.0	95.5	95.7	92.0	89.2	91.2	95.6	92.9	95.4	97.1	96.4
Number of workers due Supervision	109	112	112	117	125	120	114	114	112	109	105	110
Of which, were undertaken in 28 working days	102	112	107	112	115	107	104	109	104	104	102	106

APPENDIX 5

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	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of Unqualified Workers that receive Supervision within 28 working days	96.7	100.0	100.0	87.9	100.0	96.8	100.0	100	87.5	100	97.1	100
Number of workers due Supervision	30	30	31	33	29	31	35	34	32	34	35	36
Of which, were undertaken in 28 working days	29	30	31	29	29	30	35	34	28	34	34	36

APPENDIX 5

- **Priority Indicator 2 – Average Number of Cases held by Qualified Workers across the Service**

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As at 31st January 2019		Caseload Information - Qualified Workers, including Deputy Team Managers			
Team	Available Hours	FTE Equivalent	Team Caseload	Highest Worker Caseload	Average Caseload per Worker
Cwrt Sart	370.0	10.0	134.0	21	13.4
Disability Team	425.5	11.5	160.0	21	13.9
LAC Team	426.5	11.5	174.0	18	15.1
Llangatwg	370.0	10.0	141.0	17	14.1
Sandfields	291.0	7.9	77.0	12	9.8
Route 16	207.0	5.6	35.0	8	6.3
Dyffryn	395.0	10.7	89.0	20	8.3
Intake	355.0	9.6	94.0	13	9.8
Totals	2,840.00	76.8	904.00		
Average Caseload - CYPS				16.3	11.8

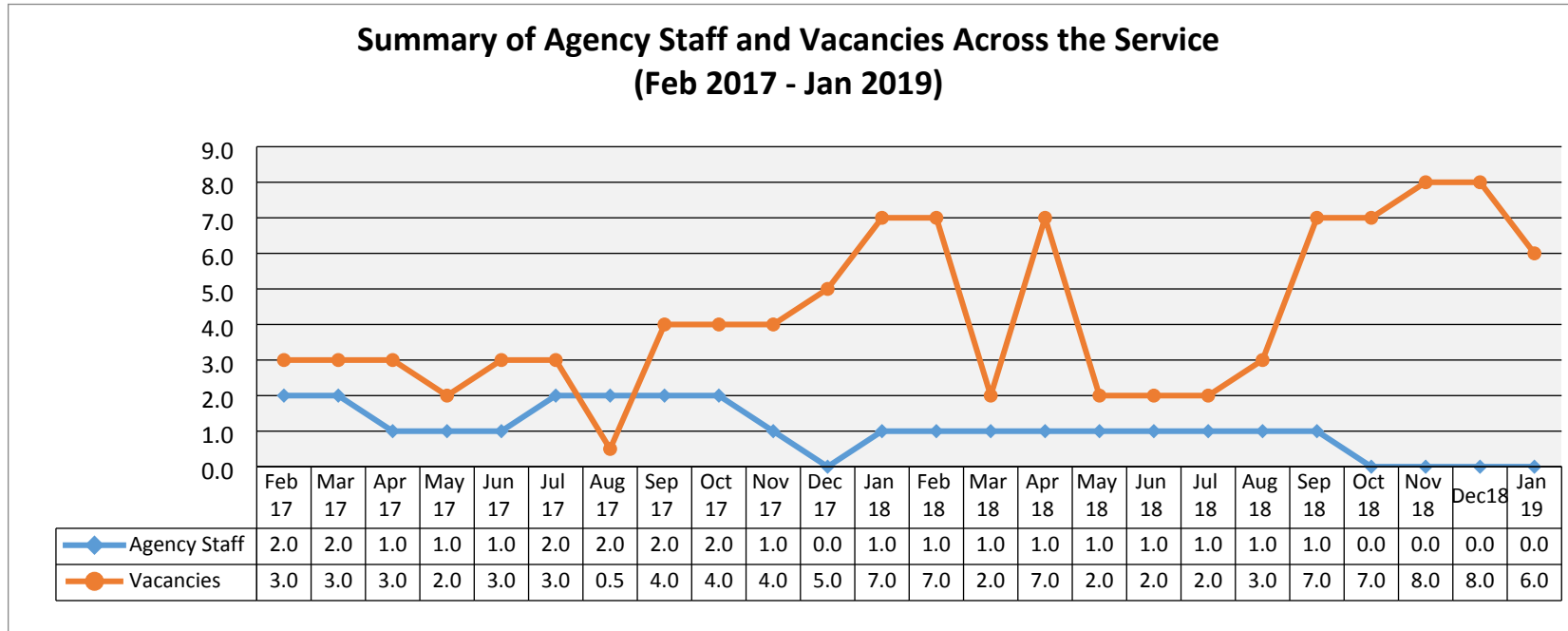
Please Note:

1. Cases held by Deputy Team Managers and Part-Time Workers are included in the above figures.
2. The '*Available Hours*' do not include staff absences e.g. sickness, maternity leave, placement, etc., unless cover has been provided for the post.

APPENDIX 5

Summary of Agency Staff and Vacancies across the Service

Tudalen102



APPENDIX 5

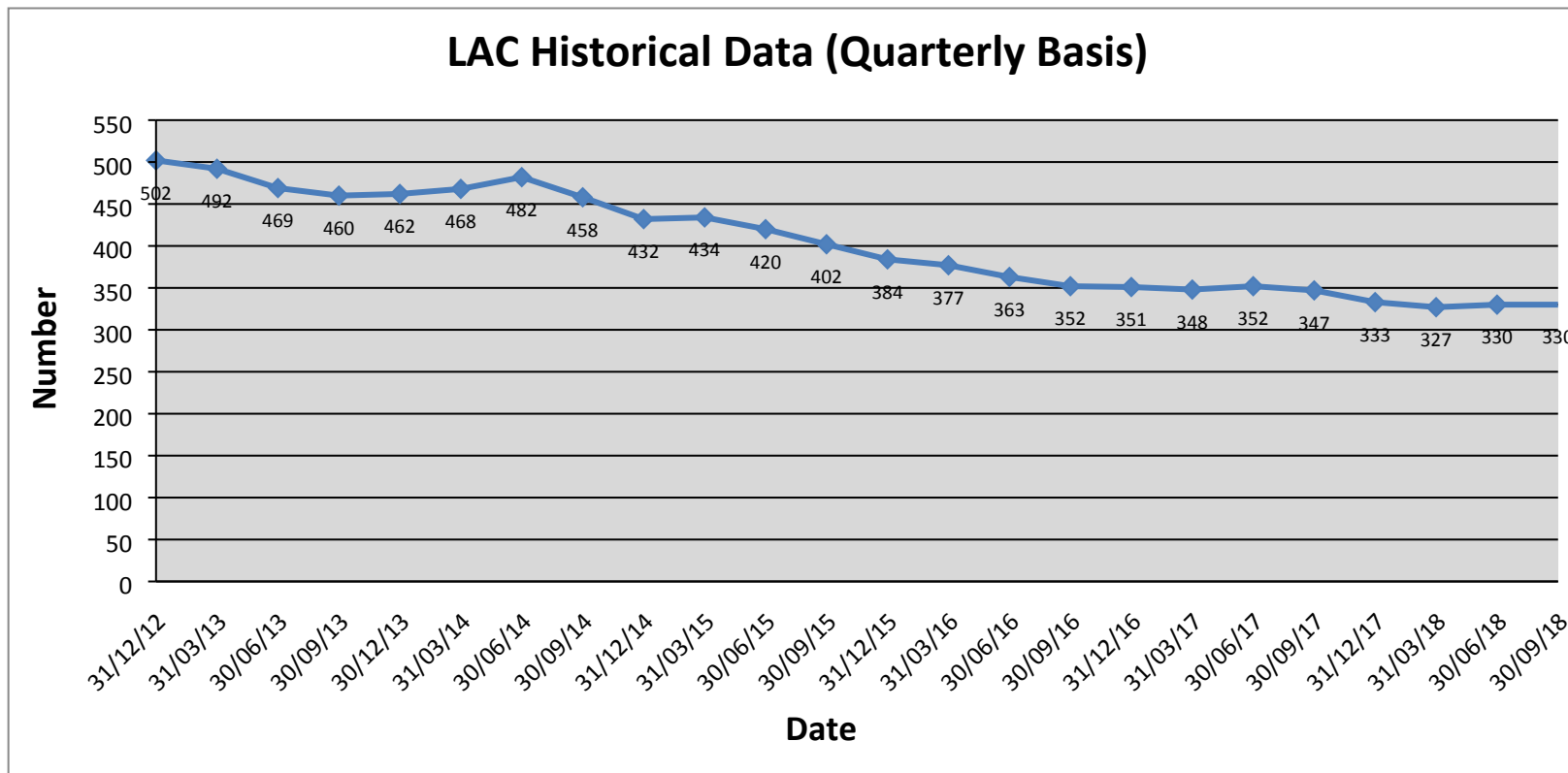
- **Priority Indicator 4 – Thematic Report on the findings of Case File Audits (reported quarterly)**

There is an audit programme in place which facilitates the scrutiny of various aspects of activity within Children & Young People Services. A summary of the Audit activity undertaken during the 3rd Quarter Period (October 18 – December 18) is provided in **Appendix 6** of this report.

APPENDIX 5

- Priority Indicator 5 – Number of Looked After Children (Quarterly)

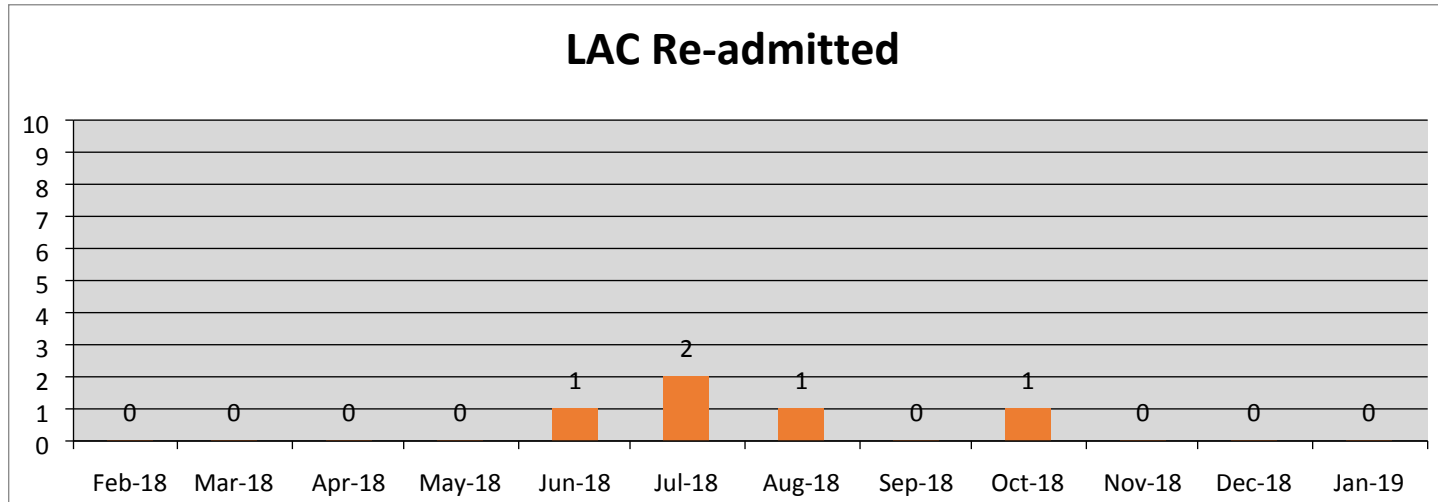
Tudalen104



Please Note: The number of Looked after Children as at 31/01/19 - 319

APPENDIX 5

- **Priority Indicator 6 – The Number of Children who have been discharged from care and subsequently re-admitted within a 12-month period.**



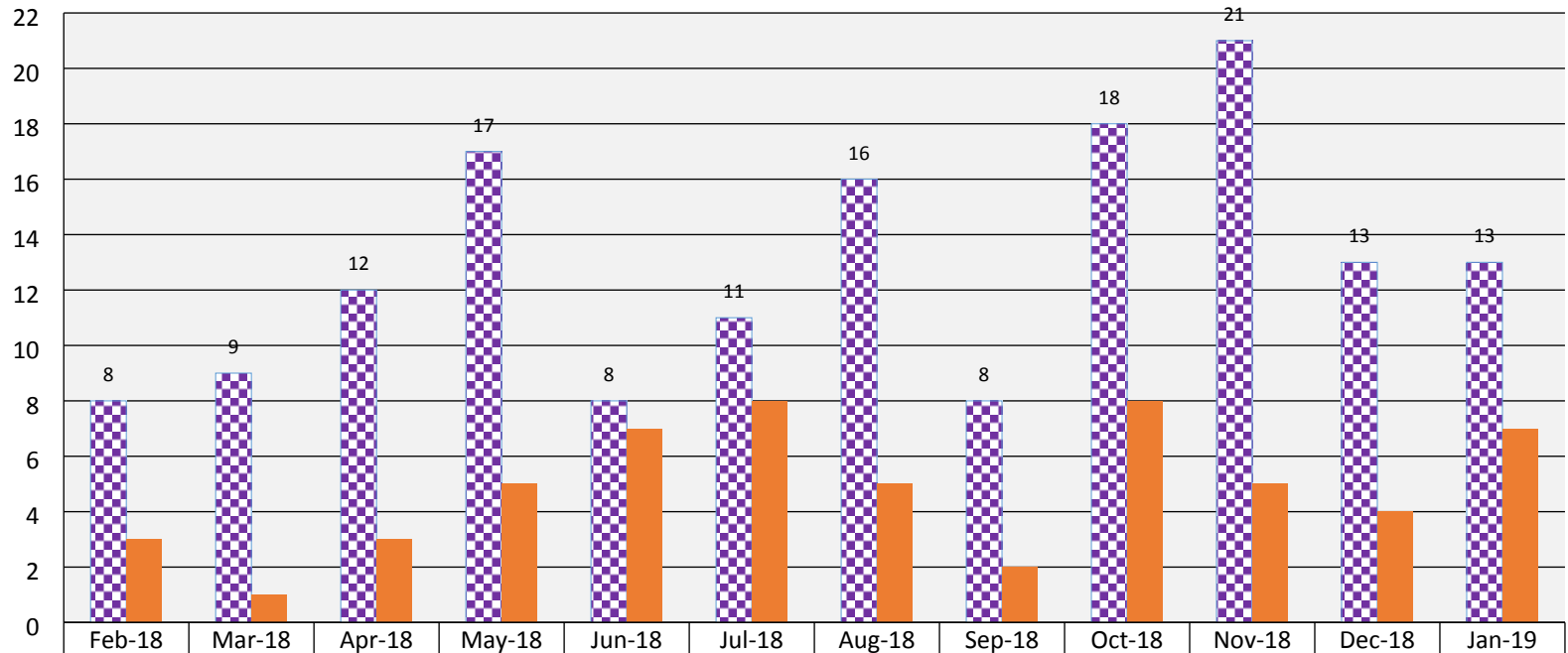
Date	Number Re-Admitted
Feb 18	0
Mar 18	0
Apr 18	0
May 18	0
Jun 18	1
Jul 18	2
Aug 18	1
Sep 18	0
Oct 18	1
Nov 18	0
Dec 18	0
Jan 19	0

APPENDIX 5

- **Priority Indicator 7 – The Number of Cases ‘Stepped Down / Stepped Up’ between Team Around the Family (TAF) and CYPS**

Tudalen106

Number of Cases 'Stepped Down' to TAF / 'Stepped Up' to CYPS

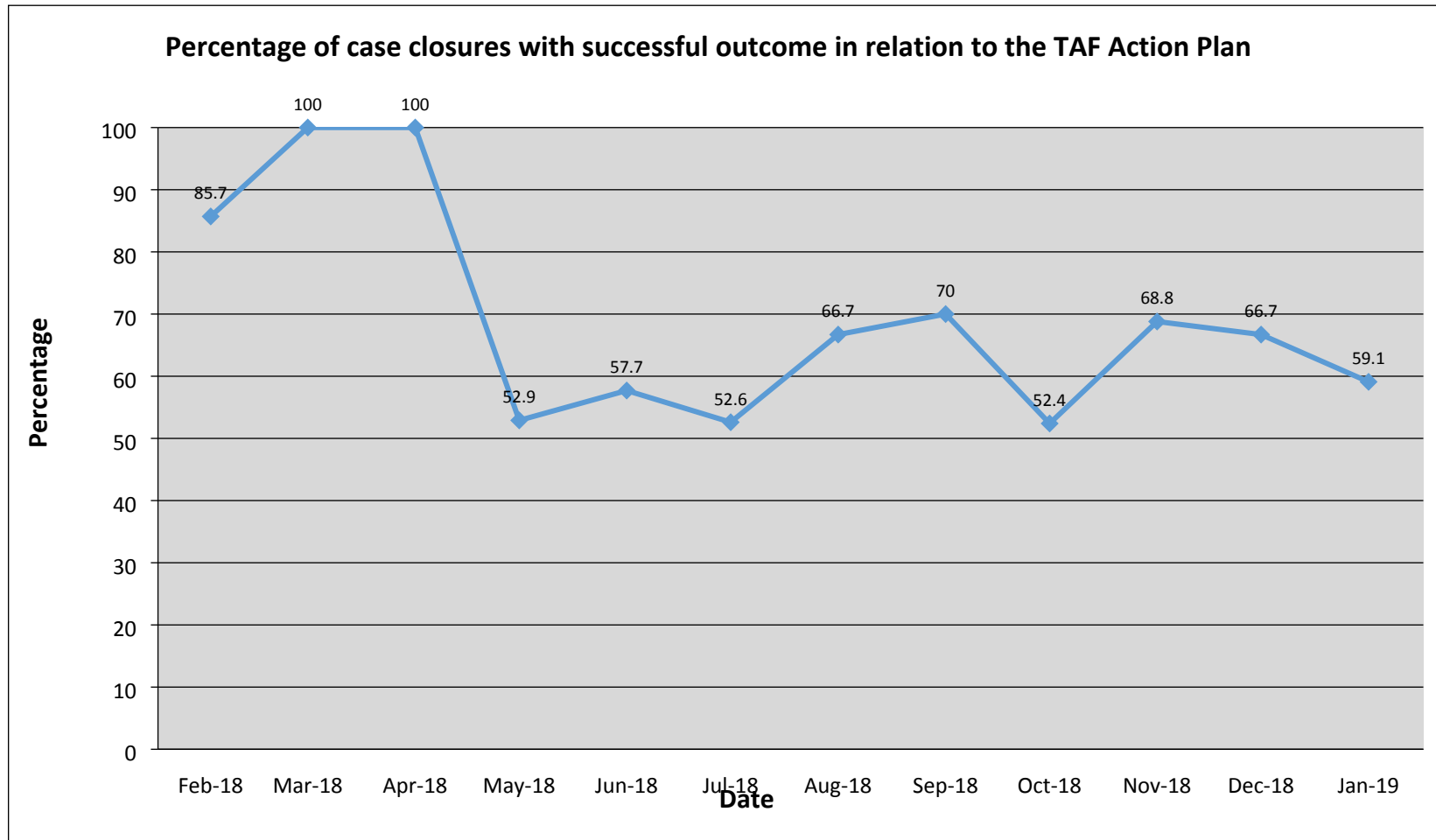


■ Cases Stepped Down	8	9	12	17	8	11	16	8	18	21	13	13
■ Cases Stepped Up	3	1	3	5	7	8	5	2	8	5	4	7

APPENDIX 5

- **Priority Indicator 8 – The Percentage of Team around the Family (TAF) cases that were closed due to the achievement of a successful outcomes in relation to the Plan.**

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Appendix 6 - Quality Assurance Audits

Quarter 2 – Audit Overview Report

Quality Assurance Audits

Quality Assurance Audits take place on a monthly basis within Children and Young People Services and Adult Services. This report gives an overview of the thematic audits reported on in quarter 3 of 2018, what is working well, what we will improve and by what methods. This report collates audit activity from across Social Services: Children and Young People Services, Adult Services, Hillside Secure Childrens Home.

Each audit tool devised is circulated to relevant stakeholders in Childrens Services, Adults Services and Hillside prior to audits being completed. Audit days usually take place once a month in the Quays IT room with team managers collectively auditing and analysing the themes arising.

Audits Completed

During this quarter we have reported on five thematic audits:

Audit Theme	Cases Audited	Service
Principal Officer Supervision Audits	14	Joint Adult and Children Services
Care and Support Plans	35	Adult Services
Assessments	25	Adult Services
Care Plan Reviews	25	Adult Services
Case File Content Audit	All Young People Files (15)	Hillside Secure Childrens Home

What are we doing well?

We've identified through the audit process what is working well and have highlighted many good working practices evident across the Social Services IT System.

In the Principal Officer Supervision Audit:

- We have evidenced an increase from 80% to 86% of the cases audited where there was a current supervision agreement on file
- Supervision sessions were evidenced as being regular and within the guidelines of the supervision policy
- In all of the cases audited the personal supervision notes were stored securely
- In 83% of the cases audited progress towards achieving agreed objectives was discussed in supervision sessions
- In 85% of the cases audited each section of the personal supervision template was completed with clear identified actions, this is an increase of 10% from the previous audit
- In 91% of the case audited it was evident that the agreed actions of the previous supervision had been recorded and reviewed at subsequent supervisions, this is an increase of 36% from the previous audit
- In 86% of the cases audited current workload and capacity was discussed, this is an increase of 11% since the previous audit

- The supervision records were signed and dated by the supervisor **and** the supervisee in 86% of the cases audited, this is an increase of 6% from the previous audit
- There appears to be a balance of cases reflective of the staff member's experience in 92% of the cases audited, this is an increase of 7% from the previous audit
- We have evidenced a 19% increase to 69% where case actions agreed at previous supervision were reviewed, however there is still further room for improvement
- In 75% of the cases audited any new case actions were clearly recorded, this is an increase of 10% from the previous audit

In the Care and Support plan audit:

- In all of the cases audited there was a completed pen picture and over two thirds of these were evidenced to be of a good quality, this is an increase in both areas since the previous audit
- In 88% of the cases audited there were appropriate outcomes identified in relation to the individual, this is an increase of 10% since the previous audit
- In 88% of the cases audited it was clear what needs to happen to achieve the outcome, this is an increase of 25% since the previous audit
- 53% of the cases audit evidenced baseline and goal scores in all of the identified outcomes and 18% in some of the identified outcomes (total of 71%), compared with 14% in 2017 in all of the identified outcomes and 7% in some of the identified outcomes (total of 21%), this is an increase of 50% in 2018 compared with the audit in 2017
- All of the cases audited the plan detailed the date of the next review, this is an increase of 8% from the audit in 2017 (although 9% of these dates need to be looked at to ensure they are within 12 months)
- The length of visits is documented in the plan in 78% of the cases audited, this is an increase of 7% since the previous audit
- In 76% of the cases audited the plan indicated that it was shared with the individual

In the Assessment audit we found that:

- In 88% of the cases audited the assessment gives regards to the person's circumstances and also their personal outcomes (what matters to them)
- In 92% of the cases audited there are clear details on the barriers to achieving those outcomes
- Regard to the person's strengths and capabilities in 80% of the assessments audited
- It was evident in 88% of the assessments audited that the four separate conditions of the eligibility criteria had been applied to each outcome
- In 79% of the assessments audited, it was clear why certain outcomes could only be met through a care and support plan
- Mental capacity was considered as part of the assessment in 88% of the cases audited with no cases being identified from the 12% that it should have been, this is an increase of 30% from the previous audit
- In all of the cases audited where a lack of mental capacity was identified the appropriate steps were followed, this is an improvement of 24% of the cases audited
- In 87% of the cases audited the assessment detailed any individuals advocating informally on the individuals behalf
- In 78% of the cases audited where risks were identified, appropriate risk reduction strategies have been recorded

- In all of the cases audited the names of the individuals referred to in the assessment were consistent, this is an increase of 4% (previously at 96%)
- Auditors felt that overall the quality of assessment had improved from the previous audit undertaken in 2017

In the Care Plan Review audit we found that:

- In 80% of the cases audited the plan was person centred, this is an increase of 35% from the previous audit and was one of the areas we needed to improve
- In 77% of the cases audited there were clearly defined outcomes for the individual as opposed to service led, this is an increase of 17% since the previous audit
- A wellbeing category for each outcome was identified in 86% of the case audited, this is an increase of 33% from the previous audit
- Appropriate priority risks and strengths were identified in relation to outcomes in 91% of the cases audited, this is an increase of 41% from the previous audit
- Each outcome had been reviewed in 80% of the cases audited, this is an increase of 30% from the previous audit
- In 96% of the cases audited, a review date in the following 12 months had been set

In the Hillside Case File audit we found that:

- In all of the cases audited there was a completed basic information sheet and the appropriate referral paperwork
- In 93% of the cases audited the pre-admission checklist and the relevant care/Youth Custody Service paperwork was evident on the case file
- Monthly reviews were evident on 87% of the cases audited
- Recent key-working documents were evident in 93% of the cases audited
- In 86% of the cases audited there was a completed daily recording for AM and PM for the previous seven days
- In 80% of the cases audited the daily recordings provided sufficient detail on the physical health of the young person, auditors felt these were of a good quality
- In 87% of the cases audited the daily recordings provided detail around the emotional/mental health of the young person, again auditors felt these were of a good quality
- Young people were reported to have contact with family or professionals in 80% of the cases audited, 73% of these were with family members
- In 93% of the cases audited the daily recordings gave detail around lifestyle activities that the young person had taken part in
- In 71% of the cases audited the key-working gave detail of previous key-working sheets

What will we improve?

1. All supervisors to use the newly devised template in line with the supervision policy
2. System supervision report to be attached to all personal supervision notes
3. Case outcomes to routinely be discussed and documented in supervision notes
4. System reminders/outstanding supervision actions to be discussed routinely, case supervisions did not carry over actions from previous case supervisions
5. All care and support plans will include baseline and goal scores
6. More details to be included on the care and support plan where direct payments are in use
7. Signed copies of the care plan by the individual/carer to be scanned to the electronic file

8. We need to ensure that care and support plan outcomes are written in the words of the individual and not reworded by professionals
9. Assessment to give regard to the individual or other persons in not achieving identified outcomes
10. The analysis by the assessing worker to be developed further and scrutinised by managers during sign off of the assessment
11. Documents referred to in the assessment need to be scanned to the electronic case file
12. Baseline and goal scoring on care plan reviews to be routine
13. Evidence more clearly that risks identified are informed positive risk taking if applicable
14. Gain the views of the individuals/carers on the care plan review
15. Ensure that any best interest assessments are reviewed during the care plan review
16. Ensure that any signed documents are included on Hillside case files
17. All individuals completing the Hillside daily recordings need to clearly print their names
18. Ensure that the educational areas of the Hillside daily recordings give the appropriate information in regards to school attendance
19. Ensure that paperwork for Hillside is promptly filed in young people files
20. Clearly evidence any future Hillside key working sessions
21. Ensure the views of the young person in the Hillside daily recording logs
22. Consistency throughout the units in Hillside on the quality of the information in the daily recordings
23. Ensure all files are routinely checked for tidiness and loose papers

How will we do this?

- Through developing the IT system to reflect and record the information we want to evidence
- By changing, communicating and reinforcing to staff processes and procedures to follow
- By holding training sessions for staff on specific areas of the system where new processes have been introduced
- By direct feedback on individual cases to the responsible team manager and case worker
- By looking at the way we encourage engagement and participation of children, young people and their parents/carers
- Through circulation of audit tools to all practitioners to enable them to have an understanding of the areas auditors are looking at which will become evident in future audits on the same topic
- By discussing and ratifying proposed changes and improvements through the Outcome Focussed, Quality Assurance and the Practice Improvement Groups
- By circulating the thematic audit reports to all staff for their information
- By having a transparent quality assurance audit process in place which is responsive to suggestion and change

What have we learnt?

In this last quarter we have identified clear areas in each of the audit themes that we will improve, work is being undertaken to achieve this through various groups in the service areas. We have evidenced in the five completed audits on individual cases good working practices and embedded principles throughout Adult, Childrens Services and Hillside.

To promote reflective learning within the service, the good practice and areas for improvement identified within each audit and the individual case file audit forms will be shared with the appropriate Team Managers and the workers involved in the case, this is done either on a 1:1 basis or through group sessions.

Next Steps?

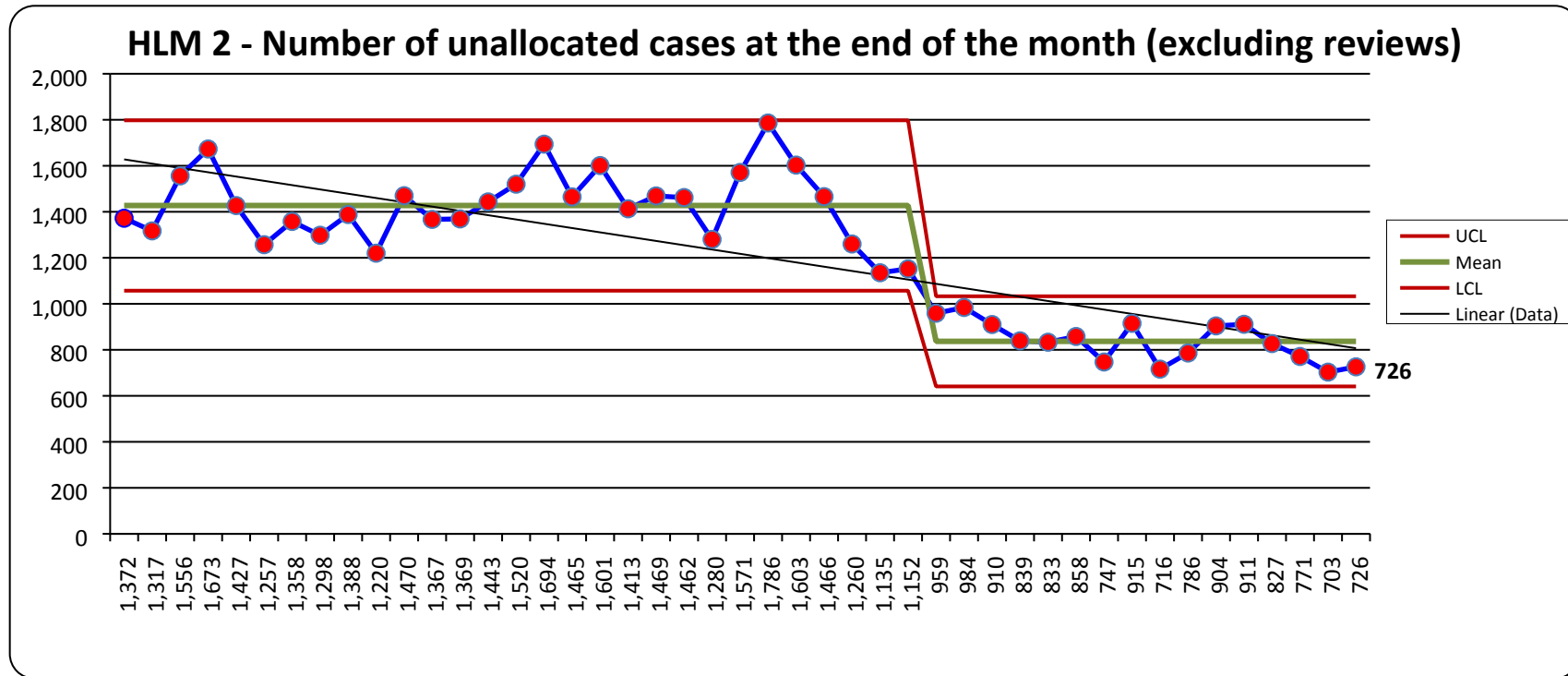
Our effective auditing process is identifying key themes on good practice and areas we will improve. Post audit we have mechanisms in place for following through on actions identified. Any actions identified from each audit are transferred to an audit action register whereby individual actions are discussed and agreed, this allows us to monitor desired outcomes and progress. This gives a transparent view what we recognise is working well, what we will improve, how we will do it and when it will be in place. All audit tools and reports are disseminated to the teams within Social Services, this provides staff with information on good practice and areas for improvement and it also provides a visual tool for staff that can be referenced in the everyday tasks completed.

Quality and Audit Coordinator – Mel Weaver

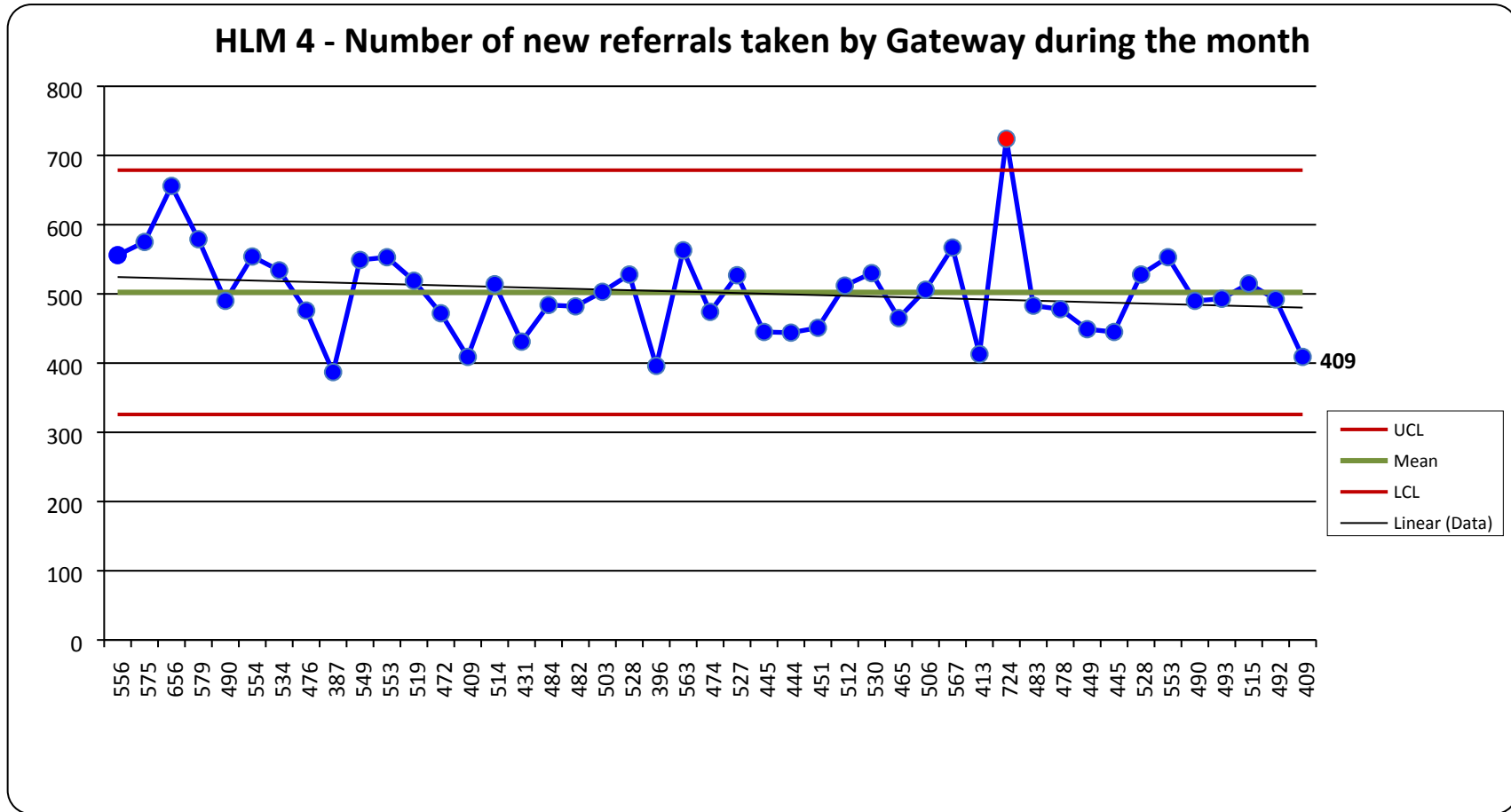
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Adult Services High Level Measures

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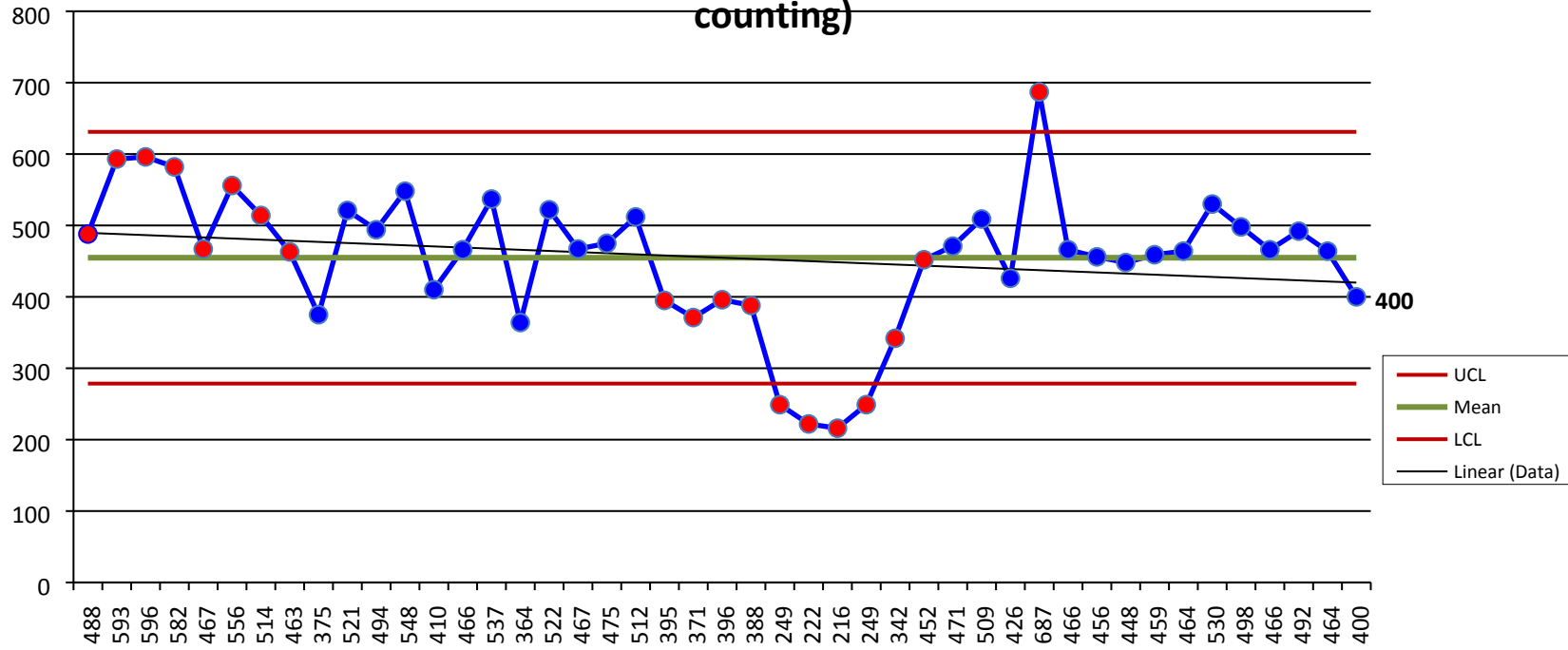


HLM 2 – Numbers on waiting lists/unallocated for all teams at the end of each month excluding reviews. Please note that clients can be showing as unallocated for more than one team. Of the 726 unallocated cases for December 2018, 293 of these are currently receiving social work support/open to a team.

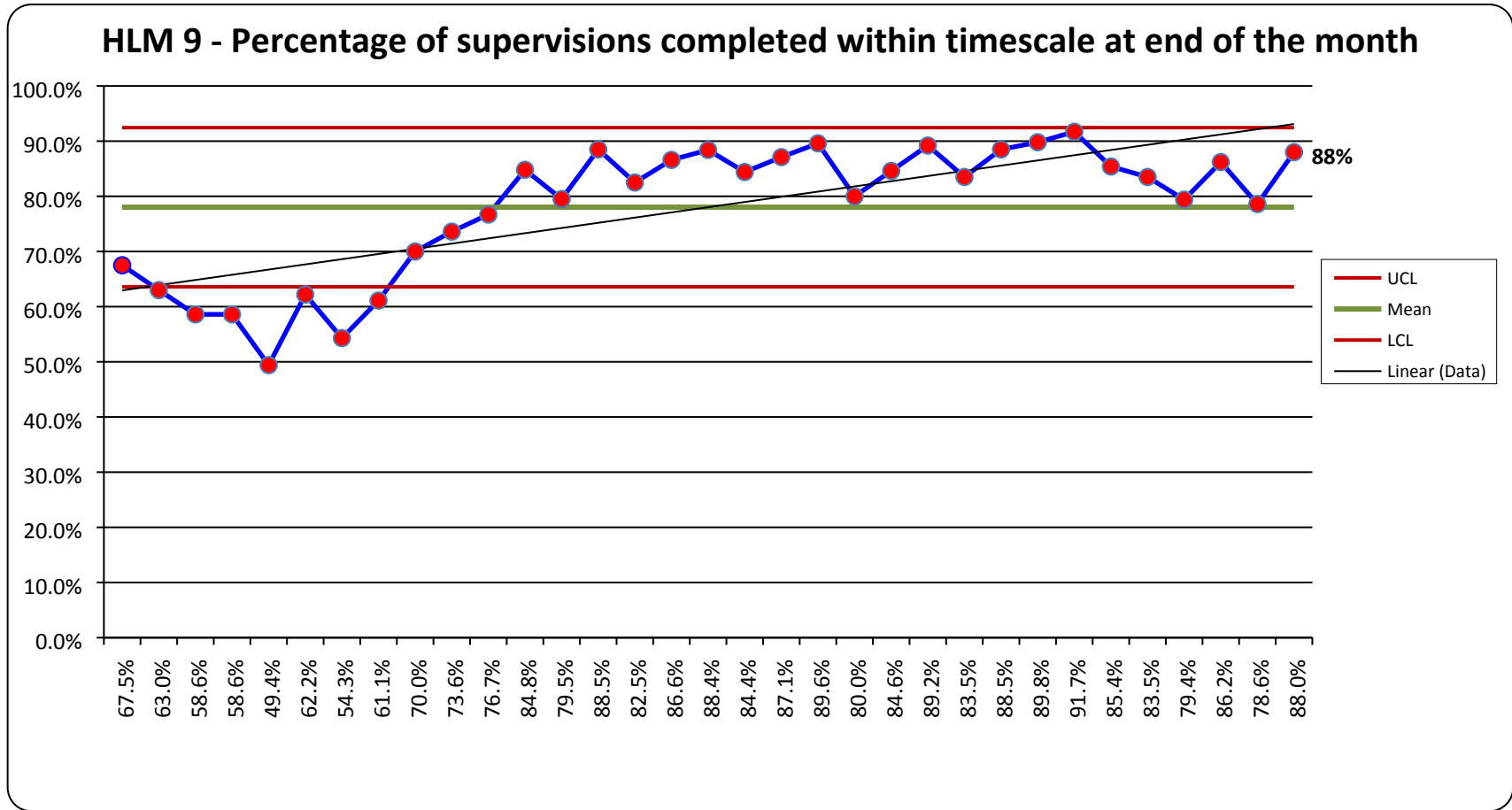


HLM 4 – New referrals taken by Gateway during the month. These are clients which are not open to us at the time of referral.

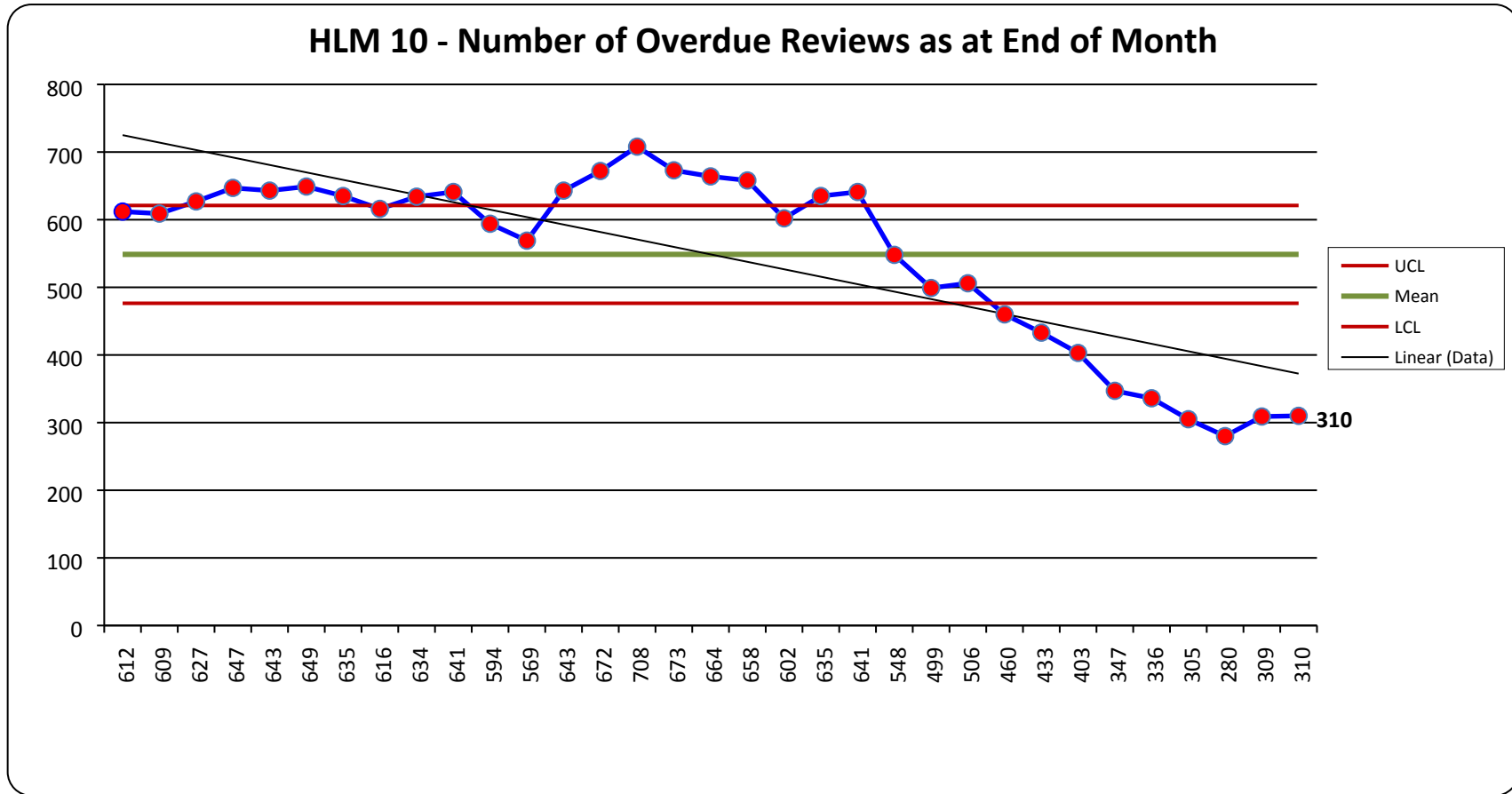
HLM 5 - Number of new referrals screened by Gateway during the month (excludes double counting)



HLM 5 – New referrals screened to Adult Services teams (excluding double counting) by Gateway during the month. These are clients which are not open to us at the time of referral/screening. NB* the decrease between April 2017 and July 2017 can be attributed to an IT fault which unfortunately cannot be rectified by running retrospective reports.

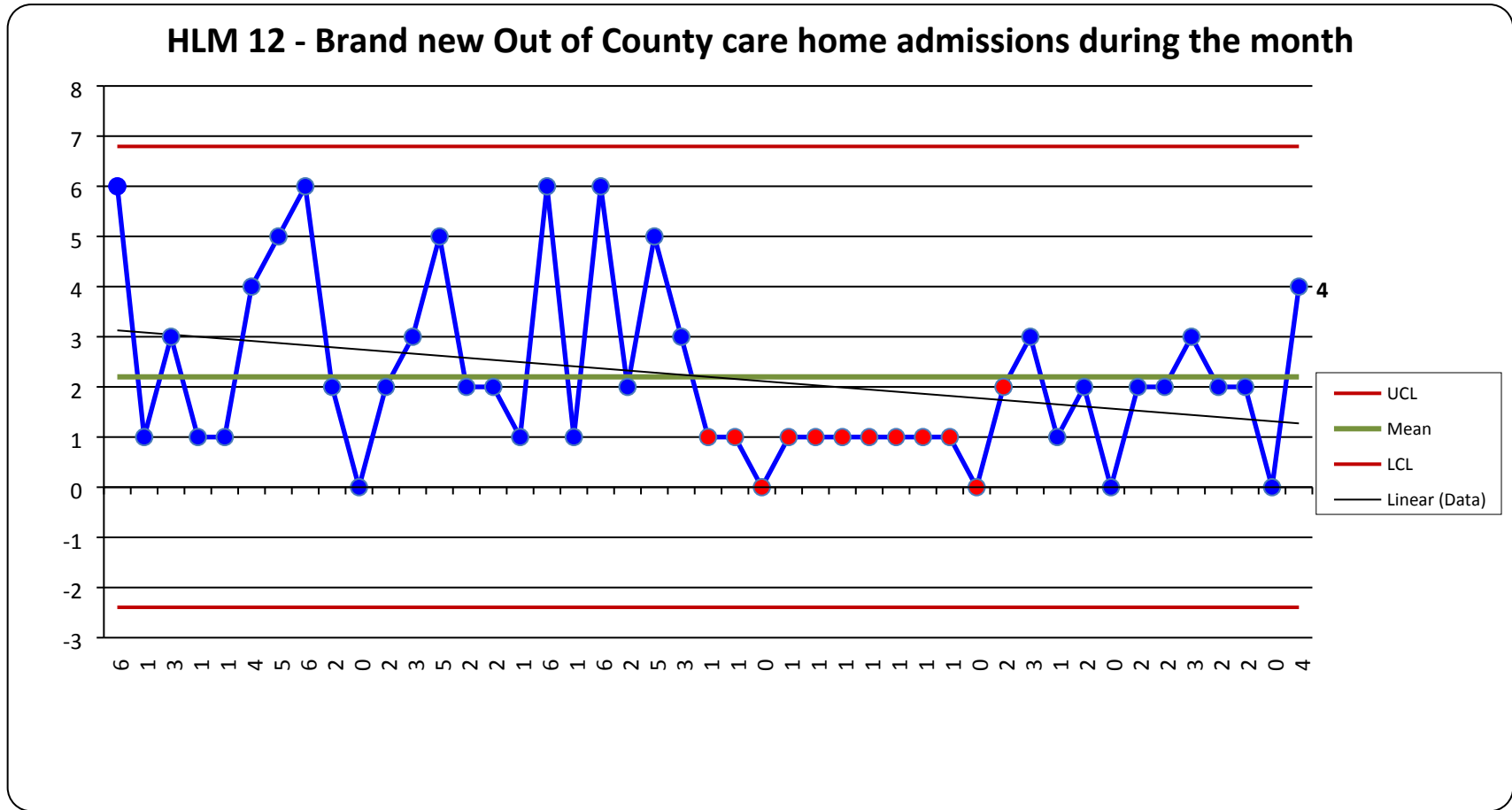


HLM 9 – Percentage of completed supervisions of caseload holding staff within 28 working days at the end of each month.

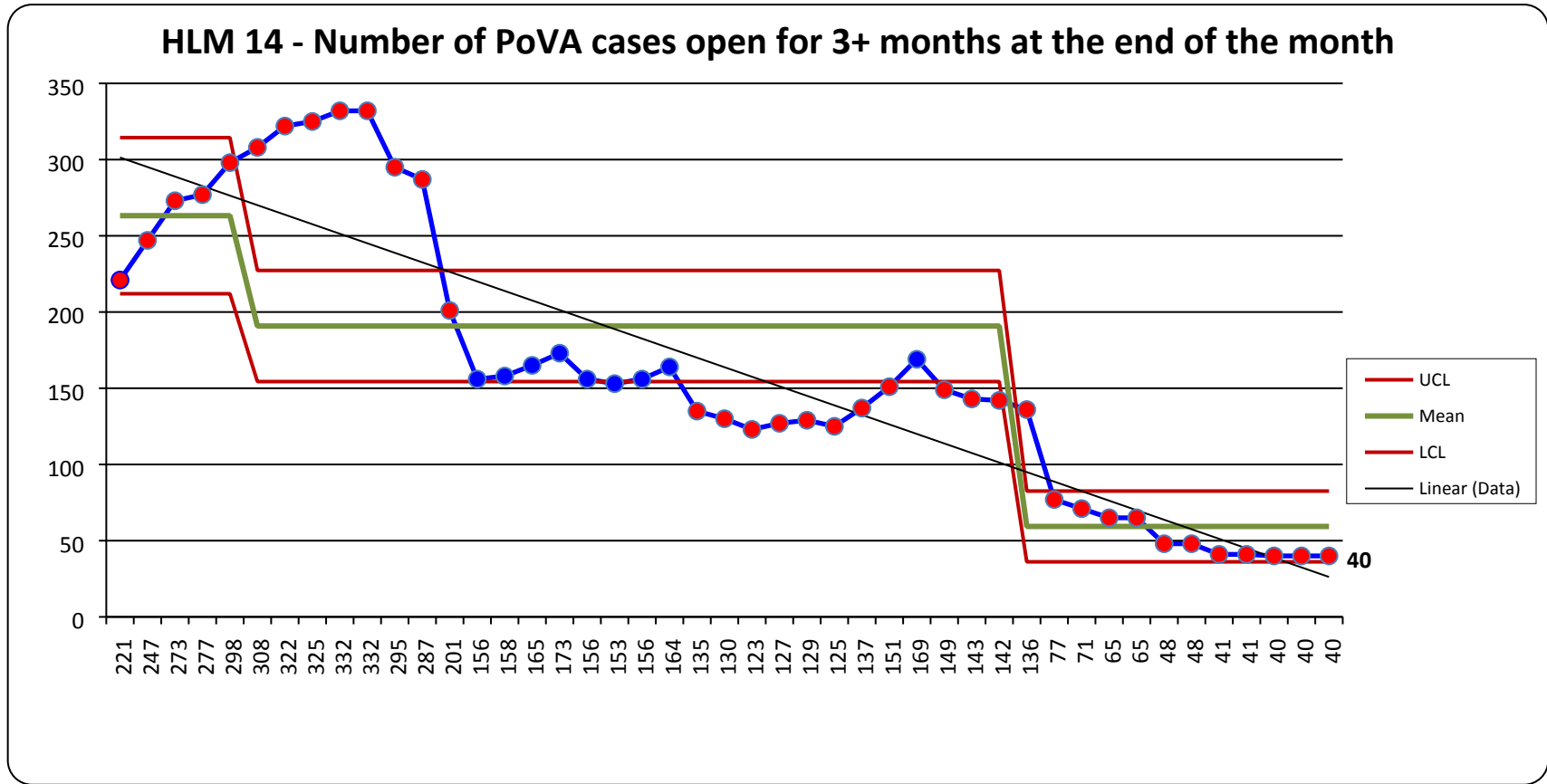


HLM 10 – All reviews which are overdue / in the red at the end of each month. The data shows all reviews that are overdue as at a date and not just overdue for that particular month. (There is a statutory requirement to review service users care plans within a 12 month period).

Tudalen120



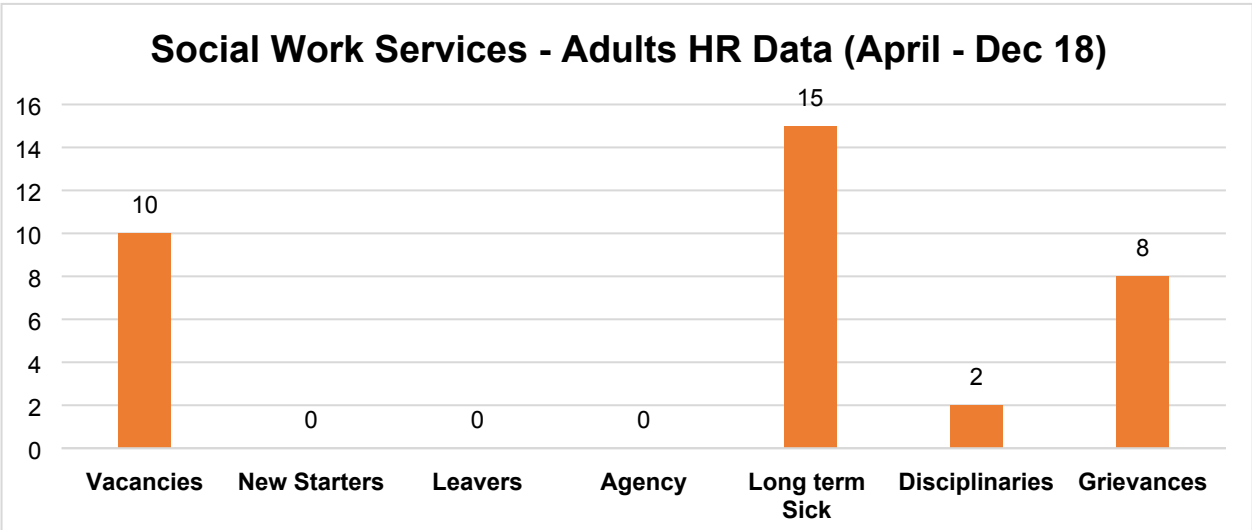
HLM 12 – Brand new residential and nursing care home *Out of County* admissions aged 18yrs+ during each month (Excludes Respite, Supported Living, Residential Reablement, in county and border homes).



HLM 14 – Number of Protection of Vulnerable Adults (PoVA) cases open for 3+ months at the end of each month. This figure will decrease to 0 and cease to be a High Level Measure as a new Adults at Risk process has been in place from 1st September 2017 which replaces and is different to the ‘old’ PoVA process.

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- **HR1 - Priority Indicator – The Number of Vacancies (including number of starters/leavers/agency staff/long-term sickness), Disciplinarys and Grievances across the Service**



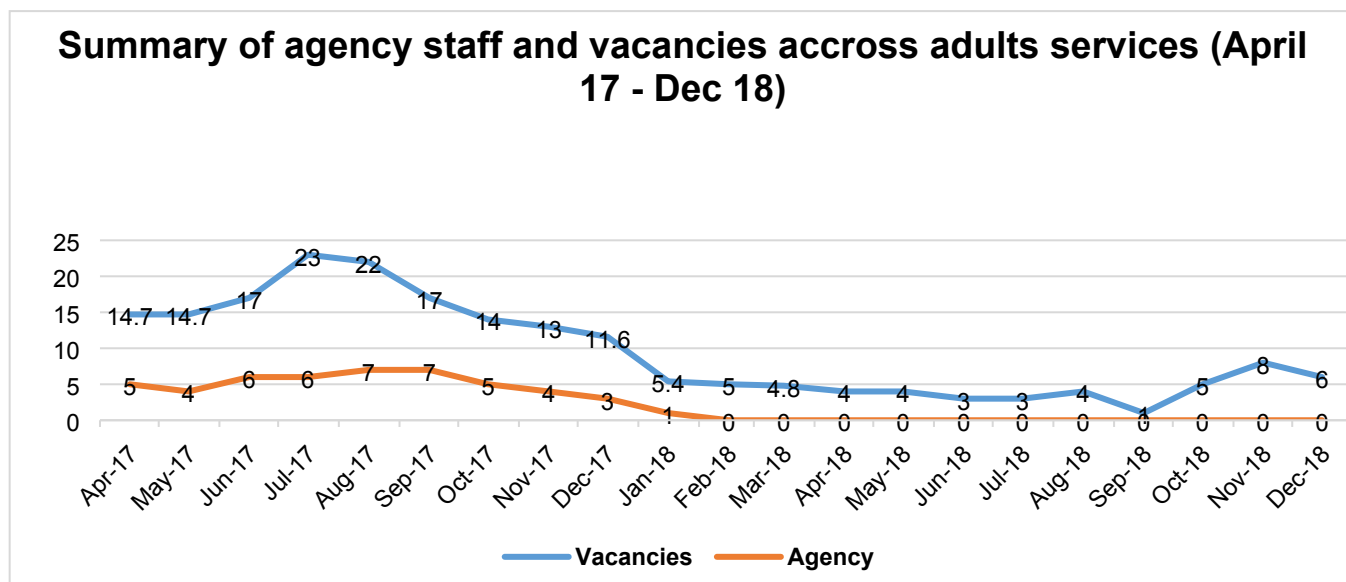
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	Team Manager	Deputy Team Manager	Consultant Social Worker	Community Social Worker	Community Wellbeing Officer	Safeguarding Coordinator/Best Interest Assessor	Occupational Therapists/OT Assistant	Community Reablement Support Worker	Reablement Coordinators	Local Area Coordinators	Total
Vacancies	0	0	0	3	1	0	1	5	0	0	10
New Starters	0	0	0	0	0	0	0	0	0	0	0
Leavers	0	0	0	0	0	0	0	0	0	0	0
Agency	0	0	0	0	0	0	0	0	0	0	0
Long term Sick	0	0	0	5	1	2	2	5	0	0	15
Disciplinarys	0	0	0	1	1	0	0	0	0	0	2
Grievances	0	0	0	3	3	0	0	2	0	0	8

Sickness levels have remained in their increased levels within the Social Work Network Teams and Reablement Team during this quarter. However, all of these cases are being managed in line with the Maximising Attendance Procedure. The predominant reason for long term absence within Adult Services at this time remains to be “Personal Stress/Anxiety” and “Muscular Skeletal” conditions. Over 50% of long term sickness cases have a planned return to work for January 2019, therefore this should be reflective in the overview of the first quarter of 2019.

HR2 – Priority Indicator – Summary of Agency Staff and Vacancies across the service from April 2017– June 2018

Tudalen124



NB. The number of vacancies include the Reablement Service from Apr-17 onwards and they weren't included in the initial measures. However, are now holding 5 vacancies as additional savings.

There continues to be a steady number of vacancies during this period, the majority of which are in the Social Work Teams. These vacancies have arisen due to leavers in the previous quarter, employees accessing flexible working arrangements and the release of additional funding.

There has been a significant increase in Grievance and Dignity at Work complaints, all of which are being managed with the Principal Officers with close HR support in line within the relevant procedures.

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