



## **BWRDD GOFAL CYMDEITHASOL, IECHYD A LLES Y CABINET**

*Yn syth Yn dilyn y Pwyllgor Craffu ar  
DYDD IAU, 5 MEDI 2019*

### **YSTAFELLOEDD PWYLLGOR A/B – CANOLFAN DDINESIG CASTELL-NEDD**

1. Periodi cadeirydd
2. Datganiadau o fudd
3. Cofnodion y Cyfarfod Blaenorol (*Tudalennau 5 - 12*)
4. Astudiaeth Dichonoldeb Cartref Gofal Preswyl Trem y Glyn  
(*Tudalennau 13 - 18*)  
Adroddiad gan Gyfarwyddwr y Gwasanaethau Cymdeithasol,  
Iechyd a Thai.
5. Y Gwasanaethau Plant a Phobl Ifanc a'r Gwasanaethau i Oedolion  
- Chwarter 1af (Ebril 19 - Mehefin 19) Adroddiad Perfformiad  
(*Tudalennau 19 - 34*)  
Adroddiad ar y Cyd gan Bennaeth y Gwasanaethau Plant a Phobl  
Ifanc a Phennaeth Y Gwasanaethau I Oedolion
6. Caffael Gwasanaeth Eiriolaeth ar gyfer Oedolion (*Tudalennau 35 -  
52*)  
Adroddiad gan Bennaeth y Gwasanaethau I Oedolion
7. Polisi Rheoli ac Adennill Dyled y Gwasanaethau i Oedolion  
(*Tudalennau 53 - 94*)  
Adroddiad gan Bennaeth y Gwasanaethau i Oedolion

8. Adroddiad Blynyddol Bwrdd Partneriaeth Gofalwyr Bae'r Gorllewin 2018 -19 (*Tudalennau 95 - 146*)  
Adroddiad gan Bennaeth y Gwasanaethau I Oedolion
9. Polisi Rheoli Ymddygiad Hillside (*Tudalennau 147 - 176*)  
Adroddiad Preifat gan Bennaeth y Gwasanaethau Plant a Phobl Ifanc
10. Adroddiad Ansawdd Gofal y Gwasanaeth Maethu 2018/19 a'r Datganiad o Ddiben Maethu (*Tudalennau 177 - 206*)  
Adroddiad Preifat gan Bennaeth y Gwasanaethau Plan a Phobl Ifanc
11. Blaenraglen Waith 2018-19 (*Tudalennau 207 - 210*)
12. Eitemau brys  
Unrhyw eitemau brys (boed yn gyhoeddus neu wedi'u heithrio) yn ôl disgresiwn y Cadeirydd yn unol ag Offeryn Statudol 2001 Rhif 2290 (fel y'l diwygiwyd).
13. Mynediad i gyfarfodydd  
Penderfyn 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 o Ran 4 Atodlen 12A o Ddeddf Llywodraeth Leol 1972.

## **Rhan 2**

14. Cynnig i Adnewyddu Prydles Llety i'r cyngor yng Nghanolfan Adnoddau Cymunedol Cimla (*Tudalennau 211 - 222*)  
Adroddiad Preifat gan Gyfarwyddwr y Gwasanaethau Cymdeithasol, Iechyd a Thai
15. Contract Addysg Hillside (*Tudalennau 223 - 298*)  
Adroddiad Preifat gan Bennaeth y Gwasanaethau Plan a Phobl Ifanc
16. Adroddiad y Rheolwr ar Gartref Diogel i Blant Hillside (yn eithriedig dan baragraff 13) (Gohiriwyd o'r cyfarfod a gynhaliwyd ar 25 Gorffennaf 2019) (*Tudalennau 299 - 336*)  
Adroddiad Preifat gan Gyfarwyddwr y Gwasanaethau
17. Rheoliadau Gwasanaethau Rheoleiddiedig (Darparwyr

Gwasanaethau ac Unigolion Cyfrifol) (Cymru) 2017 (Yn eithriedig dan baragraff 13) (Gohiriwyd o'r cyfarfod a gynhaliwyd ar 25 Gorffennaf 2019) (*Tudalennau 337 - 378*)

Adroddiad gan Gyfarwyddwr y Gwasanaethau Cymdeithasol, Iechyd a Thai

18. Trefniadau Contract ar gyfer Gwasanaeth Gosod, Cynnal a Chadw a Symud Teleofal (*Tudalennau 379 - 390*)  
Adroddiad Preifat gan Bennaeth y Gwasanaethau I Oedolion

**S.Phillips**  
**Prif Weithredwr**

**Canolfan Ddinesig,  
Port Talbot**

28 Awst 2019

**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)*

Mae'r dudalen hon yn fwriadol wag

## EXECUTIVE DECISION RECORD

25 JULY 2019

### SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

#### **Cabinet Members:**

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

#### **Officers in Attendance:**

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

#### **Scrutiny Invitees:**

Councillors: L.Purcell (Chairperson)  
C.Galsworthy (Vice Chairperson)

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#### 1. **APPOINTMENT OF CHAIRPERSON**

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

#### 2. **MINUTES OF PREVIOUS MEETING**

That the Minutes of the previous meeting held on the 10 June 2019, be approved.

#### 3. **FORWARD WORK PROGRAMME 19/20**

That the forward work programme for 19/20 be noted.

4. **CARE INSPECTORATE WALES LOCAL AUTHORITY  
PERFORMANCE REVIEW ANNUAL LETTER**

**Decision:**

That the report be noted.

5. **CARE INSPECTORATE WALES AND HEALTH INSPECTORATE  
WALES INSPECTION OF OLDER ADULTS NEATH PORT TALBOT  
COUNTY BOROUGH COUNCIL**

**Decision:**

That the report be noted.

6. **WEST GLAMORGAN SAFEGUARDING BOARDS JOINT ANNUAL  
BUSINESS PLAN 2019/20**

**Decision:**

That the West Glamorgan Safeguarding Boards Joint Annual Business Plan 2019-20 be approved as detailed in Appendix 1 to the circulated report.

**Reason for Decision:**

To enable the Council to comply with the regulations within the Social Services and Wellbeing (Wales) Act 2014 that Safeguarding Boards are required to produce and publish an annual business plan by 31 March each year.

**Implementation of Decision:**

The decision will be implemented after the 3 day call in period.

7. **SECTION 33 AGREEMENT FOR CARE HOMES IN THE WEST GLAMORGAN REGION**

**Decisions:**

1. That the Director of Social Services, Health and Housing be granted delegated authority to agree the final terms of the Section 33 agreement for care homes in the West Glamorgan region.
2. That the Director of Social Services, Health and Housing enter into the Section 33 agreement with the West Glamorgan partners of City and County of Swansea and Swansea Bay University Health Board.

**Reason for Decisions:**

To enable the Council to enter into a Section 33 agreement with Western Bay partners which would be the most appropriate way for the Council to discharge its obligations under Part 9 of the Act.

The Council's obligations under Part 9 of the Act came into force on 6 April 2018. Although the timescales for implementation was extended. Local Authorities were informed that Welsh Government may consider intervention if the pooled fund requirements were not delivered by the end of April 2019. Delegating authority to the Director of Social Services, Health and Housing to approve the final terms of the Section 33 agreement will avoid the need for further delay in establishing the Section 33 agreement.

**Implementation of Decisions:**

The decision will be implemented after the 3 day call in period.

8. **SOCIAL HOUSING GRANT (SHG) HOUSING FINANCE GRANT (HFG) & RECYCLED CAPITAL GRANT (RCG) PROGRAMME 2018-21**

**Decision:**

The report be noted.

9. **CHILDREN AND YOUNG PEOPLE AND ADULT SERVICES - FULL YEAR (2018 - 19) PERFORMANCE REPORT**

**Decision:**

The report be noted.

10. **INTER-AGENCY (COLLABORATIVE) AGREEMENT RELATING TO THE PROVISION OF A REGIONAL ADVOCACY SERVICE TO BE DELIVERED IN THE WEST GLAMORGAN REGIONAL PARTNERSHIP BOARD**

**Decisions:**

1. That the Head of Children and Young People Services be granted delegated authority to enter into an Inter-Agency Agreement with the City and County of Swansea to facilitate the procurement of a West Glamorgan Children's Advocacy Service and for the City and County of Swansea to continue to be the lead partner on this arrangement.
2. That the City and County of Swansea lead the procurement process on behalf of Neath Port Talbot County Borough Council and for the City and County of Swansea to continue to host the contract for a regional West Glamorgan Children's Advocacy Service, which would be used by Neath Port Talbot County Borough Council.

**Reason for Decisions:**

To enable the Council to discharge its statutory duty to deliver the Welsh Government directive on the national approach to advocacy for children and young people.

**Implementation of Decisions:**

The decision will be implemented after the 3 day call in period.



11. **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 the Paragraph 13 of Part 4 of Schedule 12A to the Local Government Act 1972.

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

Members were supportive of the request made by the Social Care, Health and Wellbeing Scrutiny Committee held prior to this Cabinet Board.

**Decision:**

That the item be deferred to the next meeting in September 2019 due to the number of items on the agenda for today's meeting.

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

Members were supportive of the request made by the Social Care, Health and Wellbeing Scrutiny Committee held prior to this Cabinet Board.

**Decision:**

That the item be deferred to the next meeting in September 2019 due to the number of items on the agenda for today's meeting.

14. **HOUSING RENEWAL AND ADAPTATION SERVICE REPAYMENT OF DISABLED FACILITY GRANT MONIES (EXEMPT UNDER PARAGRAPH 14)**

**Decision:**

That the full amount of grant monies be waived for the reasons contained within the private circulated report.

**Reason for Decision:**

To enable the Council to exercise its discretion under the Housing Grants Construction and Regeneration Act 1996. Disabled Facilities Grant (Conditions relating to approval or payment of Grant) General Consent 2008.

**Implementation of Decision:**

The decision will be implemented after the 3 day call in period.

15. **HOUSING RENEWAL AND ADAPTATION SERVICE, REPAYMENT/WAIVER OF GROUP REPAIR GRANT MONIES (EXEMPT UNDER PARAGRAPH 14)**

**Decision:**

That the grant monies as detailed in the private circulated report be waived for the reasons stated in the report.

**Reason for Decision:**

To enable the Authority to exercise its discretion under The Private Sector Housing Renewal Strategy and Policy published in July 2003, pursuant to the Regulatory Reform (Housing Assistance) England & Wales order 2002.

**Implementation of Decision:**

The decision will be implemented after the 3 day call in period.

16. **HOUSING RENEWAL AND ADAPTATION SERVICE (HRAS) -  
SERVICE REPORT (EXEMPT UNDER PARAGRAPH 14)**

**Decision:**

That the report be noted.

**CHAIRPERSON**

Mae'r dudalen hon yn fwriadol wag



**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**  
**SOCIAL SERVICES HEALTH AND WELLBEING CABINET BOARD**  
5<sup>th</sup> September 2019

**Report of the Director of Social Services Health and Housing –  
Andrew Jarrett**

**Matter for Decision**

**Wards Affected:** Glynneath and Blaengwrach

**TREM Y GLYN RESIDENTIAL CARE HOME FEASIBILITY STUDY**

**Purpose of the Report:**

To seek permission to review the options of keeping Trem y Glyn residential care home open post 2022.

**Executive Summary:**

On 25<sup>th</sup> July 2017, Neath Port Talbot County Borough Council entered into a deed of variation with Pobl, instructing them to close Trem y Glyn care home in Glynneath on 31<sup>st</sup> March 2022. This decision was based upon the need for additional works to be completed to modernise the home but mostly on a prediction that demand for residential care home beds would fall over the coming years.

Occupancy at Trem y Glyn remains high and future predictions are that demand will for residential beds is unlikely to diminish over the coming decade. An undertaking was made to review the planned closure in 2020 but given the demand for beds and the need for certainty for the residents and staff, officers recommend that this is resolved over the coming months.

**Background:**

In 2012, following a decision to tender all Council run older peoples care homes, the Council entered in to a 25 year contract with Gwalia (now Pobl). The contract allows for both parties to enter into contract re-negotiations every 5 years.

The original agreement was for Pobl to build four “super homes” in locations across the County Borough, with each one catering for up to 60 people. The sites identified for the project were Neath, Port Talbot, Glynneath and Cymmer. Llys y Seren in Baglan Moors was the first to be built in 2015, followed by Plas Bryn Rhosyn in Caewern, Neath in 2016.

Following contract re-negotiations in 2017, a decision was taken not to proceed with building the remaining two care homes in Glynneath and Cymmer. The decision at that time was based on the lack of demand for long term beds across the County Borough and subsequently the amount of money being paid for empty beds (based on 95% occupancy) which formed part of the original contract.

Further, Pobl were instructed to close Trem y Glyn by 31<sup>st</sup> March 2022.

Trem y Glyn is situated in Glynneath, it provides residential care and support for up to 30 people aged 65 and older, including people with dementia.

Following the decision to keep the home open until 2022, it underwent a refurbishment which included a new roof, upgraded bedrooms and communal areas. The quality of the refurbishment was noted by Care Inspectorate Wales (CIW) on the 11<sup>th</sup> December 2017, who stated that the environment was “homely, comfortable, clean and personalised”.

Occupancy levels in Trem y Glyn remain high, with any vacancies filled promptly. Over the last 12 months, occupancy levels across the wider older people’s care home sector are reported as being between 90% and 100%.

Given the high occupancy rates in Trem y Glyn and the care market in general, it is proposed to undertake a feasibility study into the potential for Trem Y Glyn remaining open post 2022. The feasibility exercise will look at what further works would need to be completed to ensure that the home is able to meet regulatory requirements and who would be best placed to run the home in the future. The Council owns the building and possibilities would include the Council or a third party operating the care home facilities.

For the avoidance of doubt, this report is not definitively recommending at this stage that Trem Y Glyn should remain open. This decision would be the subject of further advice to Members once the feasibility study is complete”

**Financial Impacts:**

None in relation to the feasibility study. A further report will be brought back to members setting out the options alongside any financial impacts.

**Integrated Impact Assessment:**

No assessment has been taken in order to request permission to undertake a feasibility study as this in itself will not result in any change to service that would impact on people with a protected characteristic. If a feasibility study is undertaken then an integrated impact assessment will be undertaken on any proposed recommendations.

**Valleys Communities Impacts:**

Trem y Glyn is a well-regarded local resource and also provides employment for people in the area; however, there are no impacts in the development of a feasibility study as this in itself will not change the current position.

**Workforce Impacts:**

There are no workforce impact relating to undertaking a feasibility study as this in itself will not change the current position. Any impact of the proposed options will be considered when making recommendations following the study.

**Legal Impacts:**

There is no legal impact relating to the undertaking of feasibility study. Legal advice will be sought regarding any legal impacts relating to any potential change of contract following the feasibility study.

**Risk Management Impacts:**

None.

**Consultation:**

There is no requirement for external consultation on this item.

**Recommendations:**

That the Council works with the provider to undertake a feasibility study into the potential for Trem Y Glyn Residential Care Home to remain open post 2022.

**Reasons for Proposed Decision:**

The Council would want to reassure residents, future residents, families and staff of the position as soon as is possible

**Implementation of Decision:**

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



**Appendices:**

None.

**List of Background Papers:**

None.

**Officer Contact:**

Angela Thomas – Head of Adult Services, tel: 01639 763974  
a.j.thomas@npt.gov.uk

Mae'r dudalen hon yn fwriadol wag



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

## **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL Social Care, Health & Well-Being Cabinet Board**

**5<sup>th</sup> September 2019**

**Report of the Heads of Children & Adult Services (Keri Warren & Angela Thomas)**

**Matter for Monitoring**

**Wards Affected: All**

**Report Title: CHILDREN AND YOUNG PEOPLE & ADULT SERVICES – 1<sup>st</sup> QUARTER (April 19 – June 19) PERFORMANCE REPORT**

**Purpose of the Report:**

1. The purpose of this report is to provide Members with Performance Information and Complaints & Compliments Data for both Children and Young People and Adult Services for the 1<sup>st</sup> Quarter Period (April 2019 – June 2019). 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:**

2. A new set of Statutory Welsh Government Performance Indicators was introduced for Social Services during 2016-17 and although they are not all reported on a quarterly basis, they are accounted for in the Full End of Year Performance Report. In addition, this report also contains information relating to the

number of Compliments and Complaints received by the Directorate during the 1<sup>st</sup> Quarter Period (April 2019 – June 2019).

**Background:**

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

**Financial Impacts:**

4. No Implications.

**Integrated Impact Assessment:**

5. There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring / information purposes.

**Valleys Communities Impacts:**

6. No Implications.

**Workforce Impacts:**

7. No implications.

### **Legal Impacts:**

8. No implications

### **Risk Management Impacts:**

9. There is little or no risks associated with the information contained in this report.

### **Crime and Disorder Impacts:**

10. Section 17 of the Crime and Disorder Act 1998 places a duty on the Council in the exercise of its functions to have “due regard to the likely effect of the exercise of those functions on and the need to do all that it reasonably can to prevent:

- a) Crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment); and
- b) The misuse of drugs, alcohol and other substances in its area; and
- c) Re-offending the area”

11. There is no impact under the Section 17 of the Crime and Disorder Act 1998 through the information contained in this report.

### **Counter Terrorism Impacts:**

12. The information contained in this report is likely to have no impact on the duty to prevent people from being drawn into terrorism.

**Violence Against Women, Domestic Abuse and Sexual Violence Impacts:**

13. Section 2(1) of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 introduced a general duty where a person exercising relevant functions must have regard (along with all other relevant matters) to the need to remove or minimise any factors which —

(a) increase the risk of violence against women and girls, or

(b) exacerbate the impact of such violence on victims.

14. The information contained in this report is likely to have no impact on the above duty.

**Consultation:**

15. There is no requirement for external consultation on this item.

**Recommendations:**

16. Not applicable.

**Reasons for Proposed Decision:**

17. Not applicable.

**Implementation of Decision:**

18. No decision to be made. For information only.

## **Appendices:**

19. Appendices listed as follows: -

- a. **Appendix 1** – CYPS 1<sup>st</sup> Quarter Performance Report (April 2019 – June 2019).
- b. **Appendix 2** – Adult Services 1<sup>st</sup> Quarter Performance Report (April 2019 – June 2019).
- c. **Appendix 3** – CYPS 1<sup>st</sup> Quarter Complaints and Compliments Report (April 2019 – June 2019).
- d. **Appendix 4** – Adult Services 1<sup>st</sup> Quarter Complaints and Compliments Report (April 2019 – June 2019).

## **List of Background Papers:**

20. None.

## **Officer Contacts:**

David Harding – Performance Manager (Children’s Services)  
Telephone: 01639 685942 Email: [d.harding@npt.gov.uk](mailto:d.harding@npt.gov.uk)

Mike Potts – Performance Manager (Adult Services)  
Telephone: 01639 685367 Email: [m.potts@npt.gov.uk](mailto:m.potts@npt.gov.uk)

Mae'r dudalen hon yn fwriadol wag





Cyngor Castell-nedd Port Talbot  
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25

# Performance Indicators





Neath Port Talbot Council

Appendix 1 - Children & Young People's Services – Quarterly Performance Report - Quarter 1 - 2019/20



*Print Date: 15-Aug-2019*

## How will we know we are making a difference (01/04/2019 to 30/06/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
<b>CHILDREN AND YOUNG PEOPLE SERVICES</b>					
CP/011 - PAM/028 - Measure 24 - Percentage of child assessments completed on time	92.31	90.70	98.18	94.00	 Green
592 out of 603 in Quarter 1 2019/20 compared to 478 out of 527 in the same period 2018/19. We are pleased to acknowledge a considerable improvement with regards to the increase in number of assessments completed in 42 days. This is due to a concerted effort by senior officers who have been working closely with team managers and their teams. All Wales data for 2017/18 (full year) is 88.0% (latest available data).					
PI/239 - % of children supported to live with their family.	61.42	67.99	64.33	68.40	 Red
579 out of 900 in Quarter 1 2019/20 compared to 703 out of 1034 in the same period 2018/19. All Wales Average 68.4%. Despite this area of performance being post populated by Welsh Government, indications are that performance has decreased slightly in this area compared to the same period 2018/19. Children's Services remain committed to ensuring children remain with their families and are supported by social services in all cases where it is safe to do so.					
PI/241 - % of re-registrations of children on the local authority child protection register	4.23	0.00	22.58	5.40	 Red
1 out of 31 in Quarter 1 2019/20 compared to 0 out of 60 in the same period 2018/19. All Wales Average 5.4% This performance indicator is subject to fluctuation. There is a considerable reduction of the amount of children placed on the Child Protection Register, however this figure is in relation to two large sibling groups.					
PI/242 - Average length of time (in days) for all children who were on the child protection register during the year.	318.20	276.10	211.30	248.90	 Green
211.3 days in Quarter 1 2019/20 compared to 276.1 days in Quarter 1 2018/19. All Wales Average is 248.9 days. A piece of work has been undertaken by the Safeguarding Lead and the manager of the Conference and Review Service looking at the length of time children remain on the Child Protection Register. Following a focused piece of intervention considering children who have been on the Child Protection Register for 12 mths +, that number has now reduced.					



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

Tudalen 27

# Performance Indicators




Neath Port Talbot Council

Appendix 2 - Adult Services - Key Performance Indicators - Quarter 1 - 2019/20



*Print Date: 20-Aug-2019*

## How will we know we are making a difference (01/04/2019 to 30/06/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
<b>Organisation</b>					
CP/031 - PAM/012 - Percentage of households successfully prevented from becoming homeless		61.02	57.49	58.00	 Amber
(96 of 167) The service continues to work with partner agencies to maximise the prevention outcomes. This could be additional support, advice or financial assistance. The current quarter is slightly short of the target but work will continue through the year to consider all options available to us, including via the Homeless Strategy. (There were IT issues relating to the data collection of the statutory PIs during Q1 and Q2 of 2017/18 hence not being included). All Wales data for 2018/19 (full year) is 67.8%. Neath Port Talbot Council ranked 20th across Wales.					
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	213.97	259.88	165.71	230.00	 Green
(9,611 Days/58 DFG's) 1st Quarter results are within the target. This can be attributed in part to a reduction in the waiting times for clients being assessed and the waiting times to make an application for the Grant being reduced. It can also be partly attributed to the nature of the works completed this quarter. It is expected that the figure will increase over the remaining periods as a result of the variation in demand. All Wales data for 2018/19 (full year) is 207 days. Neath Port Talbot Council ranked 15th across Wales					
CP/048 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	0.32	0.87	1.57	0.90	 Red
(20 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 continue to work closely with providers to find solutions to address the demand for domiciliary care in certain parts of the county. The changes to the remit of the in-house domiciliary care service (Community Wellbeing Team), that are underway, which will include providing domiciliary care for individuals that the Local Authority have challenges in sourcing support for, is also anticipated to improve performance. All Wales data for 2017/18 (full year) is 3.5 (latest available data).					
PI/284 - PI/1 - Number of adults who received advice or assistance from the information, advice and assistance service during the year	727.00	539.00	480.00		
The reduction in this figure compared to last year can be attributed to diverting/signposting clients to external organisations and amended Welsh Government guidance which now excludes information only.					
PI/474 - Measure 20a - Percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	5.88	11.49	15.38		
(12 of 78) There has been a slight increase on previous years performance. (This PI is will fluctuate in accordance with the level of presenting need).					
PI286 - PI/3 - Number of assessments of need for support for carers undertaken during the year	78.00	72.00	63.00		
The number of carers assessments has reduced when compared to last year. However, all identified carers are offered an assessment, a large number of carers refuse this offer for various reasons but in all instances, carer's are provided with information, advice and assistance.					

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PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
PI288 - PI/3(i) - Of which; the number of carers assessments that led to a support plan	2.00	0.00	0.00		
The number of carers assessments which led to a support plan is the same as last year. However, all identified carers are offered an assessment, a large number of carers refuse this offer for various reasons but in all instances, carer's are provided with information, advice and assistance.					
PI289 - PI4 - Number of carer assessments that were refused by carers during the year	15.00	21.00	34.00		
This PI has increased when compared to last year. However, carers refuse the offer of an assessment for various reasons but in all instances, carer's are provided with information, advice and assistance.					
PI307 - Measure 18 - The percentage of Adult at Risk enquiries completed within 7 days		84.47	97.97		
(145 of 148)This PI has increased when compared to last year. This is a reflection of the changes in practice and policies, also embedding the responsibilities of safeguarding across the spectrum of care homes and associated employees. (This data was reported from Q4 17/18)					
PI309 - Measure 20b - The percentage of adults who completed a period of reablement and have no package of support 6 months later	41.18	71.26	67.95		
(53 of 78)This has decreased slightly when compared to the same period last year. (This PI is will fluctuate in accordance with the level of presenting need).					

Judith29

Mae'r dudalen hon yn fwiadol wag



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

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# Performance Indicators

Neath Port Talbot Council

Appendix 3 -Children & Young People Services - Compliments and Complaints - Quarter 1 - 2019/20



*Print Date: 20-Aug-2019*

## How will we know we are making a difference (01/04/2019 to 30/06/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
<b>CHILDREN AND YOUNG PEOPLE SERVICES</b>					
PI/260 - Children & Young Peoples Services - % of complaints at Stage 1 that were upheld/partially upheld	25.00	12.50	20.00		
There was a slight increase in the number of complaints received during the first quarter of 2019/20, when compared to 2018/19, from 8 to 10. No complaints were upheld and 2 Stage 1 complaints were partially upheld. The Complaints Team work closely with front-line managers including providing weekly monitoring reports, along with 'upheld' summaries to ensure complaints are managed appropriately. Any required lessons learned are communicated accordingly.					
PI/261 - Children & Young Peoples Services - % of complaints at Stage 2 that were upheld	0.00	0.00			
There were no complaints at Stage 2 during the first quarter of 2019/20. There continues to be a strong 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					
There were no ombudsman investigations during the 1st Quarter 2019/20 or for the same period during the last 2 years'.					
PI/263 - Children & Young People Services- Number of compliments received from the public	4.00	13.00	9.00		
The number of Compliments remains consistent with previous years. The Complaints Team will continue to raise the profile for the need to report such incidences.					





Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

Tudalen 33

# Performance Indicators

Neath Port Talbot Council

Appendix 4 - Social Services, Health & Housing (excluding CYPS) - Compliments and Complaints - Quarter 1 - 2019/20



*Print Date: 20-Aug-2019*

## How will we know we are making a difference (01/04/2019 to 30/06/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
<b>Organisation</b>					
PI/264 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 1 that were upheld/partially upheld	33.33	14.29	20.00		
(1 of 5) There was a slight decrease in the number of complaints received during the first quarter of 2019/20, when compared to 2018/19, from 7 to 5. One Stage 1 complaint was upheld with none partially upheld. The Complaints Team work closely with front-line managers, including providing weekly monitoring reports, along with 'upheld' summaries to ensure complaints are managed appropriately. Any required lessons learned are communicated accordingly.					
PI/265 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 2 that were upheld/partially upheld	100.00	0.00	100.00		
(1 of 1) There was one complaint at Stage 2 during this period which was partially upheld. There continues to be a strong emphasis on a speedier resolution at 'local' and 'Stage 1' levels.					
PI/266 - Social Services, Health and Housing (excluding CYPS) - % of complaints dealt with by the Public Services Ombudsman that were upheld					
There were no ombudsman investigations during the 1st Qtr 2019/20 or for the same period the last 2 years.					
PI/267 - Social Services, Health and Housing (excluding CYPS) - Number of compliments received from the public	13.00	17.00	8.00		
The number of compliments have decreased when compared to the previous years. However, the Complaints Team will continue to raise the profile for the need to report such incidences.					

Information  
 Governance  
 Compliance  
 Risk  
 Assurance  
 Quality  
 Improvement  
 Performance  
 Management  
 Systems  
 Assurance  
 & Compliance  
 Department



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**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL  
SOCIAL CARE, HEALTH & WELL-BEING CABINET BOARD  
5<sup>th</sup> September 2019**

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

**Matter for Decision**

**Wards Affected:** All wards

**Procurement of Advocacy Service for Adults**

**Purpose of the Report:**

To obtain Member approval to undertake a procurement exercise for the provision of an advocacy service for adults.

**Executive Summary:**

This report sets out a proposal to undertake a procurement exercise in order to appoint an experienced provider to deliver an advocacy service for adults.

**Background:**

Neath Port Talbot County Borough Council (“the Council”) purchase advocacy services from an external provider in order to help discharge the Councils statutory duties under Part 10 of the Social Services and Wellbeing (Wales) Act 2014 Code of Practice (Advocacy).

Over the last 18 months, officers have undertaken a review of the advocacy provision to adults in the Neath Port Talbot area, to ensure that the Council is sufficiently positioned to meet its statutory duties with regards to advocacy. As part of this review, the Council made use of the Welsh Government supported Golden Thread Advocacy Programme, led by Age Cymru, to map existing services available in the area.

Intelligence from the above exercise was utilised to remodel adult advocacy services purchased by the Council in order to further strengthen the Council's response to its statutory duties. This new model went live in April 2019 and will be reviewed in September 2019. Any learning from the September review will be built into the service model and contract for future years.

The new model is a pan-disability service for adults that provides independent professional advocacy (IPA) and advocacy support for parents of looked after children.

Historically, the Council has entered into one year contracts for the provision of adult advocacy services. Under the Council's Contract Procedure Rules (CPR's) the Head of Adult services had delegated authority to directly enter into this contract.

Entering into one year contracts can be problematic for small and third sector organisations, as the lack of certainty around future funding can impact on their ability to recruit staff and can inhibit service development.

In light of the above, it is recommended that the Council enters into a longer term contract with a suitably experienced provider to deliver advocacy services to adults. The ability to enter into a contract for two years, with an option to extend the contract for up to a further 24 months, will help ensure more sustainable services.

Due to the value of the proposed contract, under the Council's CPR's, there is a requirement for officers to undertake a procurement exercise in order to award the contract.

**Financial Impacts:**

It is not possible to indicate the financial impact of this proposal until the service has been tendered and the Council has evaluated the bids.

The maximum value of the contract will be set at the current cost of delivering adult advocacy services, as such there will be no negative impact on the Councils budget. In addition, the procurement process will ensure that the Council contracts with a provider who is able to offer best value for money.

**Integrated Impact Assessment:**

A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties (under the Equality Act 2010, the Welsh Language Standards (No.1) Regulations 2015, the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016.

The first stage assessment (Appendix 1) has indicated that a more in-depth assessment is not required. A summary is included below.

Although the service to be procured is likely to be provided to people with a protected characteristic, people will see no reduction in the availability of services and there will be no change to type of service that is delivered. As such, overall this proposal will have a low impact on people with a protected characteristic.

Entering into a longer contract period supports sustainability and has a positive impact on the "5 ways of working".

**Valleys Communities Impacts:**

No impact – the recommendation has no spatial impact on our valleys communities and does not link to the impacts identified in the Cabinet’s response to the Council’s Task and Finish Group’s recommendations on the Valleys.

**Workforce Impacts:**

No impact

**Legal Impacts:**

The procurement of advocacy services supports the Council in meeting its statutory requirements for the provision of advocacy services as set out in Part 10 of the Social Services and Wellbeing (Wales) Act 2014. The relevant Code of Practice states that:

“Local authorities must arrange for the provision of an independent professional advocate when a person can only overcome the barrier(s) to participate fully in the assessment, care and support planning, review and safeguarding processes with assistance from an appropriate individual, but there is no appropriate individual available”.

Under the Public Contract Regulations 2015, the Council is obliged to act in an open, fair and transparent manner. This includes ensuring that contract opportunities for social care and health services in excess of £615,278 are advertised to reach a wide market in order to encourage as much competition as is possible.

The cost of the advocacy service is below the threshold of undertaking a competitive tender in the Official Journal of the European Union (OJEU). However, the Council is still subject to the general obligations of transparency, equal treatment, non-discrimination and proportionality that derive from the EU Treaty when the contract is of 'cross border interest'.

What these principles imply in practice is that the contract should be transparently awarded in a non-discriminatory way. The simplest way to demonstrate compliance is by undertaking a procurement exercise compliant with the principles outlined above.

In addition, the Council must comply with its own internal CPR's. Rule 2.1 provides that where the value of the contract is over £50,000 a competitive tender process shall be undertaken.

**Risk Management Impacts:**

No impact.

**Consultation:**

There is no requirement for external consultation on this item.

**Recommendations:**

That agreement is given for:

- a. The Head of Adult Services to undertake a procurement exercise to commission an advocacy service for adults;
- b. Following the procurement process, for the Head Adult Services to 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 an advocacy service for adults.

**Reasons for Proposed Decision:**

Undertaking a procurement exercise for the delivery of an advocacy service will ensure that the Council is best placed to meet its statutory requirements under Part 10 of the Social Services and Wellbeing (Wales) Act 2014 Code of Practice (Advocacy).

Furthermore, undertaking a procurement exercise helps the Council in meeting its general obligations that derive from the The Functioning of the European Union (TFEU) by implementing a process that transparently awards a contract in a non-discriminatory way. Additionally, a procurement process will ensure that the Council complies with its internal Contract Procedure Rules (CPR's).

Entering into a contract with a provider for a period of two years, with an option to extend for up to a period of a further 24 months, gives more certainty to providers and helps service sustainability.

**Implementation of Decision:**

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

**Appendices:**

Appendix 1: Integrated Impact Assessment

**List of Background Papers:**

None

**Officer Contact:**

Angela Thomas, Head of Adult Services Phone: 01639 683328

Email: [a.j.thomas@npt.gov.uk](mailto:a.j.thomas@npt.gov.uk)

Chelé Zandra Howard, Principal Officer for Commissioning & Homelessness Phone: 01639 685221 Email: [c.howard@npt.gov.uk](mailto:c.howard@npt.gov.uk)





**Impact Assessment - First Stage**

**1. Details of the initiative**

<b>Initiative description and summary:</b> Procurement of Advocacy Services for Adults.
<b>Service Area:</b> Adult Social Services
<b>Directorate:</b> Social Services Health and Housing

**2. Does the initiative affect:**

	Yes	No
Service users	x	
Staff		x
Wider community		x
Internal administrative process only		x

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**3. Does the initiative impact on people because of their:**

	Yes	No	None/ Negligible	Don't Know	Impact H/M/L	Reasons for your decision (including evidence)/How might it impact?
Age	x				L	The advocacy service will be delivered to adults. Parents of looked after children requiring advocacy support are more likely to be in the 18-55 age range.

						<p>The provision of Independent Professional Advocacy (IPA), which is part of the service model to be commissioned, helps people to overcome barriers to participating fully in the assessment, care and support planning, review and safeguarding processes. As such procuring an IPA service will have a positive impact on people with protected characteristics as their individual needs, including age, will be considered in the in the assessment, care and support planning, review and safeguarding processes.</p> <p>Advocacy support for parents of looked after children who intend to make an appeal or appeals under the Act in relation to their looked after children will have a positive impact on people with protected characteristics as it will help parents to overcome barriers in taking part in the appeal process.</p> <p>People will see no reduction in the availability of services and there will be no change to the type of service that is delivered. As such, overall this proposal will have a low impact on people with a protected characteristic.</p>
Disability	x				L	<p>The nature of the service means that it is highly likely that people requiring an advocacy service will have a disability.</p> <p>The provision of IPA, which is part of the service model to be commissioned, helps people to overcome barriers</p>

						<p>to participating fully in the assessment, care and support planning, review and safeguarding processes. As such procuring an IPA service will have a positive impact on people with protected characteristics as their individual needs, including age, will be considered in the in the assessment, care and support planning, review and safeguarding processes.</p> <p>Advocacy support for parents of looked after children who intend to make an appeal or appeals under the Act in relation to their looked after children will have a positive impact on people with protected characteristics as it will help parents to overcome barriers in taking part in the appeal process.</p> <p>People will see no reduction in the availability of services and there will be no change to the type of service that is delivered. As such, overall this proposal will have a low impact on people with a protected characteristic.</p>
Gender Reassignment	X				L	<p>Gender reassignment in itself is unlikely to result in a requirement for the advocacy service</p> <p>The provision of IPA helps people to overcome barriers to participating fully in the assessment, care and support planning, review and safeguarding processes. As such procuring an IPA service will have a positive impact on people with protected characteristics as their individual needs, including gender identity, will be considered in</p>

						<p>the in the assessment, care and support planning, review and safeguarding processes.</p> <p>Advocacy support for parents of looked after children who intend to make an appeal or appeals under the Act in relation to their looked after children will have a positive impact on people with protected characteristics as it will help parents to overcome barriers in taking part in the appeal process.</p> <p>People will see no reduction in the availability of services and there will be no change to the type of service that is delivered. As such, overall this proposal will have a low impact on people with a protected characteristic.</p>
Marriage/Civil Partnership	X				L	<p>Marriage/Civil Partnership in itself is unlikely to result in a requirement for the IPA service. However, it may be that there is a higher number of people requiring advocacy support for parents of looked after children that may have a protected characteristic by virtue of their marriage/civil partnership.</p> <p>The provision of IPA helps people to overcome barriers to participating fully in the assessment, care and support planning, review and safeguarding processes. As such procuring an IPA service will have a positive impact on people with protected characteristics as their individual needs, including marriage/civil partnership, will be considered in the in the assessment, care and support planning, review and safeguarding processes</p>

						<p>Advocacy support for parents of looked after children who intend to make an appeal or appeals under the Act in relation to their looked after children will have a positive impact on people with protected characteristics as it will help parents to overcome barriers in taking part in the appeal process.</p> <p>People will see no reduction in the availability of services and there will be no change to the type of service that is delivered. As such, overall this proposal will have a low impact on people with a protected characteristic.</p>
Pregnancy/Maternity	X				L	<p>Pregnancy/maternity in itself is unlikely to result in a requirement for the IPA service. The service model includes advocacy support for parents of looked after children. As such there is potential that this proposal will have an impact on people by virtue of their pregnancy/maternity status.</p> <p>The provision of IPA helps people to overcome barriers to participating fully in the assessment, care and support planning, review and safeguarding processes. As such procuring an IPA service will have a positive impact on people with protected characteristics as their individual needs, pregnancy/maternity, will be considered in the in the assessment, care and support planning, review and safeguarding processes.</p>

						<p>Advocacy support for parents of looked after children who intend to make an appeal or appeals under the Act in relation to their looked after children will have a positive impact on people with protected characteristics as it will help parents to overcome barriers in taking part in the appeal process.</p> <p>People will see no reduction in the availability of services and there will be no change to the type of service that is delivered. As such, overall this proposal will have a low impact on people with a protected characteristic.</p>
Race	X				L	<p>Race in itself is unlikely to result in a requirement for the advocacy service</p> <p>The provision of IPA helps people to overcome barriers to participating fully in the assessment, care and support planning, review and safeguarding processes. As such procuring an IPA service will have a positive impact on people with protected characteristics as their individual needs, including race, will be considered in the assessment, care and support planning, review and safeguarding processes.</p> <p>Advocacy support for parents of looked after children who intend to make an appeal or appeals under the Act in relation to their looked after children will have a positive impact on people with protected characteristics as it will help parents to overcome barriers in taking part in the appeal process.</p>

						<p>People will see no reduction in the availability of services and there will be no change to the type of service that is delivered. As such, overall this proposal will have a low impact on people with a protected characteristic.</p>
Religion/Belief	x				L	<p>Religion/belief in itself is unlikely to result in a requirement for the advocacy service.</p> <p>The provision of IPA helps people to overcome barriers to participating fully in the assessment, care and support planning, review and safeguarding processes. As such procuring an IPA service will have a positive impact on people with protected characteristics as their individual needs, including religion/belief, will be considered in the in the assessment, care and support planning, review and safeguarding processes.</p> <p>Advocacy support for parents of looked after children who intend to make an appeal or appeals under the Act in relation to their looked after children will have a positive impact on people with protected characteristics as it will help parents to overcome barriers in taking part in the appeal process.</p> <p>People will see no reduction in the availability of services and there will be no change to the type of service that is delivered. As such, overall this proposal will have a low impact on people with a protected characteristic.</p>

Sex	x				L	<p>Sex in itself is unlikely to result in a requirement for the IPA service. The service model includes advocacy support for parents of looked after children. As such there is potential that this proposal will have an impact on people by virtue of their sex as there may be a higher number of females that require this service.</p> <p>The provision of IPA helps people to overcome barriers to participating fully in the assessment, care and support planning, review and safeguarding processes. As such procuring an IPA service will have a positive impact on people with protected characteristics as their individual needs, including sex, will be considered in the in the assessment, care and support planning, review and safeguarding processes.</p> <p>Advocacy support for parents of looked after children who intend to make an appeal or appeals under the Act in relation to their looked after children will have a positive impact on people with protected characteristics as it will help parents to overcome barriers in taking part in the appeal process.</p> <p>People will see no reduction in the availability of services and there will be no change to type of service that is delivered. As such, overall this proposal will have a low impact on people with a protected characteristic.</p>
Sexual orientation	X				L	<p>Sexual orientation in itself is unlikely to result in a requirement for the advocacy service.</p>



						<p>The provision of IPA helps people to overcome barriers to participating fully in the assessment, care and support planning, review and safeguarding processes. As such procuring an IPA service will have a positive impact on people with protected characteristics as their individual needs, including sexual orientation, will be considered in the in the assessment, care and support planning, review and safeguarding processes.</p> <p>Advocacy support for parents of looked after children who intend to make an appeal or appeals under the Act in relation to their looked after children will have a positive impact on people with protected characteristics as it will help parents to overcome barriers in taking part in the appeal process.</p> <p>People will see no reduction in the availability of services and there will be no change to the type of service that is delivered. As such, overall this proposal will have a low impact on people with a protected characteristic.</p>
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#### 4. Does the initiative impact on:

	Yes	No	None/ Negligible	Don't know	Impact H/M/L	Reasons for your decision (including evidence used) / How might it impact?
People's opportunities to use the Welsh language		x			L	There will be a contractual requirement to deliver the service in the person's first language of choice.

Treating the Welsh language no less favourably than English		<b>x</b>			<b>L</b>	There will be a contractual requirement to deliver the service in the person's first language of choice.
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**5. Does the initiative impact on biodiversity:**

Tudalen 50

	Yes	No	None/ Negligible	Don't know	Impact H/M/L	Reasons for your decision (including evidence) / How might it impact?
To maintain and enhance biodiversity		x				Not applicable
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.		x				Not applicable

6. Does the initiative embrace the sustainable development principle (5 ways of working):

Tudalen51

	Yes	No	Details
<b>Long term</b> - how the initiative supports the long term well-being of people	x		IPA services ensures that people are able to be equal partners in the assessment, care and support planning, review and safeguarding process. As such, people will receive interventions that are person centred and promote their long term well-being.
<b>Integration</b> - how the initiative impacts upon our wellbeing objectives	x		Advocacy supports the Council's wellbeing objective of: To Improve the Well-being of all adults who live in the county borough "Everyone participates fully in community life – socially and economically" As it enables people to participate in their assessment, care and support planning, review and safeguarding process.
<b>Involvement</b> - how people have been involved in developing the initiative	x		IPA services ensures that people are able to be equal partners in the assessment, care and support planning, review and safeguarding process.
<b>Collaboration</b> - how we have worked with other services/organisations to find shared sustainable solutions	x		Commissioning of advocacy services will involve the Council working in partnership with the provider to discharge its duties under Part 10 of the Social Services and Wellbeing (Wales) Act 2014 Code of Practice (Advocacy).
<b>Prevention</b> - how the initiative will prevent problems occurring or getting worse	x		IPA services ensures that people are able to be equal partners in the assessment, care and support planning, review and safeguarding processes. As such people will receive interventions that are person centred and can identify problems at an earlier stage to prevent them from getting worse.

**7. Declaration - based on above assessment (tick as appropriate):**

A full impact assessment (second stage) <b>is not</b> required	x
Reasons for this conclusion	
<p>Although the service to be procured is likely to be provided to people with a protected characteristic, people will see no reduction in the availability of services and there will be no change to type of service that is delivered. As such, overall this proposal will have a natural impact on people with a protected characteristic.</p> <p>Entering into a longer contract period supports sustainability and has a positive impact on the “5 ways of working”.</p>	

Tudalen52

A full impact assessment (second stage) <b>is</b> required	
Reasons for this conclusion	

	<b>Name</b>	<b>Position</b>	<b>Signature</b>	<b>Date</b>
Completed by	Chelé Zandra Howard	PO Commissioning	C.Z.Howard	31.05.19
Signed off by	Angela Thomas	Head of Service	A. Thomas	31.05.19



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

## **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL Social Care, Health & Well-being Cabinet Board**

**5<sup>th</sup> September 2019**

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

### **Matter for Decision**

**Wards Affected:** All wards

### **Adult Services Debt Management and Recovery Policy**

#### **Purpose of the Report:**

To approve the Adult Services Debt Management and Recovery Policy in accordance with the Social Services and Well-being (Wales) Act 2014 ('the Act').

#### **Executive Summary:**

The general provisions governing a local authority's recovery of a debt are set out in section 70 (Recovery of charges, interest, etc.) of the Act.

Under the Act, where a debt has been accrued by a service user, the local authority should take all reasonable steps including proper investigation of how it has arisen. Consideration must also be given both of the extent to which recovery is appropriate and of all reasonable means of recovery.

This policy sets out a framework for Neath Port Talbot Council ('the Council') to undertake the above.

**Background:**

Under the Act, and the Regulations and Codes of Practice issued under it, the Council has a charging policy under which it charges, in the manner and extent prescribed by regulations and guidance, for the provision of care and support to those in need in the County Borough.

People eligible for care and support from the Council will receive a financial assessment, following which they may be asked to pay a charge towards the cost of the care and support. People will only be required to pay what they can afford in accordance with regulations, further outlined in the Council's Residential and Non-Residential Care Charging Policy.

In the interests of good financial management and accountability, the Council needs to demonstrate to our residents, clients, elected members and council tax payers that, where applicable, it collects all sums due as a result of the Council meeting a person's eligible care and support needs, from whatever source, as effectively and efficiently as possible.

Local authorities must bear in mind that there are a number of genuine reasons why a debt may occur and they must consider each case on an individual basis.

This policy provides a legal framework to enable legal enforcement, where necessary, to recover debts accrued in relation to the provision of care and support provided directly or commissioned by Adult Services.

**Financial Impacts:**

The Adult Services Debt Management and Recovery Policy has been developed on the basis of the Directorate's budgetary savings for 2019-20.

**Integrated Impact Assessment:**

A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties under the Equality Act 2010, the Welsh Language Standards (No.1) Regulations 2015, the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016.

The first stage impact assessment has indicated that a more in-depth assessment was required. A summary is included below.

An overview of the Integrated Impact Assessment has been included below in summary form only and it is essential that Members read the Integrated Impact Assessment, which is attached to the report at Appendix 3, for the purposes of the meeting.

This is one of a range of new policies which aim to improve fairness of access to services, as well as the long term sustainability of service provision in line with the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015.

The aim of the Adult Services Debt Management and Recovery Policy is to prevent debt from arising in the first place, reduce its occurrence and recover monies wherever possible. As such it promotes safeguarding of vulnerable clients and contributes towards service sustainability to meet the outcomes of a growing population with adult social care needs.

**Valleys Communities Impacts:**

No implications.

**Workforce Impacts:**

No implications.

**Legal Impacts:**

The Policy has been developed in line with the Social Services and Well-being (Wales) Act 2014, associated Regulations and Codes of Practice.

**Risk Management Impacts:**

Failure to implement the policy will require equivalent financial savings to be made by other means.

**Consultation:**

There is no requirement for external consultation on this item.

**Recommendations:**

It is recommended that Members approve the Adult Services Debt Management and Recovery Policy attached as Appendix 1 to this report.

**Reasons for Proposed Decision:**

To comply with the requirements of the Social Services and Wellbeing (Wales) Act 2014 and Part 4 & 5 Code of Practice (Charging and Financial Assessment) Annex F, dealing with the recovery of debt and deprivation of assets.



## **Implementation of Decision:**

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

## **Appendices:**

Appendix 1 – Adult Services Debt Management and Recovery Policy.

Appendix 2 – First Stage Impact Assessment.

Appendix 3 – Integrated Impact Assessment.

## **List of Background Papers:**

Social Services and Wellbeing (Wales) Act 2014 and associated Regulations (Part 4 and 5 Code of Practice).

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

Deferred Payments Policy

<http://moderngov.neath-portalbot.gov.uk/documents/s45955/Deferred%20Payments%20Report%20-%204%20April%202019.pdf>

NPT Residential and Non-Residential Care Charging Policy.

[https://democracy.npt.gov.uk/documents/s36079/050418%20Charging%20Policy%20Report\\_.pdf](https://democracy.npt.gov.uk/documents/s36079/050418%20Charging%20Policy%20Report_.pdf)

## **Officer Contact:**

For further information on this report item, please contact:

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Chelé Zandra Howard, PO for Commissioning, Telephone: 685221

Email: [c.howard@npt.gov.uk](mailto:c.howard@npt.gov.uk)

Mae'r dudalen hon yn fwriadol wag



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# **Adult Services Debt Management and Recovery Policy**

## **August 2019**

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## Table of Contents

<b>1 Introduction and Background</b> .....	<b>2</b>
1.1 Key principles of the Policy .....	2
<b>2 Legal and Policy Framework</b> .....	<b>3</b>
2.1 Supporting policies.....	3
<b>3 Financial Assessments</b> .....	<b>4</b>
<b>4 Prevention of debt</b> .....	<b>4</b>
<b>5 Debt recovery</b> .....	<b>4</b>
5.1 Referral to Safeguarding Team .....	5
<b>6 Legal proceedings through the County Court</b> .....	<b>5</b>
6.1 Decision to commence legal proceedings.....	6
6.2 Mental Capacity Act 2005 .....	6
6.3 Enforcement Options.....	6
6.4 Circumstances where payment has stopped.....	6
<b>7 Debt Write Off</b> .....	<b>7</b>
<b>8 Responsibilities</b> .....	<b>7</b>
<b>9.1 Retention of supporting documents</b> .....	<b>8</b>
<b>9.2 Policy review</b> .....	<b>8</b>
<b>9.3 Glossary</b> .....	<b>8</b>
<b>Appendix A – Debt Recovery Process Flowchart</b> .....	<b>9</b>

## 1. Introduction and Background

Under the Social Services and Well-being (Wales) Act 2014 ('the Act'), and the Regulations and Codes of Practice issued under the Act, Neath Port Talbot Council ('the Council') has a charging policy under which it charges, in the manner and to the extent prescribed by regulations and guidance, for the provision of care and support to those in need in the County Borough.

In the interests of good financial management and accountability, the Council needs to demonstrate to our residents, clients, elected members and council tax payers that it collects all sums due as a result of the Council meeting a person's eligible care and support needs, from whatever source, as effectively and efficiently as possible.

This policy describes the approach that the Council will take in managing and recovering sums due to the Council in respect of residential and non-residential care and support.

Effective financial management is fundamental to being able to fund the quality of services the Council provides. The best method of debt collection is the prevention of debt arising and this policy covers both prevention and recovery.

***The policy should be read in conjunction with NPTCBC's Financial Protocol, and Residential and Non-Residential Care Charging Policy.***

### 1.1 Key principles of the policy

This policy will adhere to the following principles:

- Under the Council's Charging Policy every service user who has been assessed as being liable and able to pay towards the cost of their support will be required to pay a charge
- Prevention of debt and arrears; prompt billing, collection of money due, affordable repayment plans and early intervention when a service user is in arrears
- Where a debt has been incurred by a service user, proper investigation of how it has arisen, and consideration both of the extent to which recovery is appropriate and of all reasonable means of recovery
- Provision of a legal framework to enable legal enforcement, where necessary, to recover debts.

## **2. Legal and Policy Framework**

This policy provides a framework for the recovery of debts where appropriate.

This policy complies with the Social Services and Wellbeing (Wales) Act 2014 and the Part 4&5 Code of Practice (Charging and Financial Assessment) Annex F, dealing with the recovery of debt and deprivation of assets. No part of it is intended to conflict with the duties placed upon the Council by those documents.

Section 59 of the Act provides local authorities with the power to impose charges for care and residential services.

The general provisions governing a local authority's recovery of a debt, including from a third party where a person has transferred assets to them in order to avoid paying charges for care and support, are set out in Section 70 of the Act which deals with the recovery of charges generally, Section 71, which deals with the creation of a "charge" over an interest in land, and Section 72, which deals with the specific issue of the transfer of assets. The Code of Practice sets out duties concerning investigation into how a debt has arisen and how it might be repaid.

### **2.1 Supporting policies**

#### **Equalities**

Application of this policy is in accordance with the Council's Strategic Equality Plan. The Council will take into account individual access, communication and support needs to support equality of access and service delivery.

#### **Mental Capacity Act 2005**

Application of this policy is in accordance with the Mental Capacity Act 2005. As a matter of law, all service users are assumed to have capacity unless it is established that they lack capacity. In addition, all practical steps will be taken to ensure that a service user is supported to arrive at their own decisions.

#### **Residential and Non-residential Care Charging Policy**

Application of this policy is in accordance with the legal requirements of the Act, the regulations made under that Act, and Parts 4 & 5 (Charging and Financial Assessments) Code of Practice which allow the Council to use its discretion under the Act to impose a charge, or set a contribution, towards the costs of

social care/services, and will do so, in line with the requirements of the Act, and how that charge should be calculated.

### **Care and Support (Deferred Payment) (Wales) Regulations 2015**

Application of this policy is in accordance with the Care and Support (Deferred Payments) (Wales) Regulations 2015, whereby a service user who has an interest in an eligible property and meets the requirements of the Regulations must be offered the choice of meeting part or all of the cost of care and support through a Deferred Payment Agreement (DPA).

### **3. Financial Assessments**

An assessment of the service user's ability to pay for chargeable services, is undertaken by a member of the Financial Assessments Team. The overarching principle is that people who are asked to pay a charge, must only be required to pay what they can afford in accordance with regulations, and they must not be charged more than the actual cost incurred in providing/arranging their care and support. See **NPTCBC's Residential and Non-Residential Care Charging Policy for further details.**

### **4. Prevention of debt**

The best method of debt collection is the prevention of debt arising in the first place. In order to facilitate this we will promote the use of direct debits as the preferred method of payment for Adult Social Care and support services. With regards to Residential Care, assessed client contributions will generally be collected by the care provider. A Deferred Payment Agreement (with regards to Residential Care) can be offered to clients where a property is included in the financial assessment, and the requirements of the Regulations are met (**see NPTCBC's Deferred Payments Policy for further details**).

### **5. Debt recovery**

All people receiving care and support services are financially assessed to ascertain what they should pay towards the cost of provision and the charges made should be within the means of a service user to pay. Therefore there should be no reason for invoices to be unpaid. However, service users may be elderly, vulnerable or lack capacity to understand charges, so every unpaid invoice needs to be investigated to understand the reason for non-payment. The investigation will include one or more of the following:

- contacting the service user or their representative in order to understand the reason for non-payment, if any;
- examination of the original financial assessment to ascertain the accuracy of the charges; and
- contact with care managers, social workers and other individuals who may have a relationship with the service user

The investigation will enable the Council to gain a complete picture of the circumstances surrounding non-payment. If it is concluded that the service user has the ability to pay a charge and there are no exceptional extenuating circumstances, recovery of the debt will normally be sought.

When considering whether and how to instigate debt recovery, the Council will explore the range of options available to recover the debt. This is to ensure that the appropriate method is chosen without undue expense to the Council or undue impact on the service user concerned. This is particularly important should a debt ultimately become subject to court proceedings as the Court will want to consider what alternative courses of action have been taken by the Council before Court action was sought. This could include, but are not limited to:

- issue of reminders
- negotiation of deferred/instalment payment plan
- commencement of legal proceedings

### **5.1 Referral to the Safeguarding Team**

At any point during the income/debt collection process, concerns may arise that an individual acting as financial representative and responsible for paying the charges on behalf of the service user may not be administering the finances appropriately. In cases such as this it will be appropriate to refer the case to the Adults Safeguarding & Quality Team for the investigation of any potential financial abuse.

Each arrears case will be considered on an individual basis before a referral is made.



## **6. Legal proceedings through the County Court**

Under Parts 4 & 5 of the Code of Practice (Charging and Financial Assessment) Annex F Recovery of Debt and Deprivation of Assets, court proceedings should be considered a last resort and only after having exhausted all other reasonable options.

### **6.1 Decision to commence legal proceedings**

The decision to commence legal proceedings for the recovery of an unpaid debt, and the proportion to be recovered, will be taken by the Head of Adult Services or Senior Officers nominated by him or her from time to time. Where approval is declined, the debt will be submitted for write off. Any court proceedings issued on behalf of the Council must be issued in conjunction with and in the name of the Head of Legal Services.

### **6.2 Mental Capacity Act 2005**

Where a decision is made to commence legal proceedings, consideration should be given to whether the service user has mental capacity for litigation purposes. The Mental Capacity Act 2005 provides a framework for assessing a person's mental capacity and determining their best interests if they lack capacity to make a decision.

### **6.3 Enforcement Options**

Once a County Court Judgment has been obtained, the Council will consider all enforcement options available through the legal process, including:

- Warrant of execution leading to bailiff action undertaken by NPTCBC approved debt collection agency
- Attachment of Earnings Order
- Charging Order
- Petition for Bankruptcy
- Third party debt order

### **6.4 Circumstances where repayment has stopped**

Where terms for repayment have been agreed with a service user as an alternative to court proceedings, or where the Council has obtained a court judgment, and the service user (or their representative) has complied with the

terms but then stops making payments, the Council will investigate the reason for this. Dependent upon the outcome of the investigation, a variation on the amount to be repaid or in the rate of repayment may be appropriate.

Reassessment of how much the service user (or their representative) should be required to pay may also arise if there has been a change in circumstances. In the absence, however, of any good reason for payments having ceased, and of sensible proposals to re-start, then the Council will generally seek to enforce payment through court action as per the original judgement and timeline, and/or consider alternative means of enforcement.

## **7. Debt Write Off**

The Head of Adult Services will recommend the write-off of sums where recovery is unlikely or is not considered cost effective. Debt identified for write off will be in accordance with the Council's write off procedure.

Any such debts written off will be funded from the Adult Services budget.

All write-off recommendations will be reported by the Head of Finance to the Cabinet (Finance) Sub Committee.

## **8. Responsibilities**

### Financial Assessments Team

- Calculate the service user's liability to pay a charge for services
- Signpost service users to applicable support services (e.g. to ensure available income is maximised)
- Contact service users or their representative to determine why payment has not been received
- Where appropriate visiting officer to meet with service users (including Joint Visits with Care Management) to discuss non-payment, clearly stating that failure to pay the outstanding amount due may result in legal proceedings to recover the debt
- Refer debts to Social Services for agreement on further action

### Care Management Team

- Signpost service users to applicable support services (e.g. to ensure available income is maximised)
- Attend joint meetings with visiting officer

### Senior Management Team

- Having considered the facts in individual cases, make the decision on actions for debt recovery including possible legal action
- Recommend the write-off of sums where recovery is unlikely or may not be considered cost effective

### Corporate Services - Legal

- Advise on all legal issues arising in respect of pursuing outstanding debt
- Upon authorisation and receipt of instruction together with the necessary evidence, to commence legal action to recover outstanding debt.
- In respect of probate matters, upon authorisation to instruct specialist lawyers to commence legal action to administer the estate of the deceased

### Corporate Finance – Debtors Team

- Issue invoices, reminders/final demand notices
- Provide payment advice to service users and their representatives
- Review all debts over 90 days overdue
- Set up any Instalment Plans and monitor continuation of these payments

## **9.1 Retention of supporting documents**

All documentation which supports the client's contribution will be retained manually and/or electronically for at least six years in case the service user or their representative defends any legal recovery action.

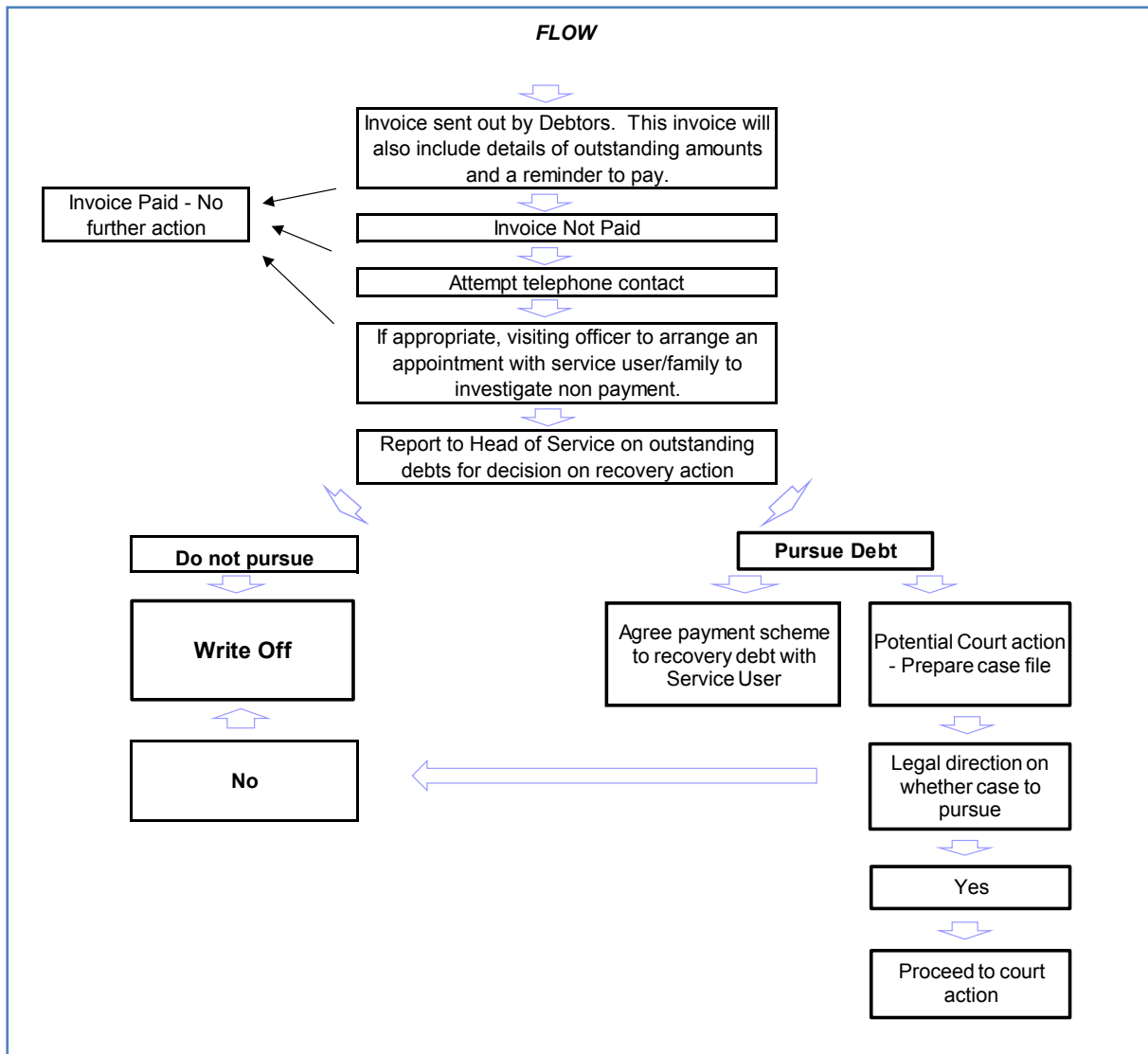
## **9.2 Policy review**

This policy will be reviewed biennially.

## **9.3 Glossary**

- Care Co-ordinator / Care Manager / Social Worker / Community Wellbeing Officer – person appointed by Social Services to coordinate/undertake care needs assessments, financial assessments and care packages for individuals presenting with social care need
- Client / individual / service user – person who has an assessed social care need
- NPTCBC – Neath Port Talbot County Borough Council (or 'the Council' or 'local authority' or 'Social Services')

## Appendix A - Debt Recovery Process Flowchart



## Impact Assessment - First Stage

It is essential that all initiatives undergo a first stage impact assessment to identify relevance to equalities and the Welsh language as well as an evaluation of how the proposal has taken into account the sustainable development principle (the five ways of working); an incorrect assessment could ultimately be open to legal challenge.

The first stage is to carry out a short assessment to help determine the need to undertake a more in-depth analysis (the second stage).

Relevance will depend not only on the number of people/service users affected, but also the significance of the effect on them.

When completing the first step you must have regard to the following:

- Does the initiative relate to an area where important equality issues have been, or are likely to be, raised? (For example, funding for services to assist people who are victims of rape/sexual violence or individuals with particular care need; disabled people's access to public transport; the gender pay gap; racist or homophobic bullying in schools)
- Is there a significant potential for reducing inequalities, or improving outcomes? (For example, increasing recruitment opportunities for disabled people).
- Does the initiative relate to instances where opportunities to use the Welsh language are likely to be affected or where the language is likely to be treated less favourably? (For example, increase the number of Welsh speakers moving from/to a certain area; closing specific Welsh language services or put those services at risk services;
- Does the initiative relate to the improvement of economic, social, environmental and cultural well-being? To what extent does the initiative prevent things getting worse? (For example, funding for services to assist in cultural well-being; changes in policies that promote independence and/or assist carers)

### 1. Provide a description and summary of the initiative.

Identify which service area and directorate has responsibility for the initiative.

### 2. Identify who will be affected by the initiative.

If you answer **Yes** to service users, staff or wider community continue with the first stage of the assessment

If you answer **No** to service users, staff or wider community or **Yes** to 'Internal administrative process only', go to **Question 5 – sustainable development principle**.

### 3. Using relevant and appropriate information and data that is available to you think about what impact there could be on people who share protected characteristics; whether they are service users, staff or the wider community.

Some things to consider include:

- transport issues
- accessibility
- customer service
- cultural sensitivity
- financial implications
- loss of jobs

Definitions of impacts (either positive or negative):

- High – likely to be highly affected by the initiative
- Medium - likely to be affected in some way
- Low - likely to be affected by the initiative in a small way
- Don't know - the potential impact is unknown

You **must** provide reasons, and indicate what evidence you used, in coming to your decision.

4. Using relevant and appropriate information and data that is available, think about what impact there could be on opportunities to use the Welsh language and in treating the language no less favourably than English.

Definitions of impacts are the same as in **Question 3**.

The classification 'Don't Know' should be categorised as 'High Impact' in both questions 3 & 4.

5. Consider how the initiative has embraced the sustainable development principle in accordance with the Section 7c of the Well-being of Future Generations Act 2015.

Give details of the initiative in relation to the 5 ways of working:

- **Long term** - how the initiative supports the long term well-being of people
- **Integration** - how the initiative impacts upon our wellbeing objectives
- **Involvement** - how people have been involved in developing the initiative
- **Collaboration** - how we have worked with other services/organisations to find shared sustainable solutions;
- **Prevention** - how the initiative will prevent problems occurring or getting worse

6. The most appropriate statement must be selected (and the relevant box ticked) based on the first stage of the assessment and an explanation of how you have arrived at this decision must be given.

In addition a summary of the how the initiative has embraced the sustainable development principle must also be included.

Where the first stage of the assessment indicates that a more in-depth analysis is required the second stage of the assessment will need to be completed and this will need to be started immediately.

A first stage assessment must be included as a background paper for all Cabinet/Cabinet Board/ Scrutiny Committee Reports.

Where the first stage assessment is completed by an accountable manager it must be signed off by a Head of Service/Director.

## Impact Assessment - First Stage

### 1. Details of the initiative

<b>Initiative description and summary:</b> Adult Services Debt Management and Recovery Policy
<b>Service Area:</b> Adult Services
<b>Directorate:</b> Social Services, Health & Housing

### 2. Does the initiative affect:

	Yes	No
Service users	X	
Staff		X
Wider community	X	
Internal administrative process only		X

### 3. Does the initiative impact on people because of their:

	Yes	No	None/ Negligible	Don't Know	Impact H/M/L	Reasons for your decision (including evidence)/How might it impact?
Age	X				H	By definition, the provision of social care is to meet a need which is age and/or disability related. As such, where debts have been accrued it is these groups which are most likely to be impacted by this policy. The stress of having debt can have an impact on someone particularly due to their age / disability (especially for those with mental health issues), etc. The policy can help alleviate this by providing clarity of process and helping to identify non-payment and its causes at an earlier stage.
Disability	X				H	

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Gender Reassignment		X			L	It is unlikely that a debt will have been accrued solely due to a person's gender identity, and it is unlikely that personal circumstances relating to a person's gender identity will have an impact on how debt recovery is sought. The policy takes account of the need to investigate reasons as to why payments have not been made. Furthermore, under the Council's Residential and Non-Residential Care Charging Policy, people will only be required to pay what they can afford in accordance with regulations under the Social Service and Well-being (Wales) Act 2014.
Marriage/Civil Partnership	X				M	There may be instances where debt relating to a service user's care package has been deliberately accrued by a partner or family member of the service user. The policy takes account of the need to investigate reasons as to why payments have not been made, which may include safeguarding of a service user relating to their own family members. Furthermore, under the Council's Residential and Non-Residential Care Charging Policy, people will only be required to pay what they can afford in accordance with regulations under the Social Service and Well-being (Wales) Act 2014.
Pregnancy/Maternity	X				M	It is theoretically possible that an individual service user's financial circumstances will have changed due to pregnancy. The policy takes account of the need to investigate reasons as to why payments have not been made. Furthermore, under the Council's Residential and Non-Residential Care Charging Policy, people will only be required to pay what they can afford in accordance with regulations under the Social Service and Well-being (Wales) Act 2014.
Race		X			L	Access to social care and support is unlikely to be solely due to a person's race. The policy takes account of the need to investigate reasons as to why payments have

						not been made. Furthermore, under the Council's Residential and Non-Residential Care Charging Policy, people will only be required to pay what they can afford in accordance with regulations under the Social Service and Well-being (Wales) Act 2014.
Religion/Belief		X			L	Access to social care and support is unlikely to be solely due to a person's religion/belief. The policy takes account of the need to investigate reasons as to why payments have not been made. Furthermore, under the Council's Residential and Non-Residential Care Charging Policy, people will only be required to pay what they can afford in accordance with regulations under the Social Service and Well-being (Wales) Act 2014.
Sex		X			L	Access to care and support is unlikely to be solely due to a person's sex, and it is unlikely that personal circumstances relating to a person's sex will have an impact on how debt has arisen and how debt recovery is sought. However, the policy takes account of the need to investigate reasons as to why payments have not been made. Furthermore, under the Council's Residential and Non-Residential Care Charging Policy, people will only be required to pay what they can afford in accordance with regulations under the Social Service and Well-being (Wales) Act 2014.
Sexual orientation		X			L	Access to care and support is unlikely to be solely due to a person's sexual orientation, and it is unlikely that personal circumstances relating to a person's sexual orientation will have an impact on how debt has arisen and how debt recovery is sought. However, the policy takes account of the need to investigate reasons as to why payments have not been made. Furthermore, under the Council's Residential and Non-Residential Care Charging Policy, people will only be required to pay what

						they can afford in accordance with regulations under the Social Service and Well-being (Wales) Act 2014.
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**4. Does the initiative impact on:**

	Yes	No	None/ Negligible	Don't know	Impact H/M/L	Reasons for your decision (including evidence used) / How might it impact?
People's opportunities to use the Welsh language		X			L	The Council will continue to offer services in Welsh and English. Where the recovery of debt is sought, the medium of Welsh or English will be used as appropriate to the individual(s) concerned.
Treating the Welsh language no less favourably than English		X			L	

Tudalen 75

**5. Does the initiative impact on biodiversity:**

	Yes	No	None/ Negligible	Don't know	Impact H/M/L	Reasons for your decision (including evidence) / How might it impact?
To maintain and enhance biodiversity		X			L	It is not expected that the policy will have any adverse effect on biodiversity or ecosystem resilience.
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment,		X			L	

such as air quality, flood alleviation, etc.						
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**6. Does the initiative embrace the sustainable development principle (5 ways of working):**

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	Yes	No	Details
<b>Long term</b> - how the initiative supports the long term well-being of people	X		This policy aims to promote the long term sustainability of service provision in line with the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015. It provides a framework for the investigation of reason(s) why a debt has accrued and to seek recovery where applicable/possible. Prudent management of Council funds and greater financial stability will help the long term sustainability of services which can lead to improved wellbeing of more citizens.
<b>Integration</b> - how the initiative impacts upon our wellbeing objectives	X		This policy aims to seek the repayment of debts accrued by service users who have been assessed as able to pay for services but have refused to do so. Reclaiming outstanding monies will help towards the long term sustainability of adult services, which will help the Directorate and the Council to meet its objective of providing care and support services which improve the well-being of adults living in the county borough.
<b>Involvement</b> - how people have been involved in developing the initiative	X		Various staff representatives have been involved in the development of the policy, including managers, Finance and Legal.
<b>Collaboration</b> - how we have worked with other services/organisations to find shared sustainable solutions	X		Development and implementation of the policy has and will require collaborative work between Social Services, Finance and Legal Services.
<b>Prevention</b> - how the initiative will	X		The policy provides a framework for the investigation of reason(s) why a

prevent problems occurring or getting worse			debt has accrued and to seek recovery where applicable/possible. By dealing more promptly with individual situations it is expected that the reduction or prevention of adult social care debt will be improved.
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**7. Declaration - based on above assessment (tick as appropriate):**

A full impact assessment (second stage) <b>is not</b> required	
Reasons for this conclusion	

A full impact assessment (second stage) <b>is</b> required	X
Reasons for this conclusion	
The policy seeks to prevent debt from arising in the first place, reduce its occurrence and recover monies wherever possible. By definition this will mean dealing with people who may be vulnerable. Whilst it is not anticipated that the policy will have an adverse effect, it is judged only right and proper to conduct a full impact assessment.	

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	Name	Position	Signature	Date
Completed by	Andrew Potts	Commissioning Officer		2 <sup>nd</sup> August 2019
Signed off by	Angela Thomas	Head of Service/Director		

Mae'r dudalen hon yn fwiadol wag

## Integrated Impact Assessment (IIA)

This Integrated Impact Assessment considers the duties and requirements of the following legislation in order to inform and ensure effective decision making and compliance:

- Equality Act 2010
- Welsh Language Standards (No.1) Regulations 2015
- Well-being of Future Generations (Wales) Act 2015
- Environment (Wales) Act 2016

### Version Control

Version	Author	Job title	Date
e.g. Version 1	Andrew Potts	Commissioning Officer	14 <sup>th</sup> August 2019

### 1. Details of the initiative

	<b>Title of the Initiative:</b> Adult Services Debt Management and Recovery Policy
<b>1a</b>	<b>Service Area:</b> Adult Services
<b>1b</b>	<b>Directorate:</b> Social Services, Health & Housing
<b>1c</b>	<b>Summary of the initiative:</b> To set out a framework for investigating and seeking recovery of debts accrued by people accessing adult services.
<b>1d</b>	<b>Who will be directly affected by this initiative?</b> Current and future service users who accrue adult social care debt.
<b>1e</b>	<b>When and how were people consulted?</b> N/A.
<b>1f</b>	<b>What were the outcomes of the consultation?</b> N/A.

## 2. Evidence

### What evidence was used in assessing the initiative?

Social Services routinely collects data as part of the assessment/review process of individuals and carers, which is reported annually to Welsh Government. In addition to the number of people accessing the services, limited equalities data such as age, disability, ethnicity and sex is also collected, which in turn informs policy development and service provision. The following provides a summary of information known about current users of Adult Services:

Age group	Female	Male	Total
<20	1	16	17
20s	45	71	116
30s	49	33	82
40s	59	39	98
50s	94	67	161
60s	124	113	237
70s	404	186	590
80s	953	315	1268
90+	428	127	555
<b>Total</b>	<b>2157</b>	<b>967</b>	<b>3124</b>

Ethnicity	Age Group									Total
	<20	20s	30s	40s	50s	60s	70s	80s	90+	
BANGLADESHI						1				1
BLACK AFRICAN								1		1
BLACK CARIBBEAN							1			1
CHINESE								1		1
INDIAN							1			1
OTHER			1		2	1		2	4	10
OTHER ASIAN								2		2
OTHER BLACK					1	1	3	2	1	8
OTHER MIXED		1								1
PAKISTANI								1		1
WELSH	2	17	9	11	34	79	201	455	220	1028
WHITE BRITISH	15	95	62	78	95	130	278	567	256	1576
WHITE IRISH						2	1	7	2	12
WHITE OTHER			1			1		3	1	6
WHITE/SCOTTISH							2			2
NOT STATED		3	9	9	29	22	103	227	71	473
<b>Grand Total</b>	<b>17</b>	<b>116</b>	<b>82</b>	<b>98</b>	<b>161</b>	<b>237</b>	<b>590</b>	<b>1268</b>	<b>555</b>	<b>3124</b>



	Age Group									
Marital Status	<20	20s	30s	40s	50s	60s	70s	80s	90+	Total
DIVORCED				7	16	45	46	45	6	165
MARRIED			4	8	49	71	197	339	75	743
NOT DISCLOSED					1	3				4
PARTNERS			1	2	2	6	6	5	1	23
SEPARATED				5	6	7	10	6	1	35
SINGLE	4	76	71	68	66	61	54	48	17	465
WIDOWED				1	2	30	200	686	391	1310
NOT STATED	13	40	6	7	19	14	77	139	64	379
<b>Grand Total</b>	<b>17</b>	<b>116</b>	<b>82</b>	<b>98</b>	<b>161</b>	<b>237</b>	<b>590</b>	<b>1268</b>	<b>555</b>	<b>3124</b>

	Age Group									
Disability Group	<20	20s	30s	40s	50s	60s	70s	80s	90+	Total
DEMENTIA						1	1	7	2	11
ELDERLY					1	2	47	87	37	174
LEARN.DIFF.	8	86	45	47	30	23	9	3	1	252
MENTAL			1	5	8	5	5	4		28
OTHER VULN.						1	1	1	1	4
PHYSICAL	3	18	24	24	46	85	149	304	214	867
NOT STATED	6	12	12	22	76	120	378	862	300	1788
<b>Grand Total</b>	<b>17</b>	<b>116</b>	<b>82</b>	<b>98</b>	<b>161</b>	<b>237</b>	<b>590</b>	<b>1268</b>	<b>555</b>	<b>3124</b>

The following table provides an overview of clients receiving a service who are contributing towards care package costs:

Client Group	Number
Elderly / Elderly Mentally Ill	619
Learning Disability	181
Mental Health	8
Physical Dis / Sensory Impairment	17
<b>Grand Total</b>	<b>825</b>

### 3. Equalities

a) How does the initiative impact on people who share a **protected characteristic**?

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Protected Characteristic	+	-	+/-	Why will it have this impact?
Age	X			By definition, the provision of social care is to meet a need which is age and/or disability related. As such, where debts have been accrued it is these groups which are most likely to be impacted by this policy. The stress of having debt can have an impact on someone particularly due to their age / disability (especially for those with mental health issues), etc. The policy can help alleviate this by providing clarity of process and helping to identify non-payment and its causes at an earlier stage. The policy takes account of the need to investigate reasons as to why payments have not been made. Furthermore, under the Council's Residential and Non-Residential Care Charging Policy, people will only be required to pay what they can afford in accordance with regulations under the Social Service and Well-being (Wales) Act 2014.
Disability	X			
Gender reassignment			X	It is unlikely that a debt will have been accrued solely due to a person's gender identity, and it is unlikely that personal circumstances relating to a person's gender identity will have an impact on how debt recovery is sought. The policy takes account of the need to investigate reasons as to why payments have not been made. Furthermore, under the Council's Residential and Non-Residential Care Charging Policy, people will only be required to pay what they can

			afford in accordance with regulations under the Social Service and Well-being (Wales) Act 2014.
Marriage & civil partnership	X		There may be instances where debt relating to a service user's care package has been deliberately accrued by a partner or family member of the service user. The policy takes account of the need to investigate reasons as to why payments have not been made, which may include safeguarding of a service user relating to their own family members. Furthermore, under the Council's Residential and Non-Residential Care Charging Policy, people will only be required to pay what they can afford in accordance with regulations under the Social Service and Well-being (Wales) Act 2014.
Pregnancy and maternity		X	It is theoretically possible that an individual service user's financial circumstances will have changed due to pregnancy. The policy takes account of the need to investigate reasons as to why payments have not been made. Furthermore, under the Council's Residential and Non-Residential Care Charging Policy, people will only be required to pay what they can afford in accordance with regulations under the Social Service and Well-being (Wales) Act 2014.
Race		X	Access to social care and support is unlikely to be solely due to a person's race. The policy takes account of the need to investigate reasons as to why payments have not been made. Furthermore, under the Council's Residential and Non-Residential Care Charging Policy, people will only be required to pay what they can afford in accordance with regulations under the Social Service and Well-being (Wales) Act 2014.
Religion or belief		X	Access to social care and support is unlikely to be solely due to a person's religion/belief. The policy takes account of the need to investigate reasons as to why payments have not been made. Furthermore, under the Council's Residential and Non-Residential Care Charging Policy, people will only be required to pay what they can afford in accordance with regulations under the Social Service and Well-being (Wales) Act 2014.
Sex		X	Access to care and support is unlikely to be solely due to a person's sex, and it is unlikely that personal circumstances relating to a person's sex will have an impact on how debt has arisen and how debt recovery is sought. The policy takes account of the need to investigate reasons as to why payments have not been made.

				Furthermore, under the Council's Residential and Non-Residential Care Charging Policy, people will only be required to pay what they can afford in accordance with regulations under the Social Service and Well-being (Wales) Act 2014.
Sexual orientation			X	Access to care and support is unlikely to be solely due to a person's sexual orientation, and it is unlikely that personal circumstances relating to a person's sexual orientation will have an impact on how debt has arisen and how debt recovery is sought. The policy takes account of the need to investigate reasons as to why payments have not been made. Furthermore, under the Council's Residential and Non-Residential Care Charging Policy, people will only be required to pay what they can afford in accordance with regulations under the Social Service and Well-being (Wales) Act 2014.

**What action will be taken to improve positive or mitigate negative impacts?**

The aim of the Adult Services Debt Management and Recovery Policy is to prevent debt from arising in the first place, reduce its occurrence and recover monies wherever possible. The policy is not anticipated to have an adverse effect on individuals due to any protected characteristics.

Furthermore, this policy enables the Council to help make best use of its available resources, supporting the Council to be financially sustainable in order to meet the needs and demands of those requiring adult social care.

b) How will the initiative assist or inhibit the ability to meet the **Public Sector Equality Duty**?

Public Sector Equality Duty (PSED)	+	-	+/-	Why will it have this impact?
------------------------------------	---	---	-----	-------------------------------

To eliminate discrimination, harassment and victimisation	X			The policy provides a framework to prevent debt from accruing in the first place or, when it has occurred, to be able to investigate the reason(s) behind it and seek recovery where possible. For example, debts may arise due to financial abuse of a client by someone entrusted with handling the client's financial affairs, or a mental health problem means that dealing with finances becomes difficult. This policy can contribute to the safeguarding of vulnerable clients through monitoring and investigating where people are struggling to pay.
To advance equality of opportunity between different groups			X	It is not expected that this policy will impact on equality of opportunity between different groups.
To foster good relations between different groups			X	It is not expected that this policy will impact on fostering good relations between different groups.

#### What action will be taken to improve positive or mitigate negative impacts?

The potential impact of the policy on those with eligible care and support needs on PSED has been fully considered and it has been assessed that overall this policy will have a positive or neutral impact.

#### 4. Community Cohesion/Social Exclusion/Poverty

	+	-	+/-	Why will it have this impact?
Community Cohesion	X			Successful recovery of debt means that more resources can be applied to provision of adult social care.
Social Exclusion			X	The policy relates to the recovery of debt from people already receiving adult social care. Social care provision would still be retained including where a debt has arisen.
Poverty			X	Any charge for services will be in line with the Council's Charging Policy, which is compliant with legislation. As such, only those people who can afford to pay for a service will be expected to do so. Therefore, this policy will have a neutral impact on poverty as it does not make provision for any changes to the charging of services. Where debts have been incurred, the circumstances surrounding it will be investigated before any recourse is sought.

#### What action will be taken to improve positive or mitigate negative impacts?

The Council's Wellbeing Objectives aim to improve the wellbeing of children, young people and adults, as well as the general wellbeing of the area, by developing the local economy and environment.

As noted above, the policy should have a positive or neutral impact.

## 5. Welsh

	+	-	+/-	Why will it have this effect?
What effect does the initiative have on: – people’s opportunities to use the Welsh language				The Council will continue to offer services, including those relating to financial assessment and debt recovery, in Welsh and English.
– treating the Welsh and English languages equally				The Council will continue to offer services, including those relating to financial assessment and debt recovery, in Welsh and English.

Tudalen87

What action will be taken to improve positive or mitigate negative impacts?
<p>The Council currently has only a small number of staff with Welsh language skills working in the Social Services and Finance Directorates. However, opportunities for staff to use their language skills are promoted and training made available to those who wish to further develop their skills.</p> <p>The proposals in the Policy do not include any planned reduction in human resource at the frontline. It is not therefore anticipated that they will have any effect on the services delivered to those who receive care and support from Adult Services and who wish the service they receive to be delivered through the medium of the Welsh language, nor any service provided by Finance.</p> <p>The Policy is written on the assumption that there will be no further financial or human resources available to Adult Services or Finance Department throughout the life of the Policy and that therefore, sustaining the current level of equality of treatment, in respect of the Welsh language, is the only realistically achievable aim.</p> <p>Opportunities for staff to use their language skills will continue to be promoted and training will continue to be made available to those who wish to further develop their skills.</p>

## 6. Biodiversity

How will the initiative assist or inhibit the ability to meet the **Biodiversity Duty**?

Biodiversity Duty	+	-	+/-	Why will it have this impact?
To maintain and enhance biodiversity			X	It is not expected that the policy will have any adverse effect on biodiversity or ecosystem resilience.
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.			X	

**What action will be taken to improve positive or mitigate negative impacts?**

Not applicable.



## 7. Well-being of Future Generations

How have the five ways of working been applied in the development of the initiative?

Ways of Working	Details
i. <b>Long term</b> – looking at least 10 years (and up to 25 years) ahead	This is one of a range of new policies which aim to improve fairness of access to services, as well as the long term sustainability of service provision in line with the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015.
ii. <b>Prevention</b> – preventing problems occurring or getting worse	The aim of the Adult Services Debt Management and Recovery Policy is to prevent debt from arising in the first place, reduce its occurrence and recover monies wherever possible.
iii. <b>Collaboration</b> – working with other services internal or external	Various staff representatives have been involved in the development of the policy, including Commissioning, Finance and Legal Services.
iv. <b>Involvement</b> – involving people, ensuring they reflect the diversity of the population	The policy has been developed by Council officers; however when implemented it will be closely monitored with information gathered regarding characteristics and circumstances of the individuals involved.
v. <b>Integration</b> – making connections to maximise contribution to:	Under the Council’s Residential and Non-Residential Care Charging Policy, people will only be required to pay what they can afford in accordance with regulations under the Social Service and Well-being (Wales) Act 2014. The policy takes account of the need to investigate reasons as to why payments have not been made. Furthermore, under the Well-being of Future Generations (Wales) Act 2015 it promotes sustainability of services. This collectively contributes to the well-being objectives.
<b>Council’s well-being objectives</b>	To improve the well-being of all adults who live in the county borough. To develop the economy and the environment so that the well-being of people can be improved.

Tudalen89

**Other public bodies objectives**

Create safe, confident and resilient communities, focusing on vulnerable people.  
Encourage Ageing Well.

**8. Monitoring Arrangements**

Provide information on the monitoring arrangements to:

Monitor the impact of the initiative on Equalities, Community Cohesion, the Welsh Measure, Biodiversity Duty and the Wellbeing Objectives.

Ongoing consideration of equality impact will continue to be given as the Policy is implemented. In particular, considering any complaints, safeguarding concerns or trends in reasons why people have got into debt. Information will be fed into the Commissioning Team.

Any unintended/unforeseen negative impact on those in receipt of care and support services and who have accumulated debt relating to receipt of those services, identified as part of these processes, will be the subject of further impact assessment.

We will thereby ensure that any emerging unintended/unforeseen negative impact on those who are in receipt of services and are in financial debt to the Council, which was not previously considered, is acknowledged and acted upon appropriately.

Any such further completed impact assessment will be brought to the attention of Members, as part of the ongoing review process recommended in the Policy, to ensure these inform decisions which have had due regard to the Council's legal obligations.

The outcome of any such assessment will be routinely included in the next annual progress report to Members, or reported on sooner if the assessment outcome is significant enough to justify doing so.

Tudalen 90

**9. Assessment Conclusions**

Please provide details of the conclusions reached in relation to each element of the assessment:

	<b>Conclusion</b>
--	-------------------

<b>Equalities</b>	<p>The aim of the Adult Services Debt Management and Recovery Policy is to prevent debt from arising in the first place, reduce its occurrence, investigate reasons when it has occurred and recover monies wherever possible.</p> <p>It is not anticipated that the policy will have a negative impact on a person's protected characteristics. Any investigations and/or debt recovery processes will take account of all of an individual's circumstances.</p>
<b>Community Cohesion/ Social Exclusion/Poverty</b>	<p>Where someone has an assessed eligible care and support need they will receive a financial assessment to identify if and how much they can afford to contribute to the cost of the care. Individual's circumstances vary but services will be provided irrespective of how much someone can afford.</p>
<b>Welsh</b>	<p>The Council currently has only a small number of staff with Welsh language skills working in the Social Services and Finance Directorates. However, opportunities for staff to use their language skills are promoted and training made available to those who wish to further develop their skills.</p> <p>The proposals in the Policy do not include any planned reduction in human resource at the frontline. It is not therefore anticipated that they will have any effect on the services delivered to those who receive care and support from Adult Services and who wish the service they receive to be delivered through the medium of the Welsh language, nor any service provided by Finance.</p> <p>The Policy is written on the assumption that there will be no further financial or human resources available to Adult Services or Finance Department throughout the life of the Policy and that therefore, sustaining the current level of equality of treatment, in respect of the Welsh language, is the only realistically achievable aim.</p> <p>Opportunities for staff to use their language skills will continue to be promoted and training will continue to be made available to those who wish to further develop their skills.</p>
<b>Biodiversity</b>	<p>The policy has no impact on biodiversity.</p>
<b>Well-being of Future Generations</b>	<p>The policy contributes to the long term sustainability of service provision.</p>

## Overall Conclusion

Please indicate the conclusion reached:

- **Continue** - as planned as no problems and all opportunities have been maximised
- **Make adjustments** - as potential problems/missed opportunities/negative impacts have been identified along with mitigating actions
- **Justification** - for continuing with the initiative even though there is a potential for negative impacts or missed opportunities
- **STOP** - redraft the initiative as actual or potential unlawful discrimination has been identified

Please provide details of the overall conclusion reached in relation to the initiative

This is one of a range of new policies which aim to improve fairness of access to services, as well as the long term sustainability of service provision in line with the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015.

The aim of the Adult Services Debt Management and Recovery Policy is to prevent debt from arising in the first place, reduce its occurrence and recover monies wherever possible. As such it promotes safeguarding of vulnerable clients and contributes towards service sustainability to meet the outcomes of a growing population with adult social care needs.

## 10. Actions

What actions are required in relation to obtaining further data/information, to reduce or remove negative impacts or improve positive impacts?

Action	Who will be responsible for seeing it is done?	When will it be done by?	How will we know we have achieved our objective?
Put robust digital systems in place to improve data	Head of Adult Services	Annually from 2020	Improved equalities data collection systems are in place.

collection against all protected characteristics.			
Undertake an analysis of a comprehensive equalities dataset and include this in future monitoring reports to Members.	Commissioning Officer – Policy & Strategy	Annually from 2020	More robust equalities data is included in annual Adult Services monitoring reports.
Continue to promote opportunities for staff to use their Welsh language skills and make available training for those who wish to further develop their skills.	Head of Adult Services	Annually from 2020	There is at least no reduction in the number of staff able to deliver services, including Social Services and Finance, through the medium of the Welsh language. Enable staff to attend Welsh language training.
As the policy is implemented, complete further Impact Assessments in respect of any emerging unintended/unforeseen impact and include them in annual monitoring reports to Members.	Commissioning Officer – Policy & Strategy	Annually from 2020	The overall impact of the policy on all those receiving care and support from Adult Services remains positive.

### 11. Sign off

	Name	Position	Signature	Date
<b>Completed by</b>	Andrew Potts	Commissioning Officer		14/8/2019
<b>Signed off by</b>	<b>Angela Thomas</b>	<b>Head of Service/Director</b>		

Mae'r dudalen hon yn fwiadol wag



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

## **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL Social Care, Health & Well-being Cabinet Board**

**5<sup>th</sup> September 2019**

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

### **Matter for Information**

**Wards Affected:** All wards

### **Western Bay Carers Partnership Board Annual Report 2018-19**

#### **Purpose of the Report:**

To provide Members with an update on the progress on the implementation of Western Bay Carers Partnership Board Action Plan for 2018-19.

To provide Members with a copy of the Western Bay Carers Partnership Annual Report 2018-19. The submission of an annual report to Welsh Government is a requirement under the conditions of the Welsh Government carers funding.

To advise Members that the Western Bay Carers Partnership Annual Report 2018-19 has been submitted to the West Glamorgan Regional Partnership for approval prior to submission to Welsh Government.

To advise Members that Supporting Carers is also a priority in the Social Services and Well-being (Wales) Act 2014. One of the key features of the Act is that it aims to provide equal rights for carers, putting them on a similar legal footing as those they care for.

To advise Members that the Western Bay Carers Action Plan 2018-19 reflects Welsh Government's three priorities for carers, namely:

- Supporting life alongside caring – All carers must have reasonable breaks from their caring role to enable them to maintain their capacity to care, and to have a life beyond caring
- Identifying and recognising carers – Carers deserve to be recognised and supported so that they can continue to care. It is vital that carers identify themselves as carers
- Providing information, advice and assistance – It is important that carers receive the right information and advice when they need it and in an appropriate format.

### **Executive Summary:**

The purpose of this report is to highlight the activities undertaken in the last 12 months to meet the Outcomes of the Western Bay Carers Partnership Board Action Plan 2018-19. The Outcomes of the Action Plan were shaped by the themes arising from the carers chapter of the Western Bay Population Assessment, the recommendations from the regional Carers Service Mapping report, the three Welsh Government National Priorities for Carers and the specific requirements of Welsh Government for the carers funding.

Highlights this year include:

Developments identifying and supporting carers in hospital and primary care settings. Work undertaken in identifying, providing information and assessing carers in hospital settings, including general hospitals, paediatric services and mental health units has resulted in many instances of support being in place for the carer before the person they care for is discharged from hospital. Over the year, 1,454 carers were identified and provided with information, advice, assistance or signposting.



Proactive work with Primary Care continues to progress, with all practices in the area having contact with their local Carers Centre or Service GP lead worker. In addition to providing information, offering awareness training sessions and supporting surgery Carers Champions, Carers Centre/Service leads have also attended flu clinics.

To further advance the work at Primary Care level, an accreditation scheme for General Practices / Primary Care was launched in March 2019. A set of criteria has been produced which determines the standard for practices to be recognised as 'Carer Friendly'.

This year has also seen advancement with raising awareness, identifying and supporting young carers in schools and colleges across the region. Across Western Bay 35 junior schools, 21 comprehensive schools and four colleges have engaged with the Young Carers in Schools project. Over 4,000 pupils have participated and 349 pupils have identified or self-identified as young carers.

Information for Young Carers in the form of a refreshed regional young carers booklet has been produced and the Carers Hospital Information Pack has been updated and translated into six local community languages.

**Background:**

Western Bay Carers Partnership Board includes representatives from Abertawe Bro Morgannwg University Health Board, Swansea, Bridgend and Neath Port Talbot local authorities, Third Sector organisations including the Carers Service / Centre Managers. The Western Bay Partnership Carers Representative and Alternative Representative are also members. The Board meets as a minimum once a quarter to oversee the implementation of the current Action Plan.

The Board continues to be committed to working across organisational and area boundaries to share best practice and deliver services to carers and young carers.

The Western Bay Carers Partnership Plan for 2018-19 was shaped by the themes arising from the Western Bay Population Assessment – Carers Chapter, recommendations from a service mapping report commissioned by the Board in 2017, the three Welsh Government National Priorities for Carers and the specific requirements of Welsh Government for the carers funding made available for 2018-19.

Moving forward into 2019, the structure of the Carer Partnership Board changed as Bridgend representatives move to Cwm Taff Morgannwg. Work will be undertaken in the coming year to develop a longer term regional carers strategy co-productively with local carers.

### **Financial Impacts:**

This year Welsh Government made funding available to ‘local health boards to work collaboratively with all partners to enhance the lives of Carers in line with National priorities’. The allocation for Abertawe Bro Morgannwg University Health Board in 2018/19 was £179,000. The Western Bay Carers Partnership Board tasked their Performance & Finance Subgroup with overseeing the allocation of this funding. A formal tendering exercise was followed to ensure an open, fair and transparent process. A panel from the Performance & Finance subgroup reviewed all bids before escalation to the Carers Partnership Board for consideration and agreement.

£125,000 from the Integrated Care Fund (ICF) 2018-19 large grant scheme has been allocated this year for projects which support carers and young carers in the Western Bay area. £56,000 has been allocated via the ICF Third Sector small grants scheme for carers 2018-19. Bids to the ICF and ICF Third Sector small grants scheme

followed the process layout by the Western Bay Health and Social Care Regional Partnership.

**Integrated Impact Assessment:**

There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring / information purposes.

**Valleys Communities Impacts:**

No implications.

**Workforce Impacts:**

No implications.

**Legal Impacts:**

The Annual Report has been developed in line with the Social Services and Well-being (Wales) Act 2014.

**Risk Management Impacts:**

No implications.

**Consultation:**

There is no requirement for external consultation on this item.

**Recommendations:**

It is recommended that Members note the content of the report.

**Reasons for Proposed Decision:**

For information only – no decision required.

**Implementation of Decision:**

For information only – no decision required.

**Appendices:**

Appendix 1 – Western Bay Carers Partnership Board Annual Report 2018-19.

**List of Background Papers:**

No background papers associated with this report.

**Officer Contact:**

For further information on this report item, please contact:

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Email: [a.j.thomas@npt.gov.uk](mailto:a.j.thomas@npt.gov.uk)

Chelé Zandra Howard, PO for Commissioning, Tel: 685221

Email: [c.howard@npt.gov.uk](mailto:c.howard@npt.gov.uk)

# Western Bay Carers Partnership

## Annual Report 2018-19



**Caring Together  
Western Bay**

*Health and Social Care Programme*

**Gofalu Gyda'n Gilydd  
Bae'r Gorllewin**

*Rhaglen Iechyd a Gofal Cymdeithasol*

## Table of Contents

Executive Summary .....	1
1. Introduction - Western Bay Carers Partnership Board .....	3
2. Carers in the Western Bay Area .....	4
3. Western Bay Carers Partnership Board Plan 2018-19 .....	6
4. Implementing the Western Bay Carers Partnership Action Plan 2018-19 .....	7
5. Funding the Western Bay Carers Partnership Action Plan .....	7
6. Key Achievements 2018 - 2019 .....	9
Outcome 1- Ensure work continues to promote early recognition of carers and young carers so that they are signposted to information and support in a timely manner. ....	9
Outcome 2 - Develop and continue to provide information, advice, assistance and support to carers and young carers enabling them to make informed choices and maintain their own health and well-being .....	24
Outcome 3 - Work co-productively with carers on an individual and strategic basis so that their contribution is acknowledged and voice is heard. ....	34
Outcome 4 - There is improved partnership working between funders and service providers (for carers). This will result in carers moving easily between partner organisations, carers being able to access sustainable Third sector services which are funded on evidence of need and outcomes.....	40
7. The Future .....	42

## **Executive Summary**

Western Bay Carers Partnership Board has been an active for the last seven years, producing and overseeing a regional action plan with the overall aim of improving the lives of unpaid carers across the Western Bay area. The Board is committed to working across organisational and area boundaries to share best practice and deliver services to carers and young carers.

The purpose of this report is to highlight the activities undertaken in the last 12 months to meet the Outcomes of the Western Bay Carers Partnership Board Action Plan 2018-19. The Outcomes of the Action Plan were shaped by the themes arising from the carers chapter of Western Bay Population Assessment, the recommendations from the regional Carers Service Mapping report, the three Welsh Government National Priorities for Carers and the specific requirements of Welsh Government for the carers funding.

This year Welsh Government made funding available to local health boards to work collaboratively with partners to enhance the lives of carers in line with national priorities. The allocation for Abertawe Bro Morgannwg University Health Board was £179,000. In addition, £125,000 from the Integrated Care Fund large grant scheme was allocated for projects which support carers and young carers in the Western Bay area. Whilst £56,000 was made available via the Integrated Care Fund Third Sector Small grants scheme for Carers.

Highlights this year include:

Developments in identifying and supporting carers in hospital and primary care. Work undertaken in identifying, providing information and assisting carers in hospital settings, including general hospitals, paediatric services and mental health units has resulted in many

instance of support being in place for the carer before the person they care for is discharged from hospital. Over the year, 1,454 Carers were identified and provided with information, advice, assistance or signposting.

Proactive work with Primary Care continues to progress, with all practices in the area having contact with their local Carers Centre or Service General Practice lead worker. In addition to providing information, offering awareness training sessions and supporting surgery Carers Champions, Carers Centre/ Service leads have also attend flu clinics. To further advance the work at Primary Care level, an accreditation scheme for General Practices/ Primary Care was launched in March 2019. A set of criteria has been produced which determines the standard for practices to be recognised as 'Carer Friendly'.

This year has also seen further movement with raising awareness, identifying and supporting young carers in schools and colleges across the region. Across Western Bay 35 junior schools, 21 comprehensive schools and four colleges have engaged with the Young Carers in Schools projects. Over 4000 pupils have participated and 349 pupils have identified or self-identified as young carers.

Information for Young Carers in the form of a refreshed regional young carers booklet has been produced and the Carers Hospital Information pack has been updated and translated into local community languages.

Moving forward into 2019, the structure of the Carer Partnership Board will change as Bridgend representatives move to Cwm Taff Morgannwg. Work will be undertaken in the coming year to develop a longer term regional carers strategy co-productively with local carers.



## **1. Introduction - Western Bay Carers Partnership Board**

Western Bay (formerly Abertawe Bro Morgannwg University Health Board) Carers Partnership Board was established in 2012 in response to the Carers Strategies (Wales) Measure 2010 which required NHS and local authorities in Wales to work in partnership to prepare an Information and Consultation Strategy for Carers.

During 2018-19 the Western Bay Carers Partnership Board was chaired by the Director of Primary and Community Services, Abertawe Bro Morgannwg University Health Board (ABMU) and the Director of Social Services and Well-being, Bridgend County Borough Council was vice chair.

In addition, the Board comprises

- Local Authority Officers /Carers leads
- Locality Planning and Partnership Managers and Locality Planning and Partnership Support Managers, Abertawe Bro Morgannwg University Health Board
- Programme Manager - Mental Health, Abertawe Bro Morgannwg University Health Board
- Carers Champion, Abertawe Bro Morgannwg University Health Board
- Director of Swansea Carers Centre
- Manager of Bridgend Carers Centre
- Manager of Neath Port Talbot Carers Service
- Health and Well-being Facilitator, Neath Port Talbot Council for Voluntary Service (NPT CVS)
- Carers Representatives, Western Bay Regional Partnership Board
- Regional Programme Director, Western Bay Regional Partnership

- Carers Co-ordinator, Western Bay Regional Partnership/ Bridgend Association of Voluntary Organisations

The board continues to be committed to working across organisational and area boundaries to share best practice and deliver services to carers and young carers. Third sector organisations are actively involved strategically in working with health and local authority colleagues on the Carers Partnership Board, subgroups and operationally.

## **2. Carers in the Western Bay Area**

For the purpose of the Social Services and Well-being (Wales) Act 2014 a “carer” *means a person who provides or intends to provide care for an adult or disabled child; A person is not a carer for the purposes of this Act if the person provides or intends to provide care – (a) under or by virtue of a contract, or (b) as voluntary work. But a local authority may treat a person as a carer for the purposes of any of its functions under this Act if the authority considers that the relationship between the person providing or intending to provide care and the person for whom that care is, or is to be, provided is such that it would be appropriate for the former to be treated as a carer for the purposes of that function or those functions.*

SOURCE: Section 3.4, 3.7 and 3.8, Social Services and Wellbeing (Wales) Act 2014

Carers and former carers are people of any age including children and young adults, of any gender and from any background or culture who assist a person who has care and support needs as a result of

- A physical disability
- A learning disability

- Mental illness or distress
- Frailty as a result of old age
- A dependency on drugs or alcohol
- Vulnerability

The Western Bay Partnership area covers the same area as Abertawe Bro Morgannwg University Health Board and includes three local authorities, namely, Bridgend, Neath Port Talbot and Swansea. The combined population is approximately 540,000. According to the 2011 Census 17,919 residents in Bridgend are carers, 20,365 in Neath Port Talbot and 30,349 in Swansea. In total 68,633 or 13% of the population of Western Bay are carers.

The Western Bay Population Assessment was published in 2017. The chapter on 'Carers who need Support' reports that 'a rise in the general population is likely to impact on the number of people providing unpaid care'. In addition, 'it would appear that the impact on health of carers increases in line with the number of hours of care provided'.

The Population Assessment also highlights issues which matter to carers, these are:-

- A single point of contact for information on services, activities and financial matters
- Increasing awareness and uptake of Carers Assessments
- Improve the sharing of information between professionals and across services
- Develop understanding within the NHS so that staff have a better understanding of the needs of carers
- Support groups and services for carers
- Support for carers to take a break

- Work with leisure, education and employment services so they cater for the needs of carers and are aware of accessible activities
- Help to overcome transport difficulties to get to and from the person being cared for (an overarching theme)
- Help disabled people/children to adapt their homes
- Protection for children from inappropriate levels of caring

### **3. Western Bay Carers Partnership Board Plan 2018-19**

The Western Bay Carers Partnership Plan for 2018-19 was shaped by the themes arising from the Western Bay Local Population Assessments – Carers Chapter, recommendations from a service mapping report commissioned by the Board in 2017, the three Welsh Government National priorities for Carers and the specific requirements of Welsh Government for the carers funding made available for 2018-19.

The outcomes in the plan were

- Outcome 1 - Ensure work continues to promote early recognition of carers and young carers so that they are signposted to information and support in a timely manner.
- Outcome 2 - Develop and continue to provide information, advice, assistance and support to carers and young carers enabling them to make informed choices and maintain their own health and well-being.
- Outcome 3 - Work co-productively with carers on an individual and strategic basis so that their contribution is acknowledged and voice is heard.
- Outcome 4 - There is improved partnership working between funders and service providers (for carers). This will result in carers moving easily between partner organisations, carers being able to access

sustainable Third sector services which are funded on evidence of need and outcomes.

#### **4. Implementing the Western Bay Carers Partnership Action Plan 2018-19**

The Western Bay Carers Partnership Board meets as a minimum once a quarter to oversee the implementation of the current Action Plan. Four subgroups comprise of members of the Carers Partnership Board and representatives from other NHS and local authority departments/ sections, Third sector organisations and other partners. The subgroups provide direction and oversight for the following work streams:

- Training
- Young Carers
- Performance and Finance
- Strategy

#### **5. Funding the Western Bay Carers Partnership Action Plan**

In 2018 Welsh Government made funding available ‘to local health boards to work collaboratively with all partners to enhance the lives of Carers in line with National Priorities’. The allocation for Abertawe Bro Morgannwg University Health Board in 2018/19 was £179,000.

The following activities/ projects were funded:

Bridgend Carers Centre - Integrated Carers Post x 3	46,873
NPT Carers Service - Carer Support Project	14,850
NPT Council Youth Service	
-Young Carers Information & Support	23,504

Swansea Carers Centre - Hospital Outreach Project Worker	24,640
Swansea Carers Centre - Carers Information Post	25,409
Swansea Carers - Carers Helpdesks in Primary Care	6,985
Regional Carers Co-ordinator Post	22,000
Regional Young Carers Conference	1,258
Regional Carers Event	3,156
3 x Local Carers Rights / Have Your Say Events	4,500
Resources, Carers Info Packs and Translation costs for Community Languages	3,950
GP Awareness Accreditation Scheme Award Resources	2,101
2 x Carers Representatives Expenses	114
Slippage to transfer to 2019/20	7,861
	187,201.00

£125,000 from the Integrated Care Fund (ICF) 2018-19 large grant scheme has been allocated this year for projects which support carers and young carers in the Western Bay area.

Projects funded include:

Young carers in Education Projects in Swansea	10,495
Young carers in Education Projects in Bridgend	15,666
Welfare Benefits Advisor	22,191
Integrated Carers Assessment Worker	16,978
Integrated Carers Support Worker (Hospital Based)	15,949

Single Point of Contact / Triage Project for Carers	13,769
Carers Support - Transfer of Care & Liaison Service (TOCAL)	14,556
Parent Carers Hospital Project	15,000

£56,000 has also been allocated via the Integrated Care Fund Third sector small grants scheme for carers.

## **6. Key Achievements 2018 - 2019**

**Outcome 1- Ensure work continues to promote early recognition of carers and young carers so that they are signposted to information and support in a timely manner.**

### **Carer Awareness e-learning**

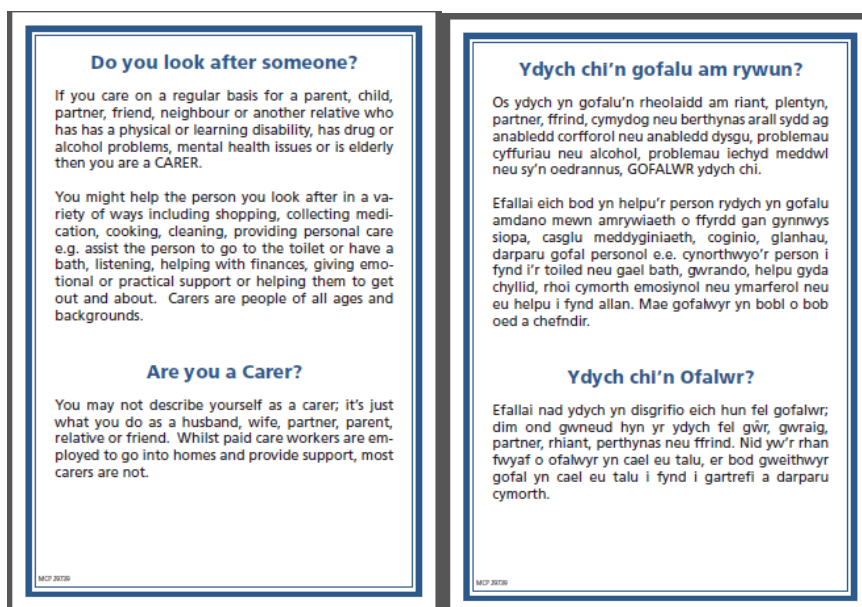
It is important that staff and volunteers who work in social care and health can recognise a person who has caring responsibilities and be able to signpost them to the most appropriate source of information and support. Western Bay Carers Partnership Board Training Subgroup has engaged with the development of the Social Care Wales Carers Awareness e-learning and has produced bilingual guidance and promotional materials to encourage staff and volunteers locally to complete the course.

### **Publications**

Previously young carers have told us the type of information which they would find useful. Western Bay Carers Partnership Board Young Carers Subgroup has used feedback from young carers and young adult carers to produce a bilingual booklet. This publication includes information on where to access local Information, Advice and Assistance, young carers

rights, education and employment. The booklet is available from young carers projects and the young carers schools projects.

The Carers Hospital information pack has been updated and now includes information about planning for hospital discharge from the carer's perspective. The text in the pack has been translated into 6 community languages.



Pages from Carers Hospital Information Pack

## Supporting Carers at Hospital

Swansea and Bridgend Carers Centres and Neath Port Talbot Carers Service continue to have a presence in each hospital within the Abertawe Bro Morgannwg University Health Board area. Carers Centres/ Service staff provide advice and emotional support to carers and families at critical and potentially life changing times. They also offer information to staff on carers' issues.

Neath Port Talbot Carers Service had contact with eight wards including Elderly Care and Neurological Rehabilitation at Neath Port Talbot Hospital. They also had an information stand in the main reception area of the



hospital. In addition to offering a Carers Assessment, the Hospital Liaison Worker, enables carers to access the Transfer of Care and Liaison Service available from Neath Port Talbot Carers Service. This provides information and a range of other services, often facilitating timely hospital discharge, with practical support frequently in place for the carer before the person being cared for is discharged from hospital. Support has also been provided to Carers whose family member is an inpatient on the mental health ward.

The Integrated Carers Support Worker at Princess of Wales Hospital Bridgend had contact with fourteen wards and ten departments; working in partnership with Hafal on one ward and conducted focused work on John's Campaign (John's Campaign is a movement to help NHS staff recognise the importance of working with family carers as equal partners in the care and support of people with a dementia who are in hospital) on two other wards. The Worker also offered Parent Carer support on Children's wards. This post also provides Carers Assessments to support hospital discharge at a time that is right for the carer.

Swansea Carers Centre has also worked specifically with Parent Carers of patients in paediatric services at Morriston Hospital and Hafan y Mor at Singleton Hospital. This Integrated Care Fund funded project has supported 200 parent carers and families, and provided 70 one to one sessions.

The Hospital Outreach Worker from Swansea Carers Centre attends wards at Gorseinon and Cefn Coed Hospitals on a fortnightly rotation and has a weekly presence at Singleton Hospital. In Morriston Hospital there are staffed stands and literature in the Outpatients department, bi monthly stand in the main canteen and a permanent display in Artificial Limb

Centre (ALAC). The stands are staffed by the Hospital Outreach Worker or one of three volunteers who have experience of caring themselves. Contact has been made with wards, departments and clinics and other services for example the Hospital Chaplaincy.

All Carers Hospital projects work closely with the Patient Advice and Liaison Service. As well as supporting carers, staff have given talks to Hospital staff on wards and departments with the aim of raising Carer Awareness.

The Hospital Outreach Workers from across the region meet quarterly, both to share best practice and to ensure that carers who cross area boundaries to attend hospital appointments receive a consistent and effective service.

As a result of the contact, carers were provided with information relevant to their situation; this can include assistance in navigating the discharge process or best interest meetings, encouraging carers to consider what questions they need to ask. Other assistance which has been made available includes signposting to counselling, welfare benefits, Carers Emergency Card schemes, training, carers rights and assessments, information about breaks from caring, activities or support groups at local Carers Centre/ Service or Social Services. In a number of cases support was arranged for Carers before the person they care for was discharged from hospital, this included a sitting service to allow the Carers to have a life alongside caring. Carers were also able to access counselling to come to terms with changes to the caring role before and after discharge of the person being cared for.

In total, 1,454 Carers were identified and provided with information/ advice or assistance or signposting.

The work at Bridgend and Neath Port Talbot Hospitals is funded from the Integrated Care Fund 2018-19. The work undertaken in Swansea Hospitals is funded from a range of sources including Welsh Government Carers Funding for 2018-19 and Integrated Care Fund 2018-19 for work with carers and families on paediatric wards.



Information stands at Cefn Coed Hospital

## Carers Feedback

“I have better understanding of what’s available before my mother leaves hospital.”

“Now that I have support for myself I am no longer afraid to care for my husband”.

"...the support I had before my wife came home prepared me for what I needed to do. I now know where I can go for help and have a sitter come

to my house to give me a break. I did not have this before my wife was admitted to hospital. It makes a difference"

"When my mother's health got worse and was admitted to hospital all I kept thinking was how will I cope. The nurse on the ward told me about Carers Hospital Worker and that she would be on the ward on Thursday. I met her and from the point on all my worries went. She got me an assessment and I have a support worker I can call. I also have a sitting service set up for when mum is discharged"

### **Case study - Carer A**

Carer A approached the Carers Hospital Outreach Project Worker, a few days before Christmas, he was supporting a person with dementia, the Carer felt as if he was no longer coping and was distressed. The Hospital Outreach Worker discussed support services and different forms of respite, how to access Social Services and what to ask for. Counselling was discussed and with his permission the Carer was referred to Admiral Nurses and to the Dementia Co-ordinator. Carer A consented to a referral to the Admiral Nurse. The Outcome for the Carer *"I cannot thank you enough for kick starting this whole process for me , just talking to you made me feel better as I had not told anyone any of this before. The Admiral Nurse was amazing and was on the phone for over an hour putting things in place. The respite will be so welcome thank you for going what I think is over and above.... I feel so much better"*

### **Case Study - Carer B**

Carer B sought help from the Carers Information stand at the Hospital. She was a carer for her child and for her Grandmother who had just died. Due to her complex family situation she had no money, was not employed and had to find accommodation for herself and her child as she had previously

lived with her grandmother. Carer B was very distressed. Carer B was provided with information and assistance with welfare benefits, housing options, opportunities to develop employability skills and signposted to the Parent Carer Project. The outcome is that Carer B is now in receipt of Universal Credit and has acquired rented accommodation near her son's school. She has looked at options for training and grants and is pursuing a course.

*"I didn't know where to start, your support and guidance has pulled me back from the edge I can now look forward..."*

### **Case study – Carer C**

Carer C spoke to the Health Liaison Officer on the ward in the hospital. The carer was feeling highly stressed and found the change in the caring role very difficult to manage. A carer's assessment was offered, and a Support Worker allocated to Carer C. Carer C started attending coffee mornings and the well-being workshops shortly after the assessment. Carer C said that the stress had decreased a lot knowing there was a sitting service that could be accessed when his wife was discharged from hospital."

### **Supporting Carers in Primary Care**

Relationships with Primary Care have been developed further this year. In Bridgend for example, three Carers Link Workers have been employed, they are based at the three Bridgend network teams – North, East and West. Their remit includes working pro-actively with General Practices in each Cluster area to improve carer recognition, to identify people who become carers due to the health of their family member, and who historically may have remained unidentified as carers.

They have a presence at the 19 GP surgeries in Bridgend, attending regularly to provide information packs at drop in's at the surgeries, signposting to services, talks and presentations to staff. The Carers Link Workers have attended Flu clinics; 77 carers were identified. A number of practices have proactively contacted registered carers either by letter or text with information about the support available from the Carers Link Workers. This has resulted in an increase in referrals, all of which are followed up with a phone call and if required a home visit.

### **Carer Feedback**

“May I begin by thanking Dr (name) and the (Name) Practice for sending out this letter it is always good to know how to get help when you need it. I care for my husband who has a range of physical disabilities...”

“Very satisfied with the service. She listened to our concerns and gave good advice.”

“I found it useful to have someone to meet with and talk through my caring role to complete the carers' assessment. It was good to have someone explain my concerns and having advice about what there is to offer a carer.”

“It was useful to know that there is a service available with help and support if you need it.”

“...It is hard to write down how hard some days have been but it is so great to have received this simple letter and I know now should I need any help in the future with either my husband or my mother there is someone who I can contact.”

Swansea Carers Centre has engaged with 45 Primary Care Practices. This work is funded via a range of sources. The Centre received funding from the Welsh Government Carers grant to work with 6 practices in a primary care cluster, providing a direct, accessible service for carers via their local surgery. All surgeries in the cluster have a Carers Champion/lead. They have also received an Integrated Care Fund Third Sector grant to work with a further GP Cluster. Activities include holding regular 'help desks' offering a direct accessible support service and training for front line staff and for Practice Managers. Swansea Carers Centre has also received Big Lottery funding to deliver this service across the other clusters.

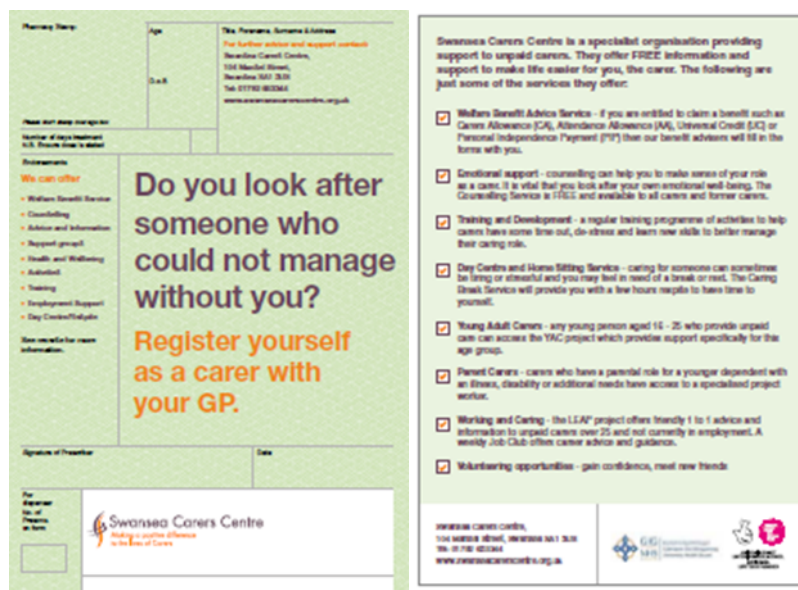
There have been 107 referrals from Primary Care to the Carers Centre.

Neath Port Talbot Carers Service also have contact with the primary care practices in their area and have conducted outreach sessions in 13 centres. The Health Liaison Worker attended all Flu Clinics in the area provides updates to all Practice Managers and updates surgery and practice noticeboards quarterly. This is funded from Integrated Care Fund 2018 -19.



Neath Port Talbot Carers Centre Health Liaison Worker

Carers Service and Carers Centre staff who work with Primary Care raise awareness of carers with staff and patients by including promotional messages on screens at surgeries. In addition to posters and leaflets other new ways of prompting staff to consider carers includes the production of a mouse mat and a 'Carers prescription' for Primary Care staff to use, signposting Carers to their local Carers Centre or Service.



Carers 'Prescription'

### Examples of referrals to Carers Centre from General Practice

**Carer E** was referred from the Medical Centre, requesting information about the services available to Carers. An appointment was made with the Carer regarding welfare benefits which resulted in a claim for Carers Allowance.

**Carer F** was referred to the Carers Centre for counselling by his Primary Care Practice. Carer F cared for his spouse who had long term health conditions.



Referral from Primary Care. **Carer G** is a parent Carer who required assistance with completing benefit forms. Carer G was also referred to Parent Carer Support Group.

**Carer H** attended an information session at her local GP surgery and met with the Benefit Advisor who was covering the drop in. The Carer required information about claiming Personal Independence Payment for the person she cared for. Carer H was given details of the claim line and an appointment with the Carers Centre was made to help complete the forms. Carer H was also given information about the free holistic therapy sessions at the Centre and was offered reflexology. After the therapy she said “I feel totally relaxed and given information on how to do home reflexology.”

### **Carer Friendly Accreditation Scheme**



Scheme logo

An accreditation scheme for General Practices/ Primary Care across Abertawe Bro Morgannwg University Health Board was launched at the regional carers’ event on the 4<sup>th</sup> March 2019. Following consultation with partners it was agreed that a set of criteria should be produced which would determine the standard for practices to be recognised as ‘Carer Friendly’. These standards include:

- Practice proactively identifies (and codes) all carers including young carers and refers them to appropriate sources of support e.g.: Carer Centres/ Carers Service/ Carers Assessments etc.
- Practice has up to date information available for carers and young carers in a range of accessible formats
- Practice raises awareness of carer issues via staff training/e learning/in house training sessions
- Carers Champions are identified and link with carers services to support the needs of all carers in their practices
- Flu vaccinations are offered to carers
- Practice has policy/protocol regarding working with carers and carers support that is regularly reviewed
- Practices provide a person centred approach for carers e.g.: flexibility around appointments

In addition to the elements above, a further set of criteria was produced to determine if practices are eligible for a 'Carer Friendly Plus' Award. These standards include:

- Carers are actively targeted and invited for Flu vaccinations
- Carers are targeted and invited for health checks
- Develop/pilot innovative carers support approaches to meet patient needs
- Carers Helpdesks/support is offered in primary care settings
- Practice supports staff with caring responsibilities and has a staff protocol
- Practices promote key carers related events throughout the year e.g.: Carer Rights Day/Carers Week

During the winter of 2018 carers in the Western Bay region were asked to nominate a paid or unpaid staff member who had gone 'above and beyond' to support carers. The following quotes are from carers who nominated members of staff from their local surgeries

'The receptionists at Name Surgery are fantastic.... They know people by name and go the extra mile to give support to carers just to make life easier'

'Took the time during his busy schedule to listen to me and observed the distress I was in. He didn't just pack me off with pills but looked at the whole situation...this doctor listened, observed and helped!!'

'Dr M\* has supported...over and above a doctor's role. He continues to support the family and has shown total respect, compassion, and understanding at very difficult and emotional times. I feel I can speak to him about any of my concerns'

### **Young Carers Schools Projects**

Feedback from young carers previously highlighted the role schools and colleges could have in identifying and supporting pupils who had a caring role at home. The Young Carers in Schools projects aim to address the points raised. Young Carers Projects in Swansea, Neath Port Talbot and Bridgend work with schools and colleges to help them gain a better understanding of the issues and challenges young carers face, to recognise them earlier and by providing information, advice & assistance to young carers or signposting them to specialist support.

Bridgend Young Carers in Schools project funded by the Integrated Care Fund is for young carers' aged 5 to 25 and offers one to one support for young carers inside or outside of school. They provide emotional and

practical support to allow young carers to manage their caring role alongside their education. The project goes in to primary and secondary schools to train staff, support schools to start young carers groups (five Comprehensive schools in the area have taken this up), deliver raising awareness sessions and assemblies. This year all comprehensive schools have identified a young carer's champion.

In the last quarter of this year, Bridgend Carers Centre secured three years funding from the Big Lottery to continue the work they are doing with schools. This will enable the project to expand by employing another member of staff to support this work.

Swansea YMCA run the Integrated Care funded project 'I Care do you' The project continue to raise awareness of young carers across schools and colleges through Personal and Social Education lessons (PSE), assemblies, information stands & workshops. It supports schools in establishing young carers' lunchtime clubs and the use of specially designed young carers' identification cards. It aims to empower young carers via an educative youth work approach and provides services 'for young people to have fun, feel valued and a part of their communities'.

In Neath Port Talbot this work is conducted by Neath Port Talbot Council's Youth Service alongside its Information Advice and Assistance Project for young carers and their families. This year 609 individuals have received information, advice and assistance. It is funded by Welsh Government Carers Funding 2018/19. The project helps with the identification of young carers and allows an offer of support to be made where appropriate. In addition it will enable young carers and their families to access information, advice and assistance after the intensive 12 week Families First intervention has come to an end. Ensuring that any new and additional

needs are met, and a clear exit plan for long term support is working well and remains appropriate to the family. This project has delivered 57 awareness raising sessions across Primary and Secondary Schools, 6<sup>th</sup> Form colleges, youth clubs and groups. 95.6% of Children and young people attending awareness raising sessions stated they had a better understanding of young carers. The open discussions in sessions have not only raised awareness but have also seen classmates express empathy for pupils who are young carers, “could never do all that a young carer does – it seems so hard”.

Across Western Bay 35 juniors schools, 21 Comprehensives and four colleges have engaged with the Schools Projects. Over 4000 pupils have participated in awareness raising sessions and 349 pupils identified or self-identified as Young Carers.

### **Case Study – Carer J**

Young carer J supports a parent and a sibling who both experience mental illness. J has low self-esteem and confidence and had previously been diagnosed with anxiety and low mood.

The Young Carers Project have assisted J in a number of ways, including one to one sessions which provided tools enabling her to better cope with her anxiety and attend counselling sessions independently. The project has also worked with J and her school, developing an individual learning plan to ensure that J gets the best outcomes from her lessons and exams. J has been supported to attend the Young Carers group, making new friends and socialising with them at the group and outside the group.

### **Case Study – Carer K**

Young Carer K recognised herself as a young carer through a Personal and Social Education lessons (PSE) lesson delivered to her class. K was then referred for a young carer’s assessment and to the Young Carers Project for one to one support in school as she appeared to have extreme low confidence and withdrawn at home. The young carers project worked with K to improve her self-esteem and understand difficult aspects of her sibling’s condition. The project supported K to attend the Young Carers group at school where she build strong relationships with staff and other young carers.

### **Case Study – Carer L**

Young Carer L supports a parent with both physical and mental health difficulties. Due to the situation L studied at home and felt isolated, had no one to talk to and had no friendships. Since meeting L, the Young Carers Schools project has provided practical and emotional support. As a result L had become more confident and expressed an interest in getting involved in social activities/groups. L has been attending Young Carers Youth Club regularly and has made new friends. L has recently applied to follow GCSE’s courses in college next year and has signed up to do training courses with a local training provider.

**Outcome 2 - Develop and continue to provide information, advice, assistance and support to carers and young carers enabling them to make informed choices and maintain their own health and well-being**

### **Information, Advice and Assistance**

Carers Centres/ Service continue to provide high quality information, advice, support and activities for carers. For example, in addition to other support on offer, the Carers Centre in Bridgend has a Welfare Benefits

Adviser funded by the Integrated Care Fund who receives direct referrals from cares, third sector staff and statutory staff. The aim is to ensure Carers are fully supported to maximise their income, helping them to avoid poverty and feel less isolated, make the most of their potential and continue in their caring role if they wish. This year they have dealt with 140 cases, and 130 telephone enquiries resulting in an increase of benefits claimed of £1,177, 787.70.

### **Carers Feedback**

“If it hadn’t been for you encouraging me, I simply wouldn’t have bothered appealing the decision”

Swansea Carers Centre offers a range of core activities including assistance with welfare benefits, counselling, advice and support. They also have a Young Adult Carers Support Group, Mental Health Support Group and Parent Carers Group. This year the Centre has supported 2,806 Carers with information or advice. In addition it has opened the Carers Cwch which offers carers a safe and comfortable environment in which to discuss their concerns and issues. The Carers Centre Welfare Benefits Team assisted clients to claim £3.6 million in entitled benefits.

In addition to its core services for carers, during 18/19 Neath Port Talbot Carers Service used Integrated Care Funding to commence ‘Carers Triage’. This has resulted in better partnership working with the Gateway Multidisciplinary Team, improved health and well-being of carers and a decreasing the length of time carers have to wait for support. 183 Carers have been supported directly, while 156 were signposted to appropriate services, resulting in 82 Carers reporting improvement in their health and well-being.

Each Carers Centre/ Service have promoted their activities and raised awareness of carers issue through utilising the following:

- Printed leaflets and booklets
- Posters on notice boards in hospitals, GP surgeries and community venues
- Social media i.e. Facebook and Twitter
- Organisation websites
- Links from external websites such as Dewis and Info Engine
- Service newsletters
- Engagement with press and media for example radio and television interviews

Swansea Carers Centre have used a portion of the Carers funding made available from Welsh Government to employ a Communication and Information Officer.



Neath Port Talbot Carers Service with representatives from Neath Port Talbot Local Authority, Abertawe Bro Morgannwg University Health Board and Western Bay Regional Partnership – Carers Week 2018

Bridgend and Swansea Carers Centres and Neath Port Talbot Carers Service received funding for their activities from a range of sources. As well as Welsh Government Carers funding and the Integrated Care



Fund, they may also have Service Level Agreements with statutory Services and/ or have secured money from Grant making trusts, the Big Lottery and so on.

This year 3,393 Carers have been in contact with a Carers Centre or Carers Service in Western Bay and the Centres/ Service have received 17,056 contacts.

### **Carers Feedback**

“I have been a carer for 10 years. It wasn't until I got to the lowest point I could possibly be before I called into the Carers' Centre. Since then my life has been more worthwhile. To anyone who cares for someone, life seems to come to an end, you lose self-esteem, confidence and sense of humour. But I am now starting to find 'me' again”

“I am no-one. I am not rich, smart or important. I am just someone who cares for my daughter. But I no longer feel alone. I feel people recognise my role and someone cares for my needs...this has made a huge impact in my world”

Carers' information on Abertawe Bro Morgannwg University Health Board website was up to dated.

### **Supporting well-being and time away from the caring role**

In addition to providing information on respite and how break from caring can be accessed, the Carers Centres/ Service provide a range of activities with the aim of improving well-being, reducing isolation, having 'me' time and a break from the caring role. Activities include book club, training sessions, mutual support groups, holistic therapies, coffee mornings, day

trips, arts and craft activities, outdoor activities, community café. In total there have been 1292 attendances at activities this year.

### **Carers Feedback**

“The project is a gateway to numerous activities (there’s something for everyone!) which singularly or collectively enhance well-being. It also makes you feel valued as a carer – somebody recognises our worth!”

“I have become a better carer. As a mother of a disabled child I have little social life, and I rarely plan to do something for myself. Attending these courses I felt appreciated; I felt looked after; I felt I mattered. It’s great to meet people with similar challenges and learning strategies to cope with the difficulties that life throws at us carers.”

“I used to feel agitated and felt I was the only one feeling anxiety, meeting other carers at the craft sessions helped me to see its ok to have bad days. Making new friends has helped me have more good days”

“My husband is on a liquidised diet, I hated cooking for myself. I attended a cooking session and now my love for cooking and baking has come back. I have learned to make a healthy meal just for me without feeling guilty.”

“I never thought I could achieve anything worthwhile due to the depression I experienced. The candle making class and felt work class made me realise I can do anything. I left both sessions feeling like a new person”

Neath Port Talbot Carers Service run a lottery funded project which provides a sitting service to carers enabling them to have time away for their caring role. In addition, the 'Carers Package of Support' project also includes an element which enables a domiciliary care sitting service to be arranged for carers to have a break.

### **Case study – Carer M**

Carer M had recently become a grandmother and wanted to spend time supporting her daughter and new born grandchild. Unfortunately Carer M felt she could not leave the person she cares for due to the high level of need. After speaking to a support worker in the Carers Service a referral was made directly to the Domiciliary Care sitting service, resulting in arrangements being made for a 'sitting' sessions covering a four week period.

Swansea Carers Centre also provides 'in house' respite facilities funded from a range of sources.

### **Young Carers**

Being able to access information, assistance and advice is equally important to carers under the age of 18 and young adult carers 18 to 25. This year the regional young carer information booklets have been refreshed and at the suggestion of young carers projects have been reformatted. 2,500 copies of the booklet have been produced and distributed to Young Carers projects.

There is provision to support young carers up to the age of 18 and young adult Carers aged between 16 and 25 in the Western Bay area. The young carers projects are run by Action for Children in Bridgend, Swansea YMCA

in Swansea and in Neath Port Talbot by the local authority Youth Service who also work with young adult carers. The ROOTS project is run out of the Bridgend Carers Centre. It support young adult carers and the young carers in schools project locally. There is a young adult carers project in Swansea Carers Centre.

In the summer of 2018, young carers in Bridgend launched the storybook they had created called 'The Bear Who Struggled to Care'. The book tells the story of Ellie and Ben whose mother has an accident which results in them having to care for her. The story explores the difficulties Ben faces trying to adapt to his caring role and the changes it brings to his life. The aim of this book is to raise awareness of young carers to younger children. The book has been distributed to libraries and schools in Bridgend and has been purchased by local authorities and individuals within Wales and England.

As young people with caring responsibilities may miss out on the opportunities available to their peers Young Carers Projects offer youth clubs, groups, trips and other activities in addition to information, advocacy, support and signposting.

Young Adult Carers Projects work in partnership with relevant organisations such as education institutes, job centres and housing associations to encourage engagement and information sharing. The young adult carers projects works closely with carers on a one-to-one basis and through group activities providing tailored support and information.

Funding for work with young carers and young adult carers comes from a range of statutory and non-statutory sources.

### **Carers who maybe harder to reach**

This year has seen more focus on Carers who maybe harder to reach, for example, parent carers, mental health carers and carers from black and minority ethnic communities.

### **Mental Health**

Information was created for partner organisations to mark World Mental Health Day to raise awareness of Carers of people who experience mental illness and to highlight Carers own mental well-being.

Neath Port Talbot Carers Service have a staff member who is co-located with the Community Mental Health Team two days a week, this has resulted in 79 Carers Assessments, 27 Carers receiving Welfare Benefits support and 12 home visits to provide information assistance and advice.

Swansea Carers Centre provides counselling sessions with their 'in house' counsellor, while Bridgend Carers Centre also offers counselling and 'life coaching sessions'. Through their Carers Package of Support project, Neath Port Talbot Carers Service has commissioned MIND to offer individual counselling or specific groups to Carers to help them maintain or improve their mental well-being. The focus has been on mindfulness, stress management and resilience. These have been very successful and the group activities such as 'Increase emotional resilience' and 'Tools for coping' in particular have been oversubscribed.

## **Carer Feedback**

“I love the workshops; I use the ideas and advice when I am at home. It has helped through times of stress”

“The workshops have helped me manage my stress”

“The workshops are great, they are focused and help me to learn to take care of myself better”

“I am actually sleeping at night and have stopped taking sleeping tablets. The sleep deprivation workshop and counselling have changed my life”

A after school mindfulness group has been run for 10 weeks at Bridgend Carers Centre. This is targeted at young carers of comprehensive age. Young carers commented that it taught them useful techniques they can use to manage their caring role more effectively.

## **Carers from Black Minority Ethnic Communities**

The Chinese in Wales Association received an Integrated Care Third sector small grant to support Carers from the Chinese community. They have given one to one advice to carers and signposted them on to suitable organisations. They organised a home safety workshop, carer workshop and legal workshop to introduce new services and information to carers. Carers were also able to access counselling in one of three languages. The organisation has worked in collaboration with Swansea Carer Centre, translating a carer information sheet.



The project supported 42 Carers from the Chinese Community in Western Bay, 80% of which felt more empowered and had better knowledge of local services available to them as a result of accessing bilingual information and advice. 90% of Carers have better mental health to maintain their caring role.

### **Carer Feedback**

“I never thought I could be on a stage performing... I finally have my life back... I feel happier”

### **Information in other community languages**

In order to make the Carers Hospital Information Pack more accessible it has recently been translated into 6 community languages, namely Bengali, Cantonese, Mandarin, Tagalog, Farsi and Arabic. This information will be available for partner organisations to print off as needed.

### **Parent Carers**

Swansea Autism Movement used money from the Integrated Care Third sector small grant scheme for a full programme of summer activities for people with autism and their family/ carers. They also hold regular parent-carer support sessions. Shine Cymru also received funding from this

source which enables the organisation to provide support and information to parents/carers and siblings with the aim of improve the wellbeing of people living with Spina Bifida and/or Hydrocephalus.

Swansea Carers Centre (with Swansea Council for Voluntary Service) and Bridgend Carers Centre have specific support groups for Parent Carers, while Neath Port Talbot Carers Service has a support worker based within the Single Point of Contact Children's Team. The post holder works with parent carers as part of the overall early intervention and preventative work.

**Outcome 3 - Work co-productively with carers on an individual and strategic basis so that their contribution is acknowledged and voice is heard.**

### **Carers rights (including Carers Assessment)**

Western Bay Carers Partnership Board has engaged in the development of the Social Care Wales 'Assessing Carer's Support Needs' toolkit by sharing the draft pack with partners and encouraging and providing feedback. The draft has also been considered by the Carers Partnership Training subgroup who have discussed how the materials can be best used once they are made available.

Information produced by the Western Bay Carers Partnership made available to carers and young carers cover the topic of carers rights and carers assessments. For example, the summer edition of Swansea Carers Centre newsletter had a two page article explaining what a carers assessment is and how to get one.



Carers Centre/ Service staff working with Primary Care, in hospital settings or as part of Integrated Teams with health and social services actively promote Carers Assessment. In a number of situations they work jointly with Social Services in carrying out Carers Assessments. For example Neath Port Talbot Carers Service was involved in the completion of 321 Carers Assessments. While the Integrated Carers Worker in Bridgend have offered 230 assessments this year, with 120 Carers taking up the offer.

Bridgend Carers Link Workers carry out a 'What Matters' conversation and collect information to complete a Carers Assessment and/or Anticipatory Care Plan which allows carers the opportunity to talk about emergency planning and the 'what if' questions. Since the project started 64 carers have had an Anticipatory Care Plan.

Events were held to mark Carers Rights Day 2018 in Bridgend, Swansea and Neath Port Talbot. Swansea Carers Centre organised a conference with statutory partners, the focus of the day was Carers Assessments. Huw Irranca –Davies, Minister for Children, Older People and Social Care visited Bridgend Carers Centre, while Neath Port Talbot Carers Service held awareness raising sessions.

This year's theme of Carers Rights day was 'Caring for My Future' which fitted in well with the importance of supporting young carers in school. A Comprehensive School in Bridgend invited the young carers project to hold a workshop with their well-attended young carers group. During the session the right to an education, to a social life and to a future was discussed as well as learning some mindfulness and relaxation techniques.

## **Carers Assessment – Young Carers**

A Social Worker has been appointed to sit in Single Point of Contact within Children's Service (Neath Port Talbot County Borough Council Social Services) to complete all young carers' assessments. Every young carer now enters the young carer's service with an assessment. The Young Carers Co-ordinator within Bridgend's Multi Agency Safeguarding Hub conduct Carers Assessments. In the Western Bay area during 2018-19, 143 assessments have taken place. (34 of these were YMCA Swansea Young carers project assessments).

## **Regional Engagement Event**



Swansea Carers Choir at the Celebrating Carers Event

Over 100 carers and professionals from across Western Bay came together at the Towers Hotel on the 4<sup>th</sup> March. The focus of the day was celebration; to acknowledge and celebrate local Carers who make such a difference to the lives of the people they support, to celebrate new and innovating services which see health, local authorities and Carers Centres/ Service working together to support carers and to celebrate individuals who carers have nominated as having 'gone above and beyond'. The chair of Abertawe Bro Morgannwg University Health Board chaired the event.

During the day, the Senior Policy Advisor, Older People & Carers Branch, Welsh Government spoke about Welsh Government priorities for Carers and a General Practitioner from Porthcawl spoke about the importance of identifying carers in Primary Care and ways in which they could be supported, he also launched the new GP Carer Friendly Accreditation scheme. Feedback from delegates was very positive.

### **Carer Feedback**

“It was enjoyable. Was good to chat with others in the same situation. Encouraging to know what is up and coming”

### **Regional Young Carers Engagement Event**

The event for young carers took place at the Halo Centre Bridgend. Over 60 young carers aged from 8 to 18 from Swansea, Bridgend and Neath Port Talbot attended. The Vice Chair of the Carers Partnership welcomed everyone. The morning session was facilitated by Scarlet Design who used visual facilitation to find out what the young people know about getting their voices heard. Following the lunch break where young carers had an opportunity to chat, there were a range of activities on offer, including climbing the indoor wall, practicing football skills, exercise class or to be creative and draw on 2 x1m doodle wall. Feedback from participants suggested that it was an enjoyable day with most people who completed the evaluation stated it was ‘Excellent’.

### **Opportunities for Co-production**

This year Western Bay Carers Partnership Board welcomed two new members, the Carers Representative and Alternative Carers Representative from the Western Bay Regional Partnership Board.

There has been a series of local engagement activities with carers and young carers. These include the Carers Forum strategy meeting, Henry Smith meeting and Parent Carer Forum (managed by SCVS) and Co-production sessions for Helping Working Families Project in Swansea. In Neath Port Talbot there have been a partnership 'Have Your Say' event and conversation café. The local authority Carers Champion arranged two Carers coffee mornings. Carers who participate in Carers Service activities are routinely asked to complete evaluation and satisfaction forms. Carers' feedback is used to identify need and shape services, for example the Carers Support Package project was initiated as a result of carers sharing their experiences. In Bridgend there have been 5 engagement events over the year.

Carers' representatives have been actively involved in the Western Bay review meetings, contributing to the shaping of the Regional Partnership as it moves forward.

Western Bay Citizens Panel membership includes individuals with caring responsibilities.

### **Young carers– opportunities for Co-production**

Two young carers sit on the Neath Port Talbot Youth Council. They represent their peers and bring forward the issues, concerns and positive news stories of young carers across Neath Port Talbot. The Youth Council meet with cabinet members, directors and officers once per quarter. Having a young carer's voice on the Youth Council has enabled them to influence policy and decisions that affect them and raise the profile of young carers in Neath Port Talbot. As a result of this, representatives of the young carers service group attend the Youth Health Summit where they spoke about their views and personal experiences of Adverse Childhood Experiences (ACEs) and their views will now be fed back to Welsh Government.

This year, a young carer became a trustee for Bridgend Carers Centre. Four young carers from Bridgend aged 12 and 13 now sit on the Wales Young Carers Council. The Welsh Young Carers Council visited Huw Irranca-Davies at Ty Hywel in Cardiff in November to ask the minister questions about how services in Wales can be improved to meet the needs of young carers. In addition a Young Carer from the area represents young carers on the Welsh Youth Parliament and a Young Adult Carer from Swansea is a reserve on the Youth Parliament. Three YMCA Swansea Young carers joined the ALPHA Advisory Group in Cardiff.

On the 19th February 2018 Swansea Young Adult Carers Project launched their documentary. The documentary was created by the Young Adult Carers in the Swansea Carers Centre project and follows the stories of three young people who explain how their caring role affects their lives and the difference made to them by the support they receive from the project. The film was created with the support of MAD (Music Art Digital) and funded by Swansea Youth Bank.

### **Young carers Recognition and Awards**

Bridgend Young Adult Carers Project was shortlisted as a finalist for the Groundworks UK Community Awards in the category of 'Contribution to Education and Employment'. The awards ceremony took place in the House of Commons in London and the project manager, and Centre Manager attended.

Young carers from Swansea won the Wales Money for Life 'Community Challenge' winners and represented Wales in Money for Life 'Community Challenge' finals in London.

Swansea Young Carers Project was the Lord Mayors Charity for 2018-19. Swansea Young Adult Carers won a Hi5 award.

## **Volunteers**

Carers Centres and the Carers Service recognise the roles played by volunteers in supporting carers. A significant percentage of volunteers are carers or former carers who bring a range of skills and experience. There are over 100 volunteers engaged in a variety of activities from staffing information stands, helping at events to assisting with daytime activities and sitting service.

**Outcome 4 - There is improved partnership working between funders and service providers (for carers). This will result in carers moving easily between partner organisations, carers being able to access sustainable Third sector services which are funded on evidence of need and outcomes.**

## **Funding**

During the year Partner organisations have been raising the issue of the sustainability of services (for example, staff retention) in the instances where funding is only made available on an annual basis.

## **Developing an Outcomes framework**

Commissioners and providers of services for carers have held an initial workshop on 14<sup>th</sup> February to discuss the value, purpose and practicalities of capturing Outcomes for carers and Carers services. Additional workshops have been planned to take place in the spring 2019.

## **Health/ Social Services and Carers Centre/ Service**

There has been further integration of Third Sector (Carers Service/ Centre) services and staff with statutory services this year, including the addition of three Integrated Carers Link Workers based within the Bridgend networks.

The Link Workers have been working closely with Primary Care staff, District Nurses and Social Workers. The Neath Port Talbot Carers service is co-located within the Health and Social Care Centre at Cimla, this allows strong partnership working and regular discussions on strategic and operational matters. There is an identified lead officer within Neath Port Talbot County Borough Council who regularly meets with the Carers Service.

### **Information Sharing**

One of the issues noted in the Carers Service Mapping exercise conducted last year was that some Carers stating that they had to give the same information to a range of different organisations and queried whether there was there a way to overcome this. The Carers Partnership Board was mindful that new regulations were to be introduced in 2018, namely General Data Protection Regulation (GDPR) and that work was underway in rolling out the Welsh Community Care Information System (WCCIS) Project. The WCCIS has not been fully implemented across the Western Bay area yet, but there is an awareness of the need for local arrangements for information sharing between commissioned Third sector services. This is also being discussed on a Wales-wide basis to ensure consistency.

### **Lone Working**

A Lone Working Policy is one of the key procedures required when services are commissioned by local authorities and health. For example, at Bridgend County Borough Council lone working has been discussed and policies and procedures reviewed. Bridgend County Borough Council Lone Working Policy has been shared and signposting to the Suzy Lamplugh Trust for further bespoke support has been provided. Neath Port Talbot County Borough Council Service review and contract monitoring meetings

ensure that all policies and procedures are up to date, including lone working.

### **Carers Services contact with specialist Third sector organisations**

Reflecting the ethos of the Social Services and Well-being (Wales) Act 2014 on increased emphasis for people to access services in their own communities, it is important that all partners work together to ensure services are joined up. Neath Port Talbot Carers Service and Neath Port Talbot Council for Voluntary Service maintain links across the Third sector to aid with the information, assistance and advice offer and signpost Carers accordingly.

Carers Service/ Carers Centres continue to have formal and informal links between themselves and other Third Sector/ Specialist organisations. Examples of Partnership working this year include links between Neath Port Talbot Carers Service with MIND, Swansea Carers Centre and Hafal and Bridgend Carers Centre and the Alzheimer's Society, Hafal and Action for Children.

### **Joint Commissioning**

Regular meetings have been established between commissioners to look at opportunities for further joint working.

## **7. The Future**

As Carers Partnership Board members from Bridgend move to the newly established 'Cwm Taf Morgannwg' region from April 2019 and the Western Bay Regional Partnership becomes the West Glamorgan Regional Partnership, it seems timely that during the forthcoming year in addition to



progressing the work undertaken 2018-19 to meet Action Plan outcomes  
the partnership takes further steps towards its ambition of producing a  
longer term regional carers strategy co-productively.

Mae'r dudalen hon yn fwriadol wag



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

## **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

### **Social Care, Health & Well-being Cabinet Board**

**5<sup>th</sup> September 2019**

#### **Report of the Head of Children Services – K.Warren**

#### **Matter for Decision**

#### **Wards Affected:**

All wards.

**Report Title** Hillside Behaviour Management Policy

#### **Purpose of the Report:**

To approve the Hillside Behaviour Management Policy in accordance with the following:

- The Regulated Services (Service Providers and Responsible Individual (Wales) Regulations 2017 and statutory guidance issued thereunder

#### **Executive Summary:**

The regulations that apply to a secure children's home in relation to Behaviour Management are set out in Part 8, regulation 29 (The Appropriate Use of Control and Restraint) of the Regulations and also the Children's Homes (Wales) Regulations 2002 as amended by the Children's Homes (Wales Amendments) Regulations 2017.

Under the 2017 Regulations, physical restraint is only permitted in response to a clear risk of harm to either the person whose behaviours are creating that risk or to others. Previous legislation in place permitted physical restraint to be used in circumstances where there was damage to property. This is now only allowed within the 2017

Regulations where there is a clear identified risk of harm, and must be necessary and proportionate.

This policy sets out a framework to undertake the above.

## **Background:**

### **Key Changes to Hillside Secure Children's Home Behaviour Management Practice**

- The law in Wales has now been changed for children's homes which includes secure units, that any form of physical restraint is not allowed other than in response to a clear **risk of harm** to either the person whose behaviours are creating that risk or to others.
- Additionally any use of physical intervention must be **necessary and proportionate** and undertaken with **respect and sensitivity** to the young person in our care.
- Where the risk of harm may arise from damage caused to property, or even about to be caused to property, physical intervention may be justified, but there will need to be an identified risk of harm and as noted our physical intervention must be necessary and proportionate to the situation.
  - This change will mean that a young person who is defiant, but not presenting a risk of harm to themselves or others, cannot be the subject of physical restraint. If someone does not present a risk of harm and our best efforts to resolve matters through our trained diffusion techniques, do not work initially, this may take a further period of time to resolve.
- We must now treat the use of restraint, which must be necessary and proportionate to the risk of harm differently from the use of sanctions, which must be reasonable and managed in a consistent manner.
- We have also strengthened the provisions for independent overview of an incident. Following any incident, a debriefing of the

young person will be undertaken by staff **not directly involved in the incident**. Equally the quality assurance of any incident will be undertaken by a manager who is **not directly involved in the incident** and this like **all records of the incident needs to be completed within 24 hours** of the incident.

This revised policy provides a legal framework for staff to work within and clear guidelines to ensure the safety of the young people residing in Hillside Secure Children's Home and the safety of staff

**Financial Impacts:**

No Impact.

**Integrated Impact Assessment:**

No Impact.

**Valleys Communities Impacts:**

No implications.

**Workforce Impacts:**

No implications.

**Legal Impacts:**

The Policy has been developed in line with the following:

- Social Services and Wellbeing (Wales) Act 2014
- The Children's Homes (Wales) Regulations 2002 as amended by the Children's Homes (Wales Amendments) Regulations 2017
- National Minimum Standards for Children's Homes (Wales) 2002
- Regulation and Inspection of Social Care (Wales) Act 2016
- The Regulated Services (Service Providers and Responsible Individual (Wales) Regulations 2017 and statutory guidance issued thereunder
- United Nations Convention on the Rights of the Child (UNCRC)

- Use of restraint policy framework for the under 18 secure estate 2012

### **Risk Management Impacts:**

#### **Crime and Disorder Impacts:**

Section 17 of the Crime and Disorder Act 1998 places a duty on the Council in the exercise of its functions to have “due regard to the likely effect of the exercise of those functions on and the need to do all that it reasonably can to prevent:

- a) Crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment); and
- b) The misuse of drugs, alcohol and other substances in its area; and
- c) Re-offending the area”

There is no impact under the Section 17 of the Crime and Disorder Act 1998.

#### **Counter Terrorism Impacts:**

The proposals are likely to have no impact on the duty to prevent people from being drawn into terrorism.

#### **Violence Against Women, Domestic Abuse and Sexual Violence Impacts:**

Section 2(1) of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 introduced a general duty where a person exercising relevant functions must have regard (along with all other relevant matters) to the need to remove or minimise any factors which:

- (a) increase the risk of violence against women and girls, or
- (b) exacerbate the impact of such violence on victims.

The proposals contained in this report are likely to have no impact on the above duty.

#### **Consultation:**

There is no requirement for external consultation on this item.

**Recommendations:**

It is recommended that Members approve the Hillside Behaviour Management Policy attached as Appendix 1 to this report.

**Reasons for Proposed Decision:**

To comply with the requirements of The Regulated Services (Service Providers and Responsible Individual (Wales) Regulations 2017 and statutory guidance issued thereunder, specifically in relation to the circumstances that a physical restraint is permitted.

**Implementation of Decision:**

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

**Appendices:**

Appendix 1 – Hillside Behaviour Management Policy  
Appendix 2 – Integrated Impact Assessment.

**List of Background Papers:**

The Regulated Services (Service Providers and Responsible Individual (Wales) Regulations 2017

[http://www.legislation.gov.uk/wsi/2017/1264/pdfs/wsi\\_20171264\\_mi.pdf](http://www.legislation.gov.uk/wsi/2017/1264/pdfs/wsi_20171264_mi.pdf)

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# Behaviour Management Policy Hillside Secure Children's Home



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

**DRAFT**

**APPROVED BY**

**DATE**

**EDITION/VERSION**

**REVIEW DATE**

	<b>Contents</b>	<b>Page</b>
1.	Purpose	3
2.	Legislation and Statutory Guidance	3-5
3.	Roles and Responsibilities	5-7
4.	Guiding principles in the management of behaviour	8
5.	Trauma recovery model, psychologically informed planned environment and trauma informed care	9-10
6.	Behaviour management support programme	11
7.	Discouraging inappropriate behaviour through reminders, reprimands and diffusion	12
8.	The restorative approach	13
9.	The appropriate use of control and restraint	13-16
10.	Training	16-17
11.	Review, scrutiny and quality assurance	17-18
12.	Governance	19

## 1. PURPOSE

Neath Port Talbot Council ('the Council') is committed to safeguarding the wellbeing of children, young people and adults in its care, within a culture that gives safeguarding the highest priority. Our employees are required to share this commitment and support the Hillside Secure Children's Home ('Hillside', or 'unit') Statement of Purpose, namely:

*Hillside actively promotes wellbeing, good health and recognises the importance of enabling children and young people to achieve and enjoy life in a safe way. Children and young people are provided with a platform where they can begin their recovery and have access to support to help understand the causes of their behaviour. Hillside helps children and young people to take responsibility for their own behaviours and to set appropriate boundaries by agreeing general behavioural expectations applicable to both staff and children/young people, based on mutual respect.*

The purpose of this policy is to set out the process that will ensure the safety and effectiveness of the behaviour management techniques used in Hillside and to reaffirm within the home staff responsibility in responding positively to young people and reinforcing positive behaviour. The young people that are admitted to Hillside will be some of the most vulnerable in society with a multitude of complex needs.

This document does not comment on the National Federation of Personal Safety (NFPS) – Physical Restraint and Breakaway syllabus itself or the physical restraint techniques used.

This policy is designed to provide a framework to support staff in managing young people and applies to all Hillside employees. Any employee found in breach of this policy would be considered by the Council as an act of misconduct. The Council has a Whistleblowing Policy and staff are encouraged to report poor practice where they see it.

## 2. LEGISLATION AND STATUTORY GUIDANCE

This policy relates to the following legislation, standards, legally binding agreements and statutory guidance:

- Social Services and Wellbeing (Wales) Act 2014
- The Children's Homes (Wales) Regulations 2002 as amended by the Children's Homes (Wales Amendments) Regulations 2017
- National Minimum Standards for Children's Homes (Wales) 2002
- Regulation and Inspection of Social Care (Wales) Act 2016

- The Regulated Services (Service Providers and Responsible Individual (Wales) Regulations 2017 and statutory guidance issued thereunder
- United Nations Convention on the Rights of the Child (UNCRC)
- Use of restraint policy framework for the under 18 secure estate 2012

### 3. ROLES AND RESPONSIBILITIES

The Responsible Individual (RI) will ensure that:

- There is a suitably accredited behaviour management syllabus i.e. techniques of restraint to be used, in place
- An appropriate manager is appointed and the management of Hillside is supervised in line with the supervision policy of the Council
- There is effective management of the service, with a suitable level of staff resources to react to incidents and ensure adequate supervision of children and young people
- They visit the home a minimum of once every 3 months to monitor the performance of Hillside, which will include talking to children and young people at the home with their consent in addition to inspecting the premises, complaints and a selection of records
- There is a policy in place for the appropriate use of control and restraint which is reviewed a minimum of annually giving regard to Hillside's Statement of Purpose; YCS will be informed in advance of any proposed changes and the agreed policy will be shared with all staff making clear the date of implementation and the Care Inspectorate Wales (CIW) following any amendments within 28 days of these taking place
- A positive approach to behaviour management is used within Hillside that is consistent with meeting the care and support needs of the child/young person and the wellbeing of others for whom care and support is provided
- Suitable arrangements are in place to assess, monitor and improve the quality and safety of the service via quarterly reports to the Hillside Registered Manager and the Social Care, Health and Wellbeing Cabinet Board and YCS and six monthly and annual reports to Care Inspectorate Wales
- All staff receive annual behaviour management training as a minimum and must sign following the training to indicate that they have read, understood and have continued access to the policy, a record of which will be kept on file
- Suitable systems are in place to record incidents, complaints and the keeping of records
- All staff are aware of and encouraged to use the Whistleblowing Policy, the Authority's stance is zero tolerance for poor care or lack of concern for the

wellbeing of individuals and that concerns from staff are encouraged, sought out in a confidential manner and addressed accordingly

- That there are appropriate quality assurance, audit systems and processes in place for monitoring the service which are continually reviewed
- That information on control, restraint and discipline is analysed and that recommendations are made to the service of how and where the quality and safety of the service can be improved
- A culture of candour is promoted in Hillside that advocates all staff to be open, honest and transparent in line with Social Care Wales guidance

The Registered Manager (RM) will ensure that:

- There is a policy in place for the appropriate use of control and restraint which is reviewed a minimum of annually giving regard to Hillside's Statement of Purpose, the policy will be shared with YCS in advance and the Care Inspectorate Wales following any amendments within 28 days of these taking place
- A positive approach to behaviour management is used within Hillside that is consistent with meeting the care and support needs of the child/young person and the wellbeing of others for whom care and support is provided
- Any changes to the Behaviour Management Policy will reflect current legislation and national guidance, staff will be kept updated of any changes made to the Policy
- All new staff will receive behaviour management training during their induction period prior to commencing work with any children and young people in Hillside
- All staff receive behaviour management training annually as a minimum and must sign following the training to indicate that they have read, understood and have continued access to the policy, a record of which will be kept on file
- Deployment of staff is adequate to react to incidents and ensure safe supervision of children and young people
- Management/Senior Staff will ensure that all records of control, restraint and discipline are fully completed, updated and will be kept in the appropriate separate file within 24 hours of occurring
- All records of control, restraint and discipline are monitored for compliance
- All physical restraints are both necessary and proportionate
- All sanctions are neither excessive nor unreasonable, and in accordance with the legislation and statutory guidance
- All measures of control, restraint and discipline are made clear to the placing authority, child, parent(s), carers, before, or in the case of an emergency placement, at the time the child is to move into Hillside Secure Children's Home
- Children are encouraged to develop a proper awareness of their rights and responsibilities (UN Convention on the Rights of the Child)

- Staff will have an awareness of the rights and responsibilities of children and young people through training received on the Qualification and Credit Framework (QCF) in line with the UN Convention of the Rights of the Child
- All children are encouraged to discuss incidents and express their views, either verbally, in writing, or through an independent professional advocate
- All staff supervision and meetings address issues of behaviour management and agree practicable and acceptable means of responding to inappropriate behaviour
- A culture of candour is promoted in Hillside that advocates all staff to be open, honest and transparent in line with Social Care Wales guidance

All staff will ensure that:

- All records of control, restraint or discipline are completed within 24 hours of the incident occurring
- They respond positively to acceptable behaviour and where unacceptable it is responded to in a constructive and positive way in line with this policy and the physical restraint syllabus
- Restraint and any use of force is applied only when necessary and proportionate
- Positive relationships with children and young people are formed and any behaviour management measures are consistently applied and fair
- Reparation and restoration is followed where appropriate
- Poor and positive consequences are clear to children and young people, with any sanctions applied being relevant and reasonable
- All incidents are recorded and reported in the relevant documentation in line with the service policy and procedures
- All staff will enact pro-social modelling in line with the Psychologically Informed Planned Environment (PIE)/Trauma Recovery Model. This will include acceptable social behaviour, use of social media and adopting a professional dress code
- **They have signed to indicate that they have read, understood and have continued access to the policy**

#### 4. GUIDING PRINCIPLES IN THE MANAGEMENT OF BEHAVIOUR

Behaviour will be managed by establishing positive relationships with children and young people, with responses that are consistent and fair. The principles in managing behaviour in Hillside are:

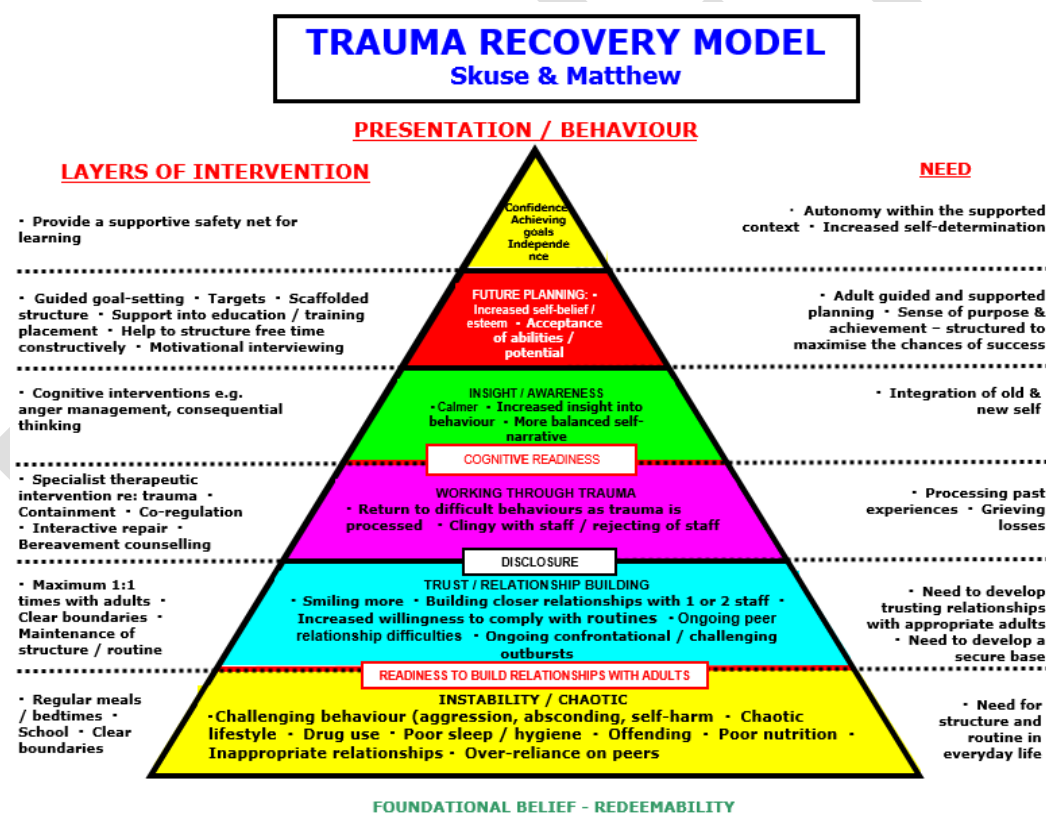
- The child/young person's welfare is paramount
- Everyone must be kept safe
- Clear routines and consistent boundaries
- Reinforce positive behaviour
- Incentive scheme
- Staff having a clear understanding on the needs of the young person
- Early intervention and prevention through talk times
- Key-working through behaviour support programmes
- Diffusion skills and techniques
- Sanctions are not excessive or unreasonable
- Restrictive physical intervention will only be used if necessary and proportionate to the level of risk of harm to self or others
- All staff will demonstrate pro-social modelling in line with the PIE/Trauma Recovery Model. This will include acceptable social behaviour, use of social media and adopting a professional dress code

## 5. TRAUMA RECOVERY MODEL, PSYCHOLOGICALLY INFORMED PLANNED ENVIRONMENT AND TRAUMA INFORMED CARE

In Hillside, the Trauma Recovery Model (TRM) is the approach used which is based on providing structure and routine in daily life and enabling the development of trusting relationships and a secure base before any in-depth work is undertaken.

The TRM requires the stabilising of behaviour and intervention work and is carried out in accordance to the young person's cognitive development and how well they respond to the work. The model has four aspects:

1. Presenting Behaviour
2. Underlying Need
3. Types of Intervention
4. Sequences of Intervention



The children that live at Hillside Secure Children's Home have experienced extreme trauma. In response to this, the children have problematic, persistent and pervasive difficulties. For example, they may have extreme difficulty in regulating their emotions; maintaining attachments and relationships; and have difficulties managing their behaviours, mental health and substance use.



The PIE is a therapeutic framework through which children are enabled to make positive differences in their lives. Hillside can monitor such changes quantitatively using the Hillside Outcome Measure that is based on the Trauma Recovery Model. PIE's help staff understand why children behave in the way that they do; where the behaviours come from; and ways to help them work more creatively and constructively with the children's challenging behaviours

The aim of Trauma Informed Care is to create an environment that helps workers understand:

- The impact of trauma and how people recover.
- The signs and symptoms of trauma in the children at Hillside.
- Respond to the children's presentations by using the knowledge of trauma to improve and change practice.
- Actively avoid and prevent re-traumatisation

Through these approaches, Hillside aims to:

- Help young people and staff understand why the behaviours have been displayed with help from Support Services and using the Trauma Recovery Model
- Put a Behaviour Management Support Programme in place with the young person to facilitate them in identifying triggers to their negative behaviour and coping strategies that can be used to promote the wellbeing of the young person
- Ensure all staff receive the appropriate training to support the Behaviour Management Policy and Behaviour Management Support Programme

In Hillside positive behaviour is encouraged and promoted through the incentive scheme. Staff in Hillside play a key role in modelling appropriate behaviour through their interactions with one another and with the young people. Staff are expected to demonstrate a high standard of behaviour based on respect, cooperation, willingness to help and positive communication.

## 6. BEHAVIOUR MANAGEMENT SUPPORT PROGRAMME

The behaviour management support programme is a series of documents and interventions that are used for all children and young people to promote positive behaviour in Hillside. The main principle of the programme is to ensure the children and young people are involved in the formulation of their individual behaviour support programme which will assist the young person in recognising their own triggers, behaviours and techniques they can use to reduce them. Post incident documentation will also be completed with children and young people to help them understand their behaviours. The documents included in the programme are:

- **Initial Needs Assessment** completed by Safeguarding Team prior to admission to Hillside
- **Risk Management and Behaviour Support Programme** completed within 5 days of admission to Hillside by the psychology team and reviewed weekly at Multi-disciplinary Team Meeting. However, emergency changes can be made by the Senior Manager at any time necessary
- **Prolonged Behaviour Support Programme** – this is completed by the psychology team only if there is high end challenging behaviour evident or emerging
- **My Behaviour Booklet** – Completed by the young person with their keyworker once settled in to Hillside. Completion will typically start within 4 weeks but will vary according to the individual child's circumstances; this informs and updates the Risk Management and Behaviour Support Programme
- **Post Incident Key-working Form** – Completed with the young person following any incident occurring, this will inform Multi-disciplinary Team decision making and update the Risk Management and Behaviour Support Programme. Where possible this will be with the assistance of a member of staff not involved in the incident.

Information gained through the programme informs staff on how best to support a young person in managing their behaviour and is used in a multidisciplinary approach to assist any professional working with the young person. Information gained within the behaviour management support programme on a child/young person is included in the Risk Management and Behaviour Support Programme which provides staff with up to date information on how to manage and respond to each young person.

## 7. DISCOURAGING INAPPROPRIATE BEHAVIOUR USING REMINDERS, REPRIMANDS AND DIFFUSION TECHNIQUES

If a young person's behaviour is inappropriate and not following direction, staff will remind them of how they should be behaving and what they should be doing.

To support a young person in managing their behaviour, staff will remind the young person of the unit rules, how they should be behaving and by leading as example. If negative behaviour continues a talk time would be utilised to allow the young person to express their feelings, this would be a two way conversation to remind the young person of the expected behaviours on the unit.

The diffusion techniques training that all staff receive aids them to communicate with the child/young person understanding how to best deal with the child/young person's behaviours in line with their Behaviour Management Support Programme. The training provides information on how both verbal and non-verbal communication can be used to diffuse incidents safely.

If a talk time with the young person does not work and the risk is deemed too high for the child/young person to remain in the communal areas of the unit then the child/young person will be encouraged to remove themselves to their bedroom from the situation for a period of time. This is defined as a voluntary separation and is dealt with under the Separation Policy.

If the child/young person refuses to voluntarily go to their bedroom and the risk is deemed as too high, then the child/young person may be instructed that they have to go to their bedroom for a period of time, this is defined as a single separation.

During the processes outlined above the situation will continually be assessed by Hillside staff with any periods of separation (voluntary or single) recorded on the appropriate documentation and submitted to centre briefing for review as outlined in the Separation Policy

Should any child/young person refuse to go to their bedroom following staff instruction restrictive intervention will only be used if there is a clear risk of harm, and will be no more than that necessary and proportionate to the level of risk of harm.

All staff should follow the Separation Policy which provides information on voluntary and single separations.

## 8. THE RESTORATIVE APPROACH

Following any incidents that take place a debrief session is held as soon as practicable with the staff involved which is led by a duty manager who had not been involved in the incident.

Post incident, a key working session will be held with the young person. The key working session will involve the young person and members of staff who were involved in the incident, in a discussion around the incident and as appropriate the young person's behaviour. It would provide the opportunity for the young person to share their account of the incident and for the staff members to talk through it from their observations. It will also be an opportunity for the young person to talk through their behaviour during the incident, identifying triggers and coping strategies that can be used if their inappropriate behaviour returns.

Following this discussion, a shared understanding will be reached with the young person and the staff in order to bring the incident to an end.

## 9. THE APPROPRIATE USE OF CONTROL AND RESTRAINT

As defined in Regulation 29 (1) of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017, care and support must not be provided in a way which includes acts intended to control or restrain an individual unless those acts:

- (a) Are necessary to prevent a risk of harm posed to the individual or another individual, and
- (b) Are a proportionate response to such a risk

In consideration of the above and the requirements set out in the National Minimum Standards for Children's Homes (Wales) 2002, as amended, physical restraint in Hillside is only used to prevent a risk of harm to the child concerned or to others, and then only to the minimum extent necessary to avoid the harm. Restraint is not used as a punishment, as a means to enforce compliance with instructions, or in response to challenging behaviour which does not give rise to a clear and justified expectation of harm.

If a child/young person is causing damage to property then a physical restraint is only permitted where there is a clear risk to the young person or others resulting from the damage to property, such as a risk of self-harm, the risk of the young person using the damaged property as a weapon, or the property itself in its damaged state presenting a risk to the young person or others, for example live electrical equipment with exposed live parts,

or sharp edges presenting a serious laceration hazard. Physical restraint will only be used as a last resort, with the least restrictive option, proportionate to the risk and at all times maintaining respect for and sensitivity towards the young person.

The following measures shall not be used against children/young people accommodated in a Children's Home:

- Any form of corporal punishment;
- Any punishment relating to the consumption or deprivation of food or drink;
- Any restriction on contact between the child/young person, their family or friends
- Any distinction that a child/young person wear distinctive or inappropriate clothes;
- The use or withholding of medication or medical or dental treatment as a disciplinary measure;
- The intentional deprivation of sleep
- The imposition of any financial penalty, other than a reasonable sum by way of reparation;
- Any intimate physical examination of a child/young person;
- The withholding of any aids or equipment needed by a disabled child/young person;
- Another child/young person in the imposition of any measure against any other child/young person; or
- The punishment of a group of children/young people for the behaviour of an individual child/young person

As highlighted in Section 7, staff where possible will encourage the child/young person to voluntarily go to their room if the risk is too high to remain in the communal areas during an incident. If the child/young person declines to do this then staff will consider instructing the child/young person to go to their room which will be recorded as a single separation. Restraint or force may not be used in the absence of a clear risk of harm

Any use of force must be necessary and proportionate whilst also ensuring the health, safety, welfare, wellbeing and dignity of the child/young person involved. Staff will follow their training in responding to the incident in line with the National Federation of Personal Safety (NFPS) – Physical Restraint and Breakaway model. This policy and resultant training syllabus has been developed in conjunction with expert medical professionals and personal safety trainers. All restrictive holds within the syllabus have been medically risk assessed and training provided to staff.

Following any physical restraint all children and young people will automatically be placed under constant observations by staff to ensure their health and safety following a restrictive intervention. The duty manager will ascertain the length of time the child/young person will be subject to constant observations and this will be documented on the incident form.

All restrictive interventions will be reviewed at Centre Briefing/MDT with the Care Planner, Care Staff and the Clinical Team where the young person's behaviour support programme will be devised/amended accordingly and an agreed timescale will be recorded along with who is responsible for monitoring the changes and a date the plan will cease/be reviewed depending on the young person's behavioural presentation.

All staff are advised by the duty manager to complete a Self-Evaluation Debrief form that will aid staff to reflect on the incident, their own practice and the practice of others.

All children/young people have access to GP/Nurse following an incident of physical restraint within 24 hrs unless it is a weekend or bank holiday, if then it would be the next working day, or if the Senior Manager deemed appropriate emergency treatment would be pursued. In the event there was a serious injury then emergency medical attention would be sought immediately.

All children/young people are able to make a complaint following any incident to the Resolve clinic, this is a confidential complaints process that operates twice weekly by the Hillside Safeguarding Officers. Any complaint received will be taken seriously and investigated fully.

A pre-emptive approach is used if a young person has a history of climbing on furniture within the unit, to prevent this from happening a physical intervention may be necessary to avoid a greater risk from occurring. This could mean stopping them climbing further.

If a young person is already elevated, the duty manager will advise on the appropriate action to take. This could be removal from the area, diffusing the situation or waiting for the situation to end. In any event the immediate area would be cleared with safety mats being used. If it has been decided that removal is the only option, this will need to be planned and coordinated. The incident will be approached with caution, with verbal contact being maintained with the child/young person to continually encourage them to climb down. If the child/young person needs to be brought down from a height, then this must only be where necessary and proportionate whilst also ensuring their health, safety and dignity of the child/young person is maintained at all times. The child/young person will be brought down from the height in a controlled manner using mats, following which the child/young person will be escorted to their bedroom.

## 10. TRAINING

An induction programme lasting six weeks is delivered to all new starters in Hillside. Satisfactorily completion of this induction is required before they can commence work on the unit. All new staff in the authority are subject to a probationary period as set out in the probationary policy. The following induction programme is delivered to all new starters:

First day information: Tour of Building; All about Hillside; Induction Portfolios	<ul style="list-style-type: none"> <li>• Social &amp; Wellbeing Act</li> <li>• Codes of Practice</li> </ul>
Admin Procedures	<ul style="list-style-type: none"> <li>• Pay, timesheets &amp; TNA system</li> <li>• Sickness Reporting</li> <li>• Annual Leave &amp; Toil</li> <li>• Vaccinations</li> <li>• Driving Licence Checks</li> <li>• Staff Profile Forms</li> <li>• Health &amp; Safety Booklet</li> </ul>
Premises Officer	<ul style="list-style-type: none"> <li>• Keys &amp; Alarms</li> <li>• Fire Procedures</li> <li>• Pool Cars &amp; Parking</li> <li>• Building Defects &amp; Repairs</li> </ul>
First Aid	<ul style="list-style-type: none"> <li>• Emergency First Aid</li> <li>• Medication Awareness</li> <li>• Seizures</li> <li>• De-Fib</li> </ul>
Manual Handling 1 Day	
Diffusion Training 1 Day of the Psychologically Informed Environment	
Behaviour Management 3 Days  1 additional day at the end of the induction period to test knowledge attained.	<ul style="list-style-type: none"> <li>• Theory &amp; Legislation</li> <li>• Physical Interventions</li> <li>• Policy</li> <li>• Pat Searches</li> <li>• Room Searches</li> </ul>
Safeguarding	<ul style="list-style-type: none"> <li>• In line with AWSCIF &amp; Western Bay</li> <li>• Hillside Process and Policy</li> <li>• Child Protection Paperwork</li> <li>• Complaints (Resolve)</li> <li>• Referrals</li> <li>• Compliance Checks</li> </ul>

All existing staff will be monitored through observations and through supervisions sessions, they will receive the following training with the frequency stated during their employment:

**Course**

**Frequency**

<b>Behaviour Management Refresher Training (NFPS model) Including Policy, Practice and Techniques</b>	Minimum of yearly
<b>Diffusion Theory</b>	Yearly
<b>Emergency First Aid</b>	Every 2 years
<b>Understanding Trauma</b>	Yearly
<b>Communication with Teenagers</b>	Yearly
<b>Trauma Recovery Model and the Formulation Process</b>	Yearly
<b>Speech, Language and Communication Training</b>	Yearly
<b>Child Development</b>	Yearly
<b>Safeguarding</b>	Yearly

*Practice sessions and refresher training will occur with staff when the need arises, for example a difficult new admission, reoccurring issues or on staff requests*

In addition to the training highlighted above, all behaviour management tutors in Hillside will receive the following training with the frequency stated during their employment:

<b>Course</b>	<b>Frequency</b>
<b>Behaviour Management Tutor Training (NFPS model)</b>	Yearly
<b>First Aid Qualification Refresher Training</b>	Every 3 years

Further information on the training provided to staff is detailed in the Training Strategy and Plan.

## **11. REVIEW, SCRUTINY AND QUALITY ASSURANCE**

There are a number of review processes in place for the monitoring and scrutiny of incidents:

- Records of all incidents requiring control, restraint or discipline are completed within 24 hours of occurring and are reviewed daily by a senior manager in centre briefing which will scrutinise all sanctions, discipline and restraints
- Weekly scrutiny by the multidisciplinary team to ensure that each child/young person's risk assessment is reviewed and is reflective of their needs and details staff response to presenting behaviours
- The quality assurance and review of every restraint by a manager and a senior manger
- A review by local authority designated officers where an incident is submitted to them as part of a child protection referral
- Quarterly visits and reports by the Lead Officer for Safeguarding in Neath Port Talbot to focus on sanctions, incidents and restrictive interventions



- Quarterly quality assurance audits on incidents and restraints undertaken by the Quality and Audit Coordinator
- Focused audits where necessary to provide greater detail and understanding of incidents
- Make incident paperwork available to the Youth Custody Service (YCS) for those children/young people placed in a YCS bed
- A review of incidents and restraints by the Care Inspectorate Wales for any child/young person accommodated in Hillside as deemed appropriate by them
- The Independent Visitor, as the representative of the RI, analysing data and interacting with the children/young people on a monthly basis
- The Responsible Individual visits and completion of a quarterly report, annual report and statement of compliance where behaviour management will be considered

Where an incident occurs the following individuals will be notified:

- Assistant Unit Leader
- Unit Leader
- Senior Managers
- Social Worker of placing authority

In the case of reportable incidents, Senior Managers will notify the following individuals/bodies:

- Registered Manager
- Responsible Individual
- Placing Authority
- Neath Port Talbot Children and Young People Services
- Regulators e.g. Youth Custody Service and/or Care Inspectorate Wales
- Police
- Swansea Bay University Health Board

## 12. GOVERNANCE

- The Responsible Individual (RI) will be notified immediately by the service of any serious injuries or warning signs that occur such as serious incident requiring immediate medical attention by the child/young person or employee, or where any instances where practice undertaken by employees is not consistent with the training they have received
- Quarterly reports on physical restraints will be presented to the West Glamorgan Safeguarding Board for scrutiny/oversight

- Monthly performance report will inform/challenge practice and identify trends on restraints and separations, this report will be scrutinised monthly by the Senior Management Team and acted upon where necessary. An overview of the report will be provided to the Hillside Development Board
- Any incidents that it is believed may meet the criteria for a Multiagency Professional Forum (MAPF) or Child Practice Review (CPR) will also be referred to the Safeguarding Lead and the West Glamorgan Safeguarding Board for consideration
- Quarterly reports to the Social Care, Health and Wellbeing Scrutiny committee from the Registered Manager
- The Responsible Individual (RI) will complete a quarterly report on the quality of care at the home as part of their duties in relation to Regulation 73 of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017, these reports will include the independent visitor reports and will be shared with the service, reviewed by the Social Care, Health and Wellbeing Scrutiny committee and will be made available to Care Inspectorate Wales and Youth Custody Service

## Impact Assessment - First Stage

### 1. Details of the initiative

<b>Initiative description and summary:</b> Behaviour Management Policy for Hillside
<b>Service Area:</b> Children Services – Hillside Secure Children’s Home
<b>Directorate:</b> Social Services, Health and Housing

### 2. Does the initiative affect:

	Yes	No
Service users	x	
Staff	x	
Wider community		x
Internal administrative process only	x	

### 3. Does the initiative impact on people because of their:

	Yes	No	None/ Negligible	Don’t Know	Impact H/M/L	Reasons for your decision (including evidence)/How might it impact?
Age		x				Although the policy will cover young people who have been placed at Hillside, young people will not see a significant change as a result of implementing the policy as there is already a behaviour management policy in place. This new policy is revised to take into account newer legislation.
Disability		x				There are no changes to the nature or scope of services to be provided, the proposal is to revise the Behaviour

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						Management Policy taking into account newer legislation.
Gender Reassignment		x				There are no changes to the nature or scope of services to be provided, the proposal is to revise the Behaviour Management Policy taking into account newer legislation.
Marriage/Civil Partnership		x				There are no changes to the nature or scope of services to be provided, the proposal is to revise the Behaviour Management Policy taking into account newer legislation.
Pregnancy/Maternity		x				There are no changes to the nature or scope of services to be provided, the proposal is to revise the Behaviour Management Policy taking into account newer legislation.
Race		x				There are no changes to the nature or scope of services to be provided, the proposal is to revise the Behaviour Management Policy taking into account newer legislation.
Religion/Belief		x				There are no changes to the nature or scope of services to be provided, the proposal is to revise the Behaviour Management Policy taking into account newer legislation.
Sex		x				There are no changes to the nature or scope of services to be provided, the proposal is to revise the Behaviour Management Policy taking into account newer legislation.

Sexual orientation		x				There are no changes to the nature or scope of services to be provided, the proposal is to revise the Behaviour Management Policy taking into account newer legislation.

**4. Does the initiative impact on:**

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	Yes	No	None/ Negligible	Don't know	Impact H/M/L	Reasons for your decision (including evidence used) / How might it impact?
People's opportunities to use the Welsh language		x				Hillside is not registered with Care Inspectorate Wales to provide the active offer of the Welsh Language, so this is not applicable, however several staff members are fluent welsh speakers so there will be opportunities for any Welsh young people placed in Hillside to use the Welsh Language. Hillside accommodates both Welsh and English young people.
Treating the Welsh language no less favourably than English		x				Hillside is not registered with Care Inspectorate Wales to provide the active offer of the Welsh Language, so this is not applicable, however several staff members are fluent welsh speakers so there will be opportunities for any Welsh young people placed in Hillside to use the Welsh Language. Hillside accommodates both Welsh and English young people.

**5. Does the initiative impact on biodiversity:**

	Yes	No	None/ Negligible	Don't know	Impact H/M/L	Reasons for your decision (including evidence) / How might it impact?
To maintain and enhance biodiversity		x				Not applicable
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.		x				Not applicable

**6. Does the initiative embrace the sustainable development principle (5 ways of working):**

	Yes	No	Details
<b>Long term</b> - how the initiative supports the long term well-being of people	x		The Behaviour Management Policy provides a safe framework for staff to work within to manage the behaviour of young people placed at Hillside. The policy will provide a consistent and safe response to managing behaviour which will aid young people to manage their own behaviour by teaching them coping strategies to use whilst in the home and to take with them following their discharge.
<b>Integration</b> - how the initiative impacts upon our wellbeing objectives	x		The service helps to ensure the Council meets its wellbeing objective of improving the wellbeing of children and young people in the borough by providing them with a safe and consistent response to managing behaviour

<b>Involvement</b> - how people have been involved in developing the initiative	x		Hillside will obtain young people and staff views in order to inform the delivery and performance of the policy. Young people feedback will also be gathered through regular audits on incidents as part of the quality assurance framework
<b>Collaboration</b> - how we have worked with other services/organisations to find shared sustainable solutions	x		We have collaborated with the Youth Custody Service in the development of the Policy to ensure that it covers both the requirements of Welfare placed young people and those placed by the Youth Custody Service
<b>Prevention</b> - how the initiative will prevent problems occurring or getting worse	x		The policy plays and integral part in the management of behaviour in Hillside. This policy will ensure staff are working in a safe consistent manner in keeping with current legislation and will also ensure young people learn to regulate and manage their own behaviour through the behaviour support programme.

#### 7. Declaration - based on above assessment (tick as appropriate):

A full impact assessment (second stage) <b>is not</b> required	x
Reasons for this conclusion	
There are no changes to the nature or scope of services to be provided, the proposal is a revised policy in line with new legislation.	

A full impact assessment (second stage) <b>is</b> required	
Reasons for this conclusion	

	<b>Name</b>	<b>Position</b>	<b>Signature</b>	<b>Date</b>
Completed by	Melanie Weaver	Quality and Audit Coordinator	M. Weaver	19.08.19
Signed off by	Keri Warren	Head of Children Services	K. Warren	19.08.19

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Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

## **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL Social Care, Health & Well-Being Scrutiny Committee**

**5<sup>th</sup> September 2019**

### **Report of the Head of Children and Young People Services - Keri Warren**

#### **Matter for Information**

#### **Wards Affected: All**

#### **Fostering Service Quality of Care Report 2018/19 and Fostering statement of purpose**

#### **Purpose of the Report:**

The purpose of the report is to provide Members with the Fostering Service Quality of Care report for activity in 2018/19 and the revised Statement of Purpose for the Neath Port Talbot fostering service.

#### **Executive Summary:**

The quality of care report provides an overview of the work of the Neath Port Talbot fostering service during 2018/19. The report considers:

- The profile of children who experience care in Neath Port Talbot;
- The profile of foster carers;
- Recruitment and marketing activity;
- The role and function of the service;
- Support for foster carers and children who are looked after
- Training;
- Engagement with carers and young people;
- Complaints and allegations;
- Development plans for the service;

Also for information is the revised 2019/20 Neath Port Talbot statement of purpose. The statement of purpose is to set out the mission statement for the service and to identify the service aims, objectives and to detail its role and function.

**Background:**

Regulation 52 of the Local Authority Fostering Services Regulations (Wales) 2018 which came into effect on 29<sup>th</sup> April 2019 sets out the requirement for local authority fostering services to produce a quality of care report which is reviewed 6 monthly.

Schedule 1 of the Regulations sets out the requirements for the fostering service to have a statement of purpose.

**Financial Impacts:**

No Implications.

**Integrated Impact Assessment:**

There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring / information purposes.

**Valleys Communities Impacts:**

No Implications.

**Workforce Impacts:**

No implications.

**Legal Impacts:**

No implications.

**Risk Management Impacts:**

No Implications.

**Crime and Disorder Impacts:**

Section 17 of the Crime and Disorder Act 1998 places a duty on the Council in the exercise of its functions to have “due regard to the likely effect of the exercise of those functions on and the need to do all that it reasonably can to prevent:

- a) Crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment); and
- b) The misuse of drugs, alcohol and other substances in its area; and
- c) Re-offending the area”

There is no impact under the Section 17 of the Crime and Disorder Act 1998.

**Counter Terrorism Impacts:**

The proposals are likely to have no impact on the duty to prevent people from being drawn into terrorism.

**Violence Against Women, Domestic Abuse and Sexual Violence Impacts:**

Section 2(1) of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 introduced a general duty where a person exercising relevant functions must have regard (along with all other relevant matters) to the need to remove or minimise any factors which:

- (a) increase the risk of violence against women and girls, or
- (b) exacerbate the impact of such violence on victims.

The proposals contained in this report are likely to have no impact on the above duty.

**Consultation:**

There is no requirement for external consultation on this item.

**Recommendations:**

Not applicable.

**Reasons for Proposed Decision:**

Not applicable.

**Implementation of Decision:**

No decision to be made; for information only.

**Appendices:**

Regulation 52 – Quality of Care Report;  
Neath Port Talbot Fostering Service Statement of Purpose 2019/20.

**List of Background Papers:**

None.

**Officer Contacts:**

Delyth Berni, Principal Officer, Neath Civic Centre, Neath  
SA11 3QZ tel: 01639 763329 email: [d.berni@npt.gov.uk](mailto:d.berni@npt.gov.uk)

# Neath Port Talbot Fostering Service Quality of Care Report 2018/19

The Local Authority Fostering Services Regulations (Wales) 2018

## Background

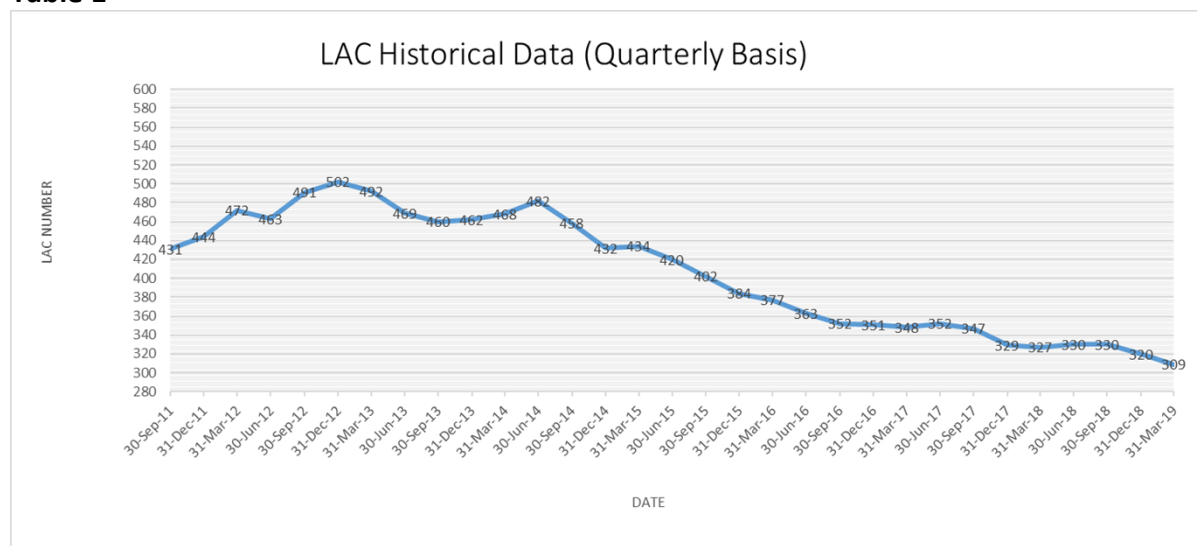
The purpose of this report is to report on the activity of the Neath Port Talbot Fostering Service in line with the requirements of Regulation 52 of The Local Authority Fostering Services Regulations (Wales) 2018 which came into effect on 29<sup>th</sup> April 2019. The Regulations set out the duty of the Fostering Service to establish and maintain a system for monitoring, reviewing and improving the quality of the service.

## Profile of Looked After children

### Numbers of LAC

The numbers of children who are looked after by Neath Port Talbot has continued to reduce, and in 2018/19 the numbers fell from 327 to 309 children looked after by the Local Authority.

Table 1



### Type of placements

The number of children who have required care in a residential provision has remained relatively stable. Neath Port Talbot does not have its own residential children's home but every effort is made to keep children and young people as close to home as possible. Of the 10 children who are in residential placements at 31.3.19, two are placed within the county

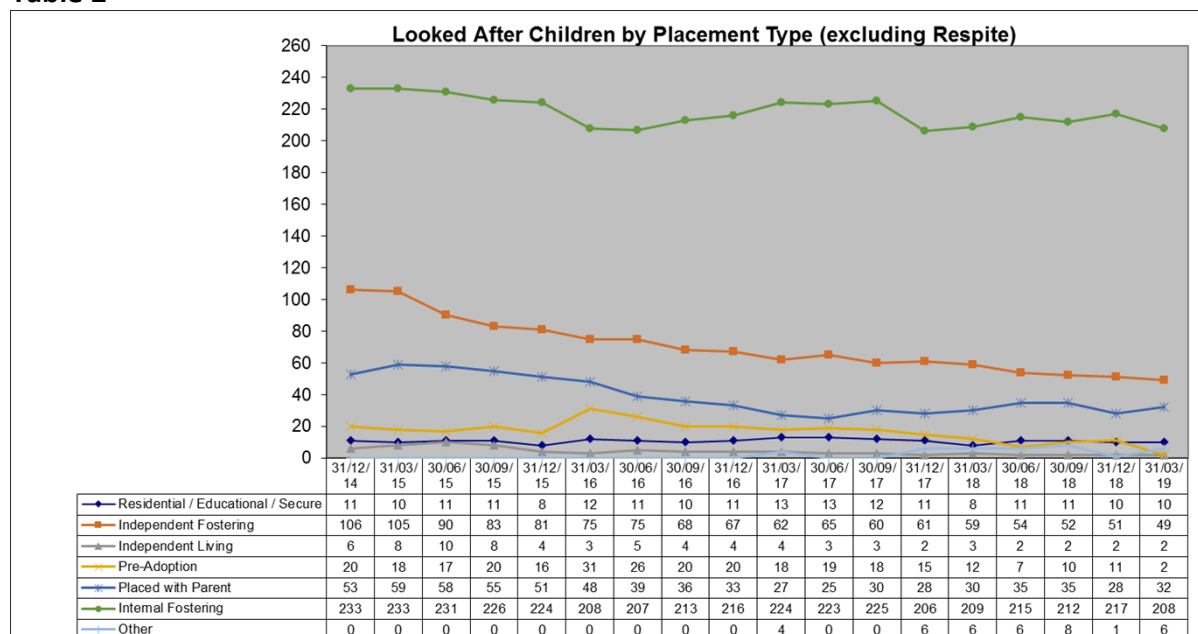
boundary. Of the remaining 8 children 7 are placed in South Wales with one young person placed outside of the Welsh Border.

The service has continued to see a reduction in the number of children placed with Independent Foster carers. 47 of the 49 children who are looked after by Independent foster carers have a plan of long term care and have been matched as being placed long term with their carers. The other two children are placed short term in parent and child placements. 5 children in Independent foster placements will become 18 years old in 2019/20. Another 4 will become 18 years old in 2020/21 and a further 12 will become 18 in 2022/2021. Therefore there will be a natural reduction in the next three years of 21 children from Independent foster placements.

In 2018/19 there were no new long term placements made with Independent foster carers. Of the small number of placements made to independent foster carers 1 children was placed short term in an emergency then was matched with Neath Port Talbot foster carers, and the others have been short term parent and child placements.

There are plans to step down several of the young people in residential placement into foster care which may result in a slight increase of Independent foster placements if no in house matches can be made.

**Table 2**



## Placement stability

**Table 3**

	31.3.16	31.3.17	31.3.18	31.3.19
Number of children who have had 3 or more placements in a year	33 out of 377	17 out of 347	20 out of 327	23 out of 310
Percentage	8.7%	4.9%	6.1%	7.4%

23 children who were looked after in 2018/19 experiences 3 or more changes of placement. This is a slight increase from the previous year. The reasons for the placement changes include; bereavement or illness of the foster carer, change of plan, or short term placements while long term match is being identified. 3 of the children have experienced moves but have remained within the care of their families during this time. One child's move is a positive step down from residential to foster care.

A small number of children have experienced placement moves as a result of the ability to identify a suitable match to meet their complex needs. This is being addressed by the review of the Looked after children's strategy in 2019/20 which will include a review of support for foster carers to improve placement stability.

Stability of children in placement remains a priority for Neath Port Talbot as is maintaining children within the Neath Port Talbot area.

### **Reduction of Looked After Children**

The Local Authority introduced a looked after children strategy in 2015 and this was updated in 2018. It is currently in the process of re writing the strategy as the service and legislation that supports the way the local authority work have changed considerably over the past 3 years. At the end of 2018/19 Welsh Government Ministers notified the Local Authority of the intention to visit individual services in order to discuss the need to reduce the looked after children population. Neath Port Talbot Children's Services has met with the Minister to discuss its position.

Neath Port Talbot is currently still continuing to see a steady and small reduction in looked after children. This has been achieved to date through enhancing early intervention and support services, making edge of care services responsive to need, thorough scrutiny and planning and by supporting permanency for children outside of the care system wherever it is possible to do so. The local authority is clear in its position that any reduction of looked after children needs to be safe, and if it is the only option to keep a child safe then they will be looked after.

As can be seen from the table below the number of children becoming looked after has been less than the number of children being discharged from care.

**Table 4**

2016 - 2017	2017 - 2019						TOTAL
	Q4 17/18 Jan - Mar	Q1 18/19 Apr - Jun	Q2 18/19 Jul - Sep	Q3 18/19 Oct - Dec	Q4 18/19 Jan - Mar		
ADMISSIONS (Excluding Respite)	14	37	15	18	13		83
DISCHARGES	19	34	15	26	26		101
TOTAL CHILDREN ON LAC REGISTER AS AT END OF QUARTER (EXCLUDING RESPITE)	327	330	330	322	309		

A new looked after children's strategy will be developed in 2019/20 and will take into consideration the current profile of looked after children and carers, the changing range of support services needed, developing family group conferencing to support families and support rehabilitation of looked after children and arrangements for placement with parents.

It is felt that there continues to be scope to further reduce the looked after population, but that this will be at a slower pace that has been achieved over the past few years.

As part of the strategy consideration will be given to how the fostering service can evolve to support children remaining with their families where it is safe to do so. Initial ideas include expanding the support break scheme and developing a parenting support scheme to work alongside parents in the community.

## Foster carer Profile

### Number of approved foster carers

**Table 5**

	31.3.15	31.3.16	31.3.17	31.3.18	31.3.19
Foster Carer	139	137	143	139	131
Foster Carer Plus	5	4	7	7	6
Relative Carer	56	42	54	53	48
<b>Total</b>	<b>200</b>	<b>183</b>	<b>204</b>	<b>199</b>	<b>185</b>

### Number of Placements available

**Table 6**

	31.3.15	31.3.16	31.3.17	31.3.18	31.3.19
Foster Carer	250	232	237	227	212
Foster Carer Plus	6	6	11	11	10
Relative Carer	63	52	79	75	73
<b>Total</b>	<b>309</b>	<b>290</b>	<b>327</b>	<b>313</b>	<b>295</b>



## Number of Enquiries to Fostering Service

**Table 7**

Period	Total household Enquiries
2018-2019	41
2017-2018	46
2016-2017	40
2015-2016	55
2014-2015	64

## Number of new approvals

**Table 8**

Period	Total household Approvals Mainstream	Total household Approvals Family and Friends
2018-2019	13 ( 4 respite)	21
2017-2018	13 (5 respite)	23
2016-2017	12 (2 respite)	21
2015-2016	15 (6 respite)	10
2014-2015	16 (3 respite)	11

As shown in tables 5, 6 the number of approved foster carers and number of overall placements available has decreased in 2019/20. Due to the decreasing numbers of Looked after children the lower number of registered carers has not resulted in an increased use of Independent Foster Placements. However, a lower number of available placements does mean that there can be restrictions on placement choices for young people. Getting the matching right when children need to be looked after is important as it means that the child is more likely to have their needs met and there is a lower likelihood of a placement disrupting and the child needing to move.

Table 7 shows a corresponding decrease year on year on the number of enquiries for people interested in becoming fostering carers.

Table 8 shows the number of (mainstream) foster carers who have been approved year on year has remained fairly stable over the past 3 years and we have achieved our target to approve 10 carers a year. Despite the numbers of approvals the net gain has not increased. Therefore further work is needed to review the number of de-registrations and resignations and to analyse the current carer population to have a prediction of the numbers of carers who may leave the service over the next 3 years.

## **Marketing and Recruitment**

The recruitment of foster carers remains a National, Regional and Local Priority.

The service has a dedicated marketing officer who ensures that the fostering service has a presence within the community through the year, in addition to ensuring that the service is represented at job fayres, community events and family activities. Leaflet drops and poster campaigns are part of the ongoing recruitment activity.

The service has continues to use social media as a platform to raise the profile of the service. The NPT fostering website is updated on a regular basis, and has received an increase in the number of visitors. The service has been supported by the corporate communication team.

The service made a decision to streamline its advertising campaigns in 2018/19. Instead of having a larger number of small advertising campaigns the focus was on reaching a larger audience with the use of radio advertising. A key priority of the Council is the development of resilient communities, and drawing on this theme the campaigns aimed to appeal to encouraging people to foster to support their local area and local children. Although the service competes with a number of other local fostering agencies in the radio advertisement there does appear to be early signs that the campaign is successful as several applicants have cited it as having being motivated to contact the service after hearing it.

The service has continued to ensure a good visual presence within the local community by advertising in family events; fun days and by undertaking targeted leaflet drops.

The service has been involved in the regional work of the National Fostering Framework considering the impact of National, Regional and Local advertising.

The service took part in the Fostering Network marketing research project and the findings of this were published in the Fostering Network 'motivations to foster' book in January 2019

The Service has had the support of its foster carers in recruitment campaigns and several carers have supported the service by writing articles for publication or appearing in video's talking about their experience of being a foster carer.

## Support to Carers

### **Sufficiency and quality of staff**

Neath Port Talbot Fostering Service provides recruitment, training, assessment, supervision and support to prospective foster carers including connected person carers. In addition the service provides a placement coordination service for the Local Authority.

The team benefits from having stable and competent management support. The majority of the staff in the service have been experienced front line child care practitioners prior to working in the fostering service. The team generally has low staff turnover which provides a consistency in support to carers and children. Over the past year the team has experienced a small number of temporary staff who have supported maternity and sickness absence, and a small number of natural retirements.

The team structure is as follows:

**Table 9**

<b>Supervision and support team</b>	<b>Assessment and connected persons team</b>
1 team manager	1 team Manager
1 Deputy Team Manager (placement coordinator)	1 Deputy Team Manager
1 Consultant social worker	
7 social workers	6 assessing/reviewing social workers
1 part time psychologist	3 x fostering support workers
1 therapeutic consultant social worker	
1 Play therapist	
4 Business support officers Inc. panel administrator	

### **Therapeutic support**

As seen in the structure above, the service has developed a small therapeutic support team consisting of a psychologist, consultant social worker and play therapist. The team is able to deliver direct clinical therapeutic interventions to children in addition to offering consultation support to foster carers, social workers and other professionals with the aim of supporting a team around the child approach to understanding and meeting their needs.

### **Staff training**

Staff in the fostering service have access to the Local Authority training programme which consists of core training and more specific themes. Included in the training that the staff have undertaken in 2018/19 are the following:

**Table 10**

Secure Base Model	Prevent	PACE
Transition work	Life story work framework	Equality and diversity

Violence against women, domestic abuse and sexual violence	Impact of domestic abuse on children	Fostering in a digital world
Outcomes training	Risk assessments	Attachment & Neuro-biology of Trauma

### **Pre-approval training for carers**

All prospective applicants attend pre-approval training. 4 sessions are run per year jointly with Foster Swansea. 27 Prospective applicants (16 households) attended the training in 2018/19

### **Fostering Panel**

Foster Panel has met on 19 occasions in 2018/19. The panel has had a change of Independent Chair in this year as the former chair's tenure had come to its end.

The membership of the fostering panel for 2018/2019 was as follows:

- Ms J Goodwin            Social Services (Panel Advisor)
- Ms Artie Meakin        Independent (Chairperson) until October 2018
- Ms Jenny McMillan    Independent (Chairperson) from October 2018
- Ms S Prosser            Independent (Vice-Chair)
- Dr P Barnes             Medical Advisor
- Mr Neil Johnson        Social Services (Social Worker)
- Ms Maria Stephens    Social Services (Social Worker)
- Cllr Alan Lockyer      Councillor
- Ms Hayley Roberts    Independent
- Mr G Clifford           Independent
- Ms Donna Hallett      Independent

### **Financial support**

Neath Port Talbot foster carers are paid child allowances in line with the Welsh Government Guidelines for the National Minimum payments for foster carers. The amount of payment is related to the age of the child and is payable for each child they are caring for.

Payments include pocket money and clothing allowance. In addition carers receive a holiday allowance, birthday or special celebration allowance and a Christmas or religious ceremony allowance.

In 2018/19 consultations took place with foster carers about the payment of holiday allowances. Historically, and at the request of foster carers Neath Port Talbot has paid the holiday allowance as a one off annual payment. Consultations have taken place to seek the views of carers on changing the holiday payment to a weekly allowance. While the foster carers unanimously wanted to retain the current payment arrangement of an annual payment they accepted that this needed to change to ensure that the system is equitable to all carers and that those carers providing short term placements are not missing out. The consultation is not finalised, but it is proposed that if any changes take place they will not happen until 2019/20.

Foster carer fees in Neath Port Talbot are based on the age of the child the carer looks after and the carers' approval, skill and qualification level. All foster carers are approved to care for children aged 0-18, but carers will state a matching preference which is based on their experience and fits with their family life.

### **Foster carer training**

All foster carers (including connected person carers) are able to access the Local Authority training for staff. In addition they have a dedicated training officer and a training programme specifically tailored for them. The range of training in 2018/19 has included the following:

**Table 11**

Attachment and PACE	Attachment and family belonging	Attachment and caring sensitively
Contact, recording and safe care	Fostering changes programme	Understanding the system
Equality and diversity	Child development in teens	Substance misuse
Child development	Safer care	Self-harm
Baby massage	County Lines	Child Sexual exploitation
Safeguarding	Kinship attachment and PACE	First aid
Contact	Caring for siblings	Literacy skills
Numeracy Skills	Recording and reporting	Post approval training
Secure base model		

### **Advanced training and Diploma**

We have a successful Foster Carer Training Programme in operation within Neath Port Talbot. The programme has several sections:-

- Main Training Programme (weekly training sessions "Training Tuesdays" – with each month comprising of a theme, such as attachment, core training, working with teens)
- Out of Hours Training Programme (Core training and topical sessions such as County Lines is delivered throughout the year through Saturday morning and twilight sessions)
- Diploma Training Programme (see below)
- Advanced Training Programme (open to carers who've completed all core training and the Level 3 Diploma. Courses are facilitated by Adult Learning and have included Child Psychology, Developing Self Awareness and An Introduction to Counselling. These are generally 10 week courses.)
- Family Friend Carers Training Programme (see below)
- Learn from Home (includes online learning)

Within the training programme we include City and County of Swansea's training calendar, this significantly increases the number of training sessions available to carers across both local authorities. This structure aims to minimise the barriers that exist preventing carers accessing training. Since operating this structure attendance figures have increased significantly.

All training is compliant with the learning outcomes identified within the National Fostering Framework -Post Approval Learning and Development Framework for Foster Carers.

Throughout the coming year the Training Officer is developing workshops to enable the Foster carers to complete the All Wales Induction Framework for Health and Social Care. It is hoped the sessions will be attended by carers and their supervising social workers.

Annually carers are expected to attend at least 3 training sessions. Each year new titles are introduced into the training programme aiming to keep it fresh and interesting to long service foster carers. Examples for this year include Hidden Sentence, Bereavement, RSPCA –Breaking the Chains,

### **Level 3 Diploma in Health and Social Care (children and Young People)**

The Diploma Programme is delivered through a series of 18 workshops. It is open to those who've completed all their core training. Carers are registered to complete the Level 3 Diploma in Health and Social Care (Children and Young People) in cohorts. There is a current cohort of 7 Foster Carers completing their diploma qualification.

To date 68 carers who have achieved the Level 3 Diploma and 21 carers awaiting a place on the qualification.

### **Connected person training**

All Family Friend Carers are welcomed on any part of the training programme. It is recognised that this group of carers have very specific needs in addition to those recognised in main stream carers. The Family Friend Carers Training Programme includes newly approved carers training, this comprises of information on changing roles within the family, attachment, safer caring etc. and the programme covers specific issues such as Managing Contact in Kinship Care.

### **Special Guardianship Carers**

The assessment and support team within the fostering service play a key role in ensuring that the local authority supports Special Guardians. There are now 113 Special Guardians in Neath Port Talbot.

When a child who is the subject of a Special Guardianship Order has an active support plan the child is allocated a support worker from the looked after children's team. Those carers who receive financial support but have no additional support have an annual financial review by the fostering team.

A support group has been established for Special Guardians. Further work is planned in 2019/20 to ensure that we have sufficient support arrangements to maintain stable Special Guardianship placements.

### **Out of hours support**

The fostering service operates an out of hours support service which is staffed by the managers and deputy managers in the team. The service compliments the Local Authority Emergency Duty Team support which is available out of hours, and provides telephone advice and assistance to carers. The service also supports placement coordination for the rare occasions where a new placement is needed out of hours.

### **Multi-Agency Placement Support Service (MAPSS)**

MAPSS is a West Glamorgan regional support service which is led by Neath Port Talbot. The service provides a therapeutic approach to improving outcomes for looked after children. The aim is to promote the stability of placements by supporting carers, social workers, education staff and other professionals to understand a child's responses in the context of their experience. By providing relationship and attachment based therapeutic support to the team around the child the aim is to increase skills and resilience and increase placement stability. The service also provides therapeutic support directly to children.

### **Other specialist support**

The service is also able to access support for children and young people from commissioned services such as TAIH and Better futures.

All looked after children are offered an advocate and can have access to an independent visitor.

### **Independent support for allegations against foster carers**

All mainstream foster carers have membership of Fostering Network who provide counselling and legal advice via a telephone helpline and legal expenses cover. The provision of independent support is required by regulations. This can also be spot purchased for any carers not covered by this membership.

### **Independent Review Mechanism (IRM)**

All applicants or existing carers who are either not recommended for approval/re-approval or have their approval status changed have the opportunity to challenge this decision through the Independent Mechanism process. One of the fostering team managers has been appointed as a professional member of the IRM panel (excluding any NPT cases that are referred)

Since the last report there has only been one referral to the IRM panel and the decision made by Neath Port Talbot was upheld.

### **Foster Care Association**

The group have been proactive in trying to engage a wider audience of carers to participate. They meet regularly and have taken the opportunity to make connections with other associations across Wales. The group have organised a number of social and fundraising events and are keen to develop a peer mentoring role and keep in contact by a close social media account.

The fostering service continues to provide an annual financial contribution to the foster carers association, and in addition offers some administrative support.

### **E Care Scheme**

The eCare project provides computer equipment and internet access to improve communication and sharing of information between carers, children, the fostering service and social workers.

The project has continued to run over a number of years and has supported the way in which information is communicated to foster carers including the development of a foster carers members section of the NPT website in which carers can access information on

policies and procedures, on call rota contact numbers and any consultation events that are happening.

### **Leisure Facilities**

An agreement is in place with Celtic Leisure for foster carers, their own children and the children they look after and care leavers to have free use of Celtic Leisure facilities.

### **Letter Box Club**

Neath Port Talbot Fostering continues to participate in the Letter Box Club, which is funded by Welsh Government in association with Book Trust Cymru. It focusses on improving the educational outlook of looked-after children aged 3-13, by providing them with a parcel of books, maths activities and stationery items once every month for six months from July to December.

Children and foster carers report extremely positive feedback about the scheme and Foster carers have reported increased engagement in reading from the children/young people who have been part of the scheme.

### **Support Groups**

During recent years, the support groups have ranged from specific areas of need, such as Adoption/Moving On to inviting guest speakers along on topics requested by foster carers (e.g. internet safety). Our Men Who Care group continues to have regular attendees and offers guest speakers as and when requested.

This year, we are developing the groups; we have consulted with foster carers and they are in agreement that we need to change the focus of the general group and concentrate on carers' own 'well-being'. To date, the foster carers have set up a walking group, we are in discussions with a local well-being facility and are compiling a list of wellbeing groups that carers can access via their local leisure facilities (free using their Celtic Leisure Passes). MAPSS are also consulting with us on how they can provide support to the groups.

In addition to the Fostering Service organising support groups, the Foster Carers Association support each other via a monthly coffee morning/open session.

## **Engagement with carers and young people**

Neath Port Talbot has a dedicated participation and engagement officer and towards the end of 2018/19 developed a small participation and engagement team. While the service has many activities for looked after children it is a key priority area for development in line with the Council's Children and Young People plan and the Children's Services Development Plan.

The Local Authority has a children in care youth council called Your Voice Matters (YOVO). The group meet regularly and are active in ensuring that children and young people who are in foster care are able to express their views and opinions and have their voices heard by decision makers. In 2018/19 YOVO worked closely with Swansea University's Observatory on Human Rights which is an initiative to ensure that the human rights of children and young people are respected, protected and fulfilled. As part of their work the children



looked at their experienced of becoming looked after, and they have been able to feedback the information that they wished that they would have had when they first went to live with foster carers which included more information about why they needed to be in foster care and more information in advance about their carers.

As a result of the children's feedback the service is now going to undertake further work on the development of carer profiles and carer family books. While these started to be developed there is a need to ensure these are kept up to date and there is a mechanism in place to ensure that they are passed on to children prior to them becoming looked after. What fell out of this work was a need to also review the information that is provided to carers about children. While there is a good system in place to ensure that carers have information about the basic needs of children such as their health, development, family, and contact arrangements etc, often what is missing is the information the children would like the carers to know about them including such as their dislikes, hobbies and so on. Work on this will continue in 2018/19

Members of the YOVO group have been active in the recruitment of senior officers within the local authority and have had their own interview panel.

Neath Port Talbot has an established Quality and Performance Framework and as part of this the service holds regular thematic reviews. There have been a number of audits undertaken in respect of looked after children. In 2018/19 audits were undertaken on the quality of visits to looked after children, disruption meetings and placement moves for children.

The service currently collects the views of children and foster carers as part of their looked after children's review and the foster carers' annual review. While this information is reported to the review meeting or the fostering panel the collective data is not currently accumulated. Plans are in place for early 2018/19 to collate the data from the questionnaires and report on the thematic findings to highlight any strengths and areas for improvement.

Regular meetings are held between the fostering service managers and the foster carer association. The meetings are a positive way for the service to ensure that the voice of the foster carers is heard and that there is good two way communication.

## **Monitoring**

The Fostering service has developed a range of performance management tools which assist in monitoring the quality of the service. These include reminder screens for staff to ensure that checks, reviews and visits are completed on time, as well as notifications for children's reviews.

In addition the service is able to retrieve data on the numbers of approved carers, placements, payments and training.

The Fostering Service completes the National Fostering Framework - performance and Resource Framework data set, and is currently in the process of streamlining and re-

designing the IT system to avoid duplication and to be better able to collate the data required for this framework as some data currently requires manual collection.

## **Complaints and allegations**

2 complaints were made by connected person carers. Both were resolved at stage 1.

7 Professional abuse strategy meetings took place in respect of allegations made against Neath Port Talbot foster carers. Of these: 4 were unsubstantiated, 2 were substantiated (but one was subsequently overturned) and one investigation is ongoing.

No foster carers were deregistered as a result of the allegations.

## **Conclusion**

The Neath Port Talbot Fostering Service has continued to work with the wider workforce in Children's Service to promote positive outcomes for children and young people, provide high quality placements and to support the safe reduction in the number of Looked after Children and children placed out of County.

The therapeutic service has continued to provide an added support to promoting the secure base model and the development of therapeutic foster carers.

The staff in the service have continued to provide a range of supports to foster carers through supervision and training and the service has continued to deliver a range of additional services to carers such as support groups and an out of hours service.

## **Next Steps**

The fostering service has some creative and innovative ideas which will further enhance the stability of foster placements and successful outcomes for children and families and the continued safe reduction of looked after children.

These include ideas such as;

- The expansion of a support break service
- Development of a parentage support scheme to support parents in the community
- Development of a well-being programme to support foster carers
- Reviewing the current use of foster carer profiles and ensuring that each child/carer has the information they need about each other before a placement begins
- Analysing what children and young people tell us about their placement
- Improving engagement with foster carer and carers
- Continuing to be part of the implementation of the National Fostering Framework and the development of National and Regional initiatives
- The service needs to further develop its quality assurance and audit work and to take forward lessons learned and actions

In addition the fostering service will

- Review its marketing strategy in line with the National Fostering framework
- Along with the looked after children's team review the support arrangements for Special Guardians

- Review its policies and procedures (in collaboration with the West Glamorgan Region)
- Ensure compliance with the Fostering Services Regulations (Wales) 2018 Regulations and the The Fostering Panels (Establishment and Functions) (Wales) Regulations 2018
- Review the number of carers who have left the service over the past 3 years.
- Analyse the information we know about our current carer population to consider any predications that can be made about carers who may leave the service I the next 3 years.

The Quality of Care Report will be reviewed in September 2019

Mae'r dudalen hon yn fwriadol wag



# **Neath Port Talbot County Borough Council**

## **Fostering Service**

### **Statement of Purpose**

**2019-2020**

## Our Mission Statement

Neath Port Talbot Fostering Service aims to provide safe, stable. High quality care for children and young people; with foster carers who are skilled and motivated to enable them to achieve the best possible outcomes.

## Contact us

Neath Port Talbot Fostering Service

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01639 685866

[Fostering@npt.gov.uk](mailto:Fostering@npt.gov.uk)

**Registered Manager** Joanne Goodwin

## The fostering service staff

The fostering service are a team of managers, social workers, support workers, a psychologist, therapist, a recruitment officer and business support staff. All of the staff in the fostering service are experienced and suitably qualified to do their jobs. Staff have regular supervision and training to support them to do their job.

## Values and principles

- ✓ We want to ensure that children and young people feel happy and well cared for in the place that they live.
- ✓ We believe that children and young people should be treated as individuals and that we should listen to what matters to them.
- ✓ We believe that all children and young people who are living with carers should be safe and protected from all forms of abuse and exploitation.
- ✓ We believe that all children should have the opportunity to develop secure and stable relationships that that they are able to have permanency. Where children and young people are not able to live with their birth families then we aim to ensure that they can have permanency in high quality long-term placements.

## Aims

NPT Fostering aims to meet the needs of children and young people who experience care by:

- ✓ Providing placements which are safe and caring and in a stimulating environment which improves their self-esteem, life chances, and their achievements.
- ✓ Providing children with care and support which meets their cultural, Religious, ethnic and linguistic needs and any support in relation to their gender identity and sexuality. This includes the active offer of communication through the Welsh language.
- ✓ Providing placements within the boundaries of Neath Port Talbot so that children can continue to live near the communities that they are familiar with and maintain links with their family, school, leisure and health services.
- ✓ Supporting young people to return home if it is safe for them to do so
- ✓ Supporting young people to remain living with their carers after until they are ready to move onto independence

## Objectives

- ✓ We want to improve outcomes for children and young people
- ✓ We will ensure that all children have an active offer of advocacy, and are able to access an advocate to support them with specific issues
- ✓ We want to ensure that we have enough foster carers with the right skills to meet the needs of children and young people
- ✓ We want to make sure that only the children who need to be looked after to be safe are in care. We will support children being rehabilitated to their families when this is safe to do.
- ✓ We will provide support to help families to remain together by providing services that allow families to be able to parent their children in the community or to provide them with a support break if this is needed.
- ✓ We will ensure that our foster carers are supported and have the skills that they need to look after the children in their care.
- ✓ We will develop our services by listening to what children, carers and families tell us.

## What services we provide

We offer a range of placements for children and young people:

- Short term placements
- Long term Placements
- Respite placements
- Parent and Child placements
- Connected person placements

- When I am Ready
- Emergency placements

## **Recruitment and assessment**

### **Initial Enquiry**

When someone contacts us because they are interested in fostering a member of our team will make contact to discuss their interest and potential suitability.

### **Home visit**

If appropriate a home visit will be arranged. One of our social workers will visit and will discuss in more detail what type of fostering someone may be interested in, and their personal circumstances and what services we can offer to support carers including information about financial support. At this stage we undertake DBS checks, and CIW (Care Inspectorate Wales), health and local authority checks.

### **Preparation training**

When satisfactory checks are received all applicants are required to attend preparation training called 'skills to foster'. The training is held jointly with Foster Swansea applicants and provides prospective foster carers the opportunity to learn more about the expectations of being a foster carer and to hear about other carers own experiences.

### **Assessment**

Once training is completed a comprehensive assessment is undertaken by a social worker. Together with the applicant/s the social worker will gather evidence of their skills, qualities and competencies. The assessment will consider:

- The individual profiles of applicants
- Relationships and partners
- Applicants support networks
- Children in the household
- Any other adults in the household
- Description of family life
- Valuing diversity
- Parenting capacity



The assessment must include references from at least 3 people addition to employer references and ex-partner and applicants children's references (if applicable). References are confidential unless the referee has given consent for the information to be disclosed to the applicant.

A report is written of the assessment and this is shared with the applicant/s and the social worker will make a recommendation on the applicant's suitability to be a foster carer.

### **Fostering Panel**

The fostering panel is made up of a variety of professionals including independent members a foster carer and a care experienced person. Applicants are encouraged to attend the panel. The assessing social worker will present their report to the panel who will make their recommendation on the applicant's suitability to the Agency Decision Maker.

### **The Agency Decision Maker**

In Neath Port Talbot the Head of Children and young people's services is the Agency Decision Maker (ADM). The ADM considers the report, any relevant paperwork and the panel recommendation before making a final decision on the applicant's suitability. Applicants are informed in writing of the outcome of the ADM decision.

### **The right to appeal**

Where the Agency Decision Maker does not approve an application or makes a decision to terminate the approval of an existing foster carer, then the applicant/foster carer is notified in writing of their options. Applicants have the right to have the decision considered by the Independent Review Mechanism (IRM). The IRM is an independent panel which provides an independent review of the decision, and if required will refer the matter back to the Fostering Panel for reconsideration before a final decision is made by the ADM.

### **Review of foster carers**

All foster carers have an annual review. This is the opportunity to appraise the least year of their fostering career. It is a chance to look back on their achievements and to look at setting new goals for the year ahead. The review takes into consideration the views of the children and young people who are placed with the foster carer, and the views of the child's social worker. The review is also an opportunity to demonstrate what learning the carer has undertaken and to

identify areas for development. The review is chaired by a member of the team, who is not the foster carers social worker and a report and recommendations are made.

The foster carers 1<sup>st</sup> review after their approval is presented to the fostering panel and their review every three years thereafter.

A carer review will be held if there is an allegation or complaint made in respect of the carer, or if the carer wishes to change their approval status or has a significant change in their circumstances. In these circumstances the review must be considered by the fostering panel before a decision is made by the ADM.

### **Statutory checks**

Medical Checks and DBS checks are updates every three years for foster carers. It is also a requirement that all household members over the age of 18 have a DBS check.

## **Support for foster carers**

### **Supervision of foster carers**

All of our foster carers have a supervising social worker who will regularly be in contact with the foster carers and will provide formal supervision every 6 weeks.

### **Visits to foster carers**

Visits to foster carers will be made by the fostering social worker and the social worker for the child in addition to other professionals, such as health professionals. The frequency of visits will depend on the needs of each placement but there must be a minimum monthly contact between the fostering service and the foster carer. Usually visits are more frequent.

It is expected that all foster carers have at least 1 unannounced visit per year.

### **Out of Hours/Emergency support**

Outside of office opening hours, foster carers have access to the on call telephone service which is run by the managers/deputy managers in the team. The service is available 365 days a year up to 11pm and at weekends. In addition all foster carers are able to access support from the Local Authority's emergency duty team.

## **Policies and Procedures**

Once approved, all foster carers receive a foster carer's handbook which details the policies and procedures for the service to aid them with their fostering task, along with information on finance, health and safety, managing behaviours, complaints etc.

## **Allowances**

All approved foster carers receive an allowance for the children they look after. The allowances are set in line with the Welsh Government Minimum Payments for foster carers and are based on the age of the child. Some foster carers will also receive a professional fee for each child that they look after. The fee relates to the resource they provide, the age of the child and their level of qualification (see finance policy for further detail)

## **Training**

All foster carers are required to undertake core training and we offer a range of training courses, materials and workshops which are designed to support foster carers to meet the needs of the children in their care. Where specific training is required this will be provided. Foster carers are required to undertake core training in their first year of approval and to complete a minimum of 3 days training per year. Training is held on weekdays, weekends and in evenings.

## **Foster Carer Support Groups**

We run a range of support groups for foster carers including 'men who care', support groups for carers supporting children to move onto adoption, groups for connected person carers and Special Guardianship carers.

## **Independent advice**

All foster carers are provided with membership to the Fostering Network where they are able to seek independent advice and support and access to information about fostering.

## **Foster Carers Association**

The Foster Carers Association is run by Neath Port Talbot Foster carers who meet independently of the fostering service to provide mutual support to each other. They run a programme of activities for foster carers, looked after children and carers own children throughout the year. Members of the Association meet regularly with the managers of the fostering service.

## Support for children and young people

### **Advocacy**

All children who are looked after are provided to access to independent Advocacy

### **Education support and celebrating achievements**

We have close links with the education coordinator for looked after children. It is an expectation that foster carers support children with their learning and education. We are members of the Letter Box Club which is a literacy and numeracy initiative funded by Welsh Government for children aged 7-13. Children receive parcels of books, numeracy games and stationary to stimulate their interest in learning.

We hold an annual event celebrating the achievements of our looked after children

### **Therapeutic service**

We have a small therapeutic team which consists of a part time psychologist, Consultant social worker and play therapist. The team are able to work closely with foster carers, social workers and other key partners to provide support to help children develop secure attachments, and to reduce the risk of placement breakdown. The team develop the resilience of foster cares to meet children's emotional needs and where necessary can provide therapeutic support to children.

### **Planning and Reviews**

All looked after children have a plan which is reviewed regularly by their independent reviewing officer. The plans include the personal outcomes for the child and how these will be met.

## Consultation and engagement

Children and Young People Services has a participation and engagement team. The participation officer works closely with looked after young people to ensure that they are able to have a voice to tell us how they feel the service is run, and what improvements are needed.

The young people have established a youth council call YoVo (Your Voice) who meet regularly and are active in shaping the way services are run. They meet with the Corporate Parenting Panel and play an active role in activities within the Council including the recruitment of senior members of staff.

In addition the service has a Junior Safeguarding board which includes representatives from young people who are looked after.

## Regulations

The Service operates in accordance with:

- The Social Services and Well-being (Wales) Act 2014
- The Fostering Panels (Establishment and Functions) (Wales) Regulations 2018
- The Local Authority Fostering Services (Wales) Regulations 2018
- The Children Act 1989
- The Children Act 2004
- The Independent Review of Determinations (Adoption and Fostering (Wales) Regulations 2010
- Delegated Authority for Foster Carers (Guidance 2011)
- Protecting Children supporting Foster Carers – dealing with allegations against foster carers Protocol (Guidance, 2011)
- Regulation and Inspection of Social Care (Wales) Act 2016

Copies of the documents and the most recent CIW inspection of the Fostering Service are available on request

## Useful Contacts

### **Welsh Government**

Care Inspectorate Wales  
Welsh Government office  
Sarn Mynach  
Llandudno Junction  
LL31 9RZ

**Telephone:** 0300 7900 126

**E-mail:** [CIW@gov.wales](mailto:CIW@gov.wales)

### **Children's Commissioner for Wales**

Oystermouth House  
Phoenix Way  
Llansamlet  
Swansea  
SA7 9FS

**Telephone:** 01792 765600

**E-mail** [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

For complaints about Neath Port Talbot fostering service please contact

**Telephone:** 01639 763394

E-mail: [complaints@npt.gov.uk](mailto:complaints@npt.gov.uk)

Social Care, Health and Wellbeing Cabinet Board

**PROVISIONAL - 2019/20 FORWARD WORK PLAN (DRAFT)**  
**SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD**

<b>MEETING DATE</b>	<b>Agenda Items</b>	<b>Type (Decision, Monitoring or Information)</b>	<b>Rotation (Topical, Annual, Biannual, Quarterly, Monthly)</b>	<b>Contact Officer/ Head of Service</b>
<b>17 Oct 19</b>	West Glamorgan Safeguarding Boards Annual Report	Monitoring	Annual	Rebecca Shepherd/ Andrew Jarrett
	Complaints Annual Report	Monitoring	Annual	Leighton Jones/ Andrew Jarrett

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**Social Care, Health and Wellbeing Cabinet Board**

<b>MEETING DATE</b>	<b>Agenda Items</b>	<b>Type (Decision, Monitoring or Information)</b>	<b>Rotation (Topical, Annual, Biannual, Quarterly, Monthly)</b>	<b>Contact Officer/ Head of Service</b>
<b>5 Dec 19</b>	Hillside Managers Report	Monitoring	Quarterly	Karen Wedmore/ Keri Warren
	Regulation and Inspection of Social Care (Wales) Act 2016 RISCA 2016	Monitoring	Quarterly	Chris Frey-Davies/ Keri Warren
	Quarterly Performance Indicators	Monitoring	Quarterly	Ian Finnermore/ Angela Thomas

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**Social Care, Health and Wellbeing Cabinet Board**

<b>MEETING DATE</b>	<b>Agenda Items</b>	<b>Type (Decision, Monitoring or Information)</b>	<b>Rotation (Topical, Annual, Biannual, Quarterly, Monthly)</b>	<b>Contact Officer/ Head of Service</b>
<b>30 Jan 20</b>	Carers Information & Consultation Strategy Annual Progress Report	Information	Annual	Chele Howard/ Angela Thomas

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