



BWRDD GOFAL CYMDEITHASOL, IECHYD A LLES Y CABINET

*Yn syth Yn dilyn y Pwyllgor Craffu ar
DYDD IAU, 17 HYDREF 2019,*

YSTAFELLOEDD PWYLLGOR A/B – CANOLFAN DDINESIG CASTELL-NEDD

1. Periodi cadeirydd
2. Datganiadau o fudd
3. Cofnodion y Cyfarfod Blaenorol (*Tudalennau 3 - 10*)
4. Adroddiad Blynyddol Bwrdd Partneriaeth Gofalwyr Bae'r Gorllewin 2018-19 (*Tudalennau 11 - 62*)
5. Adroddiad Blynyddol Byrddau Diogelu Bae'r Gorllewin 2018-19 (*Tudalennau 63 - 118*)
6. Polisi Cludiant a Chymorth
7. Polisi Tegwch Darpariaeth Gwasanaethau (*Tudalennau 119 - 190*)
8. Adolygiad o Wasanaethau Cefnogi yn y Gymuned - Cydlynwyr Ardaloedd Lleol (*Tudalennau 191 - 198*)
9. Cynllun Blynyddol Gwasanaeth Cyfiawnder Ieuenctid ac Ymyrryd yn Gynnar Castell-nedd Port Talbot 2019-2020 (*Tudalennau 199 - 268*)
10. Blaenraglen Waith 2018-19 (*Tudalennau 269 - 272*)

11. 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).
12. 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

13. Trefniadau Contract ar gyfer Gwasanaeth Cefnogi Bywydau a Rennir (*Tudalennau 273 - 292*)
14. Trefniadau Contract ar gyfer Darparu Cynllun Peilot Cefnogaeth fel y bo'r angen ar gyfer Camddefnyddio Sylweddau (*Tudalennau 293 - 344*)

**S.Phillips
Prif Weithredwr**

**Canolfan Ddinesig,
Port Talbot**

10 Hydref 2019

Aelodau'r Cabinet:

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

Nodiadau:

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

EXECUTIVE DECISION RECORD

5 SEPTEMBER 2019

SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

Cabinet Members:

Councillors: A.R.Lockyer (Chairperson) and R.G.Jones

Officers in Attendance:

A.Jarrett, A.Thomas, D.Cole, K.Wedmore, D.Tiddy, M.Selby, S.Curran and J.Woodman-Ralph.

Scrutiny Invitees:

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

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 25 July 2019, be approved.

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

Decision:

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.

Reason for Decision:

To enable the Council to reassure residents, future residents, families and staff of the position as soon as possible.

Implementation of Decision:

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

4. **CHILDREN AND YOUNG PEOPLE AND ADULT SERVICES - 1ST QUARTER (APRIL 19 - JUNE 19) PERFORMANCE REPORT**

Decision:

That the report be noted.

5. **PROCUREMENT OF ADVOCACY SERVICE FOR ADULTS**

Decisions:

1. That the Head of Adult Services undertakes a procurement exercise to commission an advocacy service for adults;
2. Following the procurement process, the Head of Adult Services be granted delegated authority to enter into a contract with the bidder evaluated as offering the most economically advantageous tender (taking into account the quality and cost of the bids), for the provision of an advocacy service for adults.

Reasons for Decisions:

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 Functioning of the European Union (TFEU) be 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 will be implemented after the three day call in period.

6. **ADULT SERVICES DEBT MANAGEMENT AND RECOVERY POLICY**

Decision:

That the Adult Services Debt Management and Recovery Policy as detailed in the circulated report as Appendix 1 be approved.

Reason for 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 will be implemented after the three day call in period.

7. **WESTERN BAY CARERS PARTNERSHIP BOARD ANNUAL REPORT 2018-19**

Decision:

Due to the unavailability of officers, the item be deferred to the next meeting of Social Care, Health and Wellbeing Cabinet Board.

8. **HILLSIDE BEHAVIOUR MANAGEMENT POLICY**

Members were supportive of the amendment to the Hillside Behaviour Management Policy, as proposed by the Social Care, Health and Wellbeing Scrutiny Committee held prior to this board.

Decision:

That the Hillside Behaviour Management Policy as detailed in Appendix 1 to the circulated report be approved subject to the following amendment:

Page 157 of the Policy as attached to the circulated report under The Registered Manager (RM) will ensure that, bullet point 7 be amended to state that all records of control, restraint and discipline are fully completed as soon as possible and no later than 24 hours of the incident unless under exceptional circumstances.

Reason for Decision:

To enable the Council 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 will be implemented after the three day call in period.

9. **FOSTERING SERVICE QUALITY OF CARE REPORT 2018/19 AND FOSTERING STATEMENT OF PURPOSE**

Decision:

That the report be noted.

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

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

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

Paragraphs 13 and 14 of Part 4 of Schedule 12 A to the Local Government Act 1972.

12. **PROPOSED LEASE RENEWAL TO THE COUNCIL OF ACCOMMODATION WITHIN THE CIMLA COMMUNITY RESOURCE CENTRE**

After receiving a verbal updated Members were supportive of the start date for the renewable of the lease to be granted retrospectively.

Decision:

That approval be granted in principle to renew the lease with the a retrospective start date of accommodation within the Cimla Community Resource Centre for a term of 5 years on terms and conditions to be agreed by the Head of Property and Regeneration in conjunction with the Director of Social Services.

Reason for Decision:

To enable the Council to enter into a lease with Swansea Bay University Health Board for Cimla Community Resource Centre, Cimla, Neath. SA11 3SU so that the building can continue to be a joint working environment to effectively engage with Health colleagues.

Implementation of Decision:

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

13. **HILLSIDE EDUCATION CONTRACT**

Decisions:

1. That Rule 2 of the Contract Procedure Rules continue to be excluded and that the Council be authorised to extend and amend the Collaboration Agreement in respect of educational services at Hillside with the School upon the terms set out in the circulated report;
2. That the Director of Social Services, Health and Housing, the Council's Head of Participation and the Hillside Centre Manager, continue to be designated to be the Representatives of this Council

for the purposes of the Collaboration Agreement. To carry out on behalf of the Council all the delegated powers of such a representative, and further delegates to the Director of Social Services, Health and Housing, the Council's Head of Participation and the Hillside Centre Manager the power to appoint an alternate or deputy for the purposes of the Collaboration Agreement;

3. That the Director of Social Services, Health and Housing be granted delegated authority in consultation with the Head of Legal Services to negotiate and settle the Deed of Variation and thereafter authorise the Head of Legal Services to enter into the said Agreement and any associated documentation.

Reason for the Decisions:

The variation of the Collaboration Agreement between the Council and the School will further enhance the provision. It will continue to allow for improved management and oversight, to further enhance professional development opportunities for all Hillside Education staff. A Collaboration Agreement will ensure that suitable arrangements are in place for the next seven years.

Implementation of Decisions:

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

14. **THE MANAGER'S REPORT ON HILLSIDE SECURE CHILDREN'S HOME (EXEMPT UNDER PARAGRAPH 13) (DEFERRED FROM THE MEETING OF THE 25TH JULY 2019)**

Decision:

That the report be noted.

15. **THE REGULATED SERVICE (SERVICE PROVIDERS AND RESPONSIBLE INDIVIDUALS) (WALES) REGULATIONS 2017 (EXEMPT UNDER PARAGRAPH 13) (DEFERRED FROM THE MEETING OF THE 25 JULY 2019)**

Decision:

That the report be noted.

16. **CONTRACTUAL ARRANGEMENTS FOR A TELECARE
INSTALLATION, MAINTENANCE AND REMOVAL SERVICE**

Decision:

That the Head of Adult Services be granted delegated authority to enter into a contract with Care and Repair Western Bay Limited for the provision of a telecare installation, maintenance and removal service until 31 March 2020, with an option to extend the contract until 31 March 2021.

Reason for Decision:

There is insufficient competition by way of alternative experienced providers to deliver the required Service and the current arrangement provides the Council with best value for money.

Implementation of Decision:

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

CHAIRPERSON

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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

5th 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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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

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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

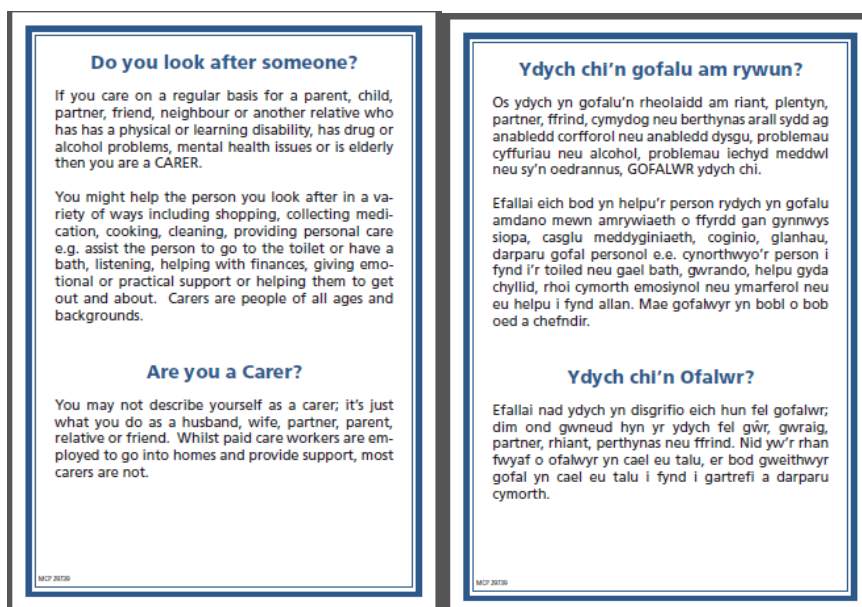
It is important that staff and volunteers who work in social care and health can recognise a person who has caring responsibilities and be able to signpost them to the most appropriate source of information and support. Western Bay Carers Partnership Board Training Subgroup has engaged with the development 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 Morrison 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 Morrison 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.

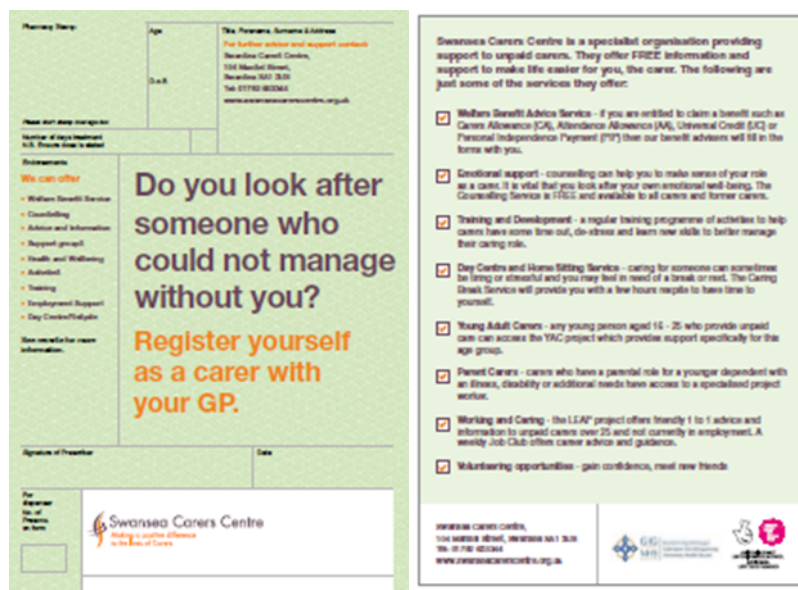
There have been 107 referrals from Primary Care to the Carers Centre.

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 4th 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, 6th 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 carers, 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 4th 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 14th 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 Committee

17th October 2019

**Report of the Director of Social Services, Health & Housing -
Andrew Jarrett**

Matter for Information

Wards Affected: All

**WESTERN BAY SAFEGUARDING BOARDS ANNUAL REPORT
2018/19**

Purpose of Report

The purpose of this report is to present Members with the Western Bay Safeguarding Boards' Annual Report 2018–2019.

Background

The Western Bay Safeguarding Board was established in April 2013 following direction from Welsh Government to regionalise, initially, Safeguarding Children's Boards as recommended within sustainable social services white paper 2011/12.

Neath Port Talbot County Borough Council is identified in the Social Services and Wellbeing Act (Wales) 2014 as being the lead partner responsible for establishing effective regional safeguarding boards for the Western Bay area.

This is the final annual report from the Western Bay Safeguarding Board following the change of footprint to the region with the departure of Bridgend in April 2019.

Executive Summary

The SSWA regulations and codes of practice issued under part 7 (Safeguarding) clearly set out requirements on Safeguarding Boards to produce and publish an annual report at 31st July each year.

The completed Annual Report was published on the 31st July 2019. The report is a reflection of the work of the Board, where it has achieved its objectives and what needs to be taken forward to this year's business plan. The report sets out what has been achieved against its strategic priorities and also provides an overview of performance of the Board against its core business requirements.

Financial Impacts:

Within the Annual Report there is a section which highlights the details of a multi-agency budget.

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:

The Safeguarding Board have a dedicated management unit which is funded via a multi-agency budget therefore, there are no workforce impacts associated with this report.

Legal Impacts:

No implications

Risk Management Impacts:

A risk register is maintained by the Boards' management unit.

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);**
- 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 compliment and work alongside the impact on the above duty. VAWDA SV is included in the priorities of the Board under exploitation.

Consultation:

There is no requirement for external consultation on this item.

Recommendations:

Not applicable – for information only.

Reasons for Proposed Decision:

Not applicable – for information only.

Implementation of Decision:

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

Appendices:

Appendix A – Western Bay Safeguarding Boards Annual Report 2018/19.

List of Background Papers:

None.

Officer Contacts:

Chris Frey-Davies, P.O. Safeguarding tel: 01639 685763
email: c.frey-davies@npt.gov.uk

WESTERN BAY SAFEGUARDING BOARDS' ANNUAL REPORT

2018-19



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INTRODUCTION

Welcome to the Western Bay Safeguarding Board annual report 2018-19.

The Social Services and Wellbeing (Wales) Act 2014 (SSWA 2014) sets out the legislative requirements for Safeguarding Boards in Wales to produce an annual report to reflect back over the work of the Safeguarding Boards against its annual plan each year.

Working Together to Safeguard People – Volume 1 underpins the legislation in relation to Part 7 (Safeguarding) of the Act: Working Together to Safeguard People was issued under sections 131 and 130 of the Act and is known as Guidance on Safeguarding.

Volume 1 sets out the requirements for Safeguarding Children and Adults Boards, including its functions and procedures and the requirements to have annual plans and annual reports.

The purpose of the annual plans and annual reports is twofold; it is to be a useful tool of accountability and to be a useful tool for evaluation. In this context accountability has three components. They are:-

- Accountability to the public;
- Accountability to the statutory agencies from which the Safeguarding Boards' partners are drawn; and
- Accountability to the inspectorate bodies.

The Guidance also sets out what is required to be included in the Boards' annual reports (and plans) and so this report, will cover all fourteen elements as set out in section 209 of the SWWA guidance. The report will highlight achievements against its set priorities for the period, the impact of those achievements and how the Boards have exercised their functions.

FOREWORD

I am pleased to present the final annual report from the Western Bay Safeguarding Board. The footprint of our Safeguarding region will change in 2019-20 with the departure of Bridgend to Cwm Taf Morgannwg, this report reflects what was achieved as the Western Bay Safeguarding Board.

There have been many challenges over the last year and I would like to thank the members of the board for their commitment to the Safeguarding Boards agenda which is often done in addition to their day to day roles. Safeguarding has many challenges and as Chair of the Safeguarding Board I feel we have matured over the last financial year. We continuously strive to develop and improve safeguarding by building stronger links through collaboration and reliance on support from our partner agencies, Welsh Government and other Safeguarding Boards to share learning and enhance practice.

Whilst we are pleased with our achievements there is still work to be done and I look forward to the changes and challenges that the next financial year will bring.

Andrew Jarrett

Director of Social Services, Health & Housing Neath Port Talbot County Borough Council and Chair of Western Bay Children Board



SAFEGUARDING IN WESTERN BAY

Western Bay covers a total population of approximately 529,000. It is made up of three Local Authorities, Bridgend, Neath Port Talbot and Swansea with approximate populations of 143,000, 141,000 and 245,000 respectively.

Looking into the future, population projections show that the population size of all three areas will increase. By 2036, the total population for Western Bay has been estimated to increase by 6.4% to approximately 563,000. (Information taken from the recent population assessment).



ABOUT THE WESTERN BAY CHILDREN BOARD

Each Safeguarding Children's Board is a statutory body, and is part of a wider strategy for safeguarding and promoting the welfare of children, the duty under the Children Act 2004: section 28 where all children services authorities and their partner agencies are charged.

The Social Services and Wellbeing (Wales) Act 2014 requires collaboration across Local Authority areas to improve sustainability within the wider Health board footprint. The Western Bay Safeguarding Childrens Board (WBSCB) has been developed to build safeguarding arrangements across the Swansea, Neath Port Talbot and Bridgend areas.

The WBSCB is committed to the United Nations Convention on the Rights of the Child and believes in the 7 Core Aims for Children and Young People which state they should:

- Have a flying start in life
- Have a comprehensive range of education, training and learning opportunities
- Have the best possible health, free from abuse, victimisation and exploitation
- Have access to play, leisure, sporting and cultural activities
- Be treated with respect and have their race and cultural identity recognised
- Have a safe home and community that supports physical and emotional wellbeing
- Not be disadvantaged by poverty

The WBSCB work to relevant legislation whilst ensuring the circumstances of Children, Young people and their families are appropriately considered locally across the 3 Local Authority Areas.

WBSCB will be committed to the objectives required of all Safeguarding Children Boards established under Section 28 and 31 of the Children's Act (2004) which include:

- That key people and bodies make arrangements to ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children
- To Co-ordinate what is being done by each person or body represented on the Board for the purpose of safeguarding and promoting the welfare of children in the area of the authority by which it is established; and
- To ensure the effectiveness of what is being done by each such person or body for those purposes

ABOUT THE WESTERN BAY ADULT BOARD

Adult Safeguarding is the term that describes the function of protecting adults from abuse and neglect. The Social Services and Wellbeing Act 2014 will continue to drive this improvement with measures to ensure public services such as Social Services the NHS, Police and their partners share the adult safeguarding responsibility.

The Western Bay Safeguarding Adult Board (WBSAB) believes that all Vulnerable Adults/Adults at Risk should:

- Have the best possible life, free from abuse, neglect, victimisation and exploitation
- Be treated with respect and have their race and cultural identity recognised
- Have a safe home and community that supports physical and emotional wellbeing
- Not be disadvantaged by poverty

MEMBERSHIP:

Regional Safeguarding Children Board Membership during 2018-19

NAME	POSITION
Chair	
Andrew Jarrett	Director of Social Services Neath Port Talbot CBC
Local Authority	
Sue Cooper	Director of Social Services Bridgend CBC
David Howes	Director of Social Services Swansea CC
Aled Evans	Lead Director of Education Neath Port Talbot CBC
Keri Warren	Head of Children's Services Neath Port Talbot CBC
Julie Thomas	Head of Child and Family Services Swansea CC
Laura Kinsey	Head of Children's Services Bridgend CC
Nick Williams	Chief Officer Education Swansea CC
Kathryn Thomas	Chief Officer Education Swansea CC
Chris Frey-Davies	Principal Officer Safeguarding Adult and Child Services
Damian Rees	Principal Officer for Safeguarding and Performance Quality
Chris Millis	Head of Participation Education Neath Port Talbot CBC
Lynne Doyle	Learning, Training & Development Manager Neath Port Talbot CBC
Ali Morris	Violence against Women, Domestic Abuse & Sexual Violence Coordinator Swansea CC
Health Board	
Cathy Dowling	Assistant Nurse Director Nursing & Patient Experience ABMU
Dr Matt Stevens	Assistant Medical Director Primary Care
Virginia Hewitt	Head of Nursing Safeguarding ABMU April –Sept 2018
Nicola Edwards	Head of Nursing Safeguarding ABMU December 2018 to date
Wendy Herbert	Assistant Director of quality and Nursing (WAST)
Public Health Wales	
Ian Smith	Named professional Safeguarding Children
Daphne Rose	Designated Nurse Child Protection and Looked After Children April – August 2018
Virginia Hewitt	Designated Nurse/Midwife – National Safeguarding Team Sept 2018 to date
South Wales Police	
Simon Belcher	Superintendent Western BCU
Claire Evans	Superintendent Central BCU

Chris Truscott	
Sue Hurley	Independent Protecting Vulnerable Person Manager
Police and Crime Commissioner	
Siriol Burford	Police and crime commissioner
National Probation Service	
Eirian Evans	Assistant Chief Executive Head of Swansea and Neath Port Talbot
Wales Probation Service	
Deanne Martin	Assistant Chief Probation Officer
Youth Offending Service	
Caroline Dyer	Youth Offending Services Manager
Huw Fife	
Third Sector	
Karen Minton	Service Manager, NSPCC
Tracey Holdsworth	Service Manager, NSPCC
Sarah Bowen	Strategic Manager Barnardo's
Clare Hopkins	CVS
Kelly Ahern	Barnardo's
Prison Service & Secure Estates	
Jason Evans	Head of YOI HMP Parc
Alison Davies	Manager of Hillside secure unit
Welsh Ambulance Service Trust	
Wendy Herbert	Assistant director of quality and nursing

Regional Safeguarding Adult Board Membership during 2018/19

NAME	POSITION
Chair	
Sue Cooper	Director of Social Services Bridgend CBC
Local Authority	
Andrew Jarrett	Director of Social Services Neath Port Talbot CBC
David Howes	Director of Social Services Swansea CC
Angela Thomas	Head of Adults Services Neath Port Talbot CBC
Alex Williams	Head of Adult Services Swansea CC
Jacqueline Davies	Head of Adult Services Bridgend CBC
Terri Warrilow	Safeguarding & Quality Manager Bridgend CBC
Lynne Doyle	Learning, Training & Development Manager Neath Port Talbot CBC
Chris Frey-Davies	Principal Officer Safeguarding Adult and Child Services
Ali Morris	Violence against Women, Domestic Abuse & Sexual Violence Coordinator Swansea CC
Health Board	
Cathy Dowling	Assistant Nurse Director Nursing & Patient Experience ABMU
Karen Williams	Mental Capacity Act and DoLS
Virginia Hewitt	Head of Nursing Safeguarding April – September 2018
Nicola Edwards	Head of Nursing Safeguarding ABMU
South Wales Police	
Claire Evans	Superintendent Central BCU
Sue Hurley	Independent Protecting Vulnerable Person Manager
Beth Aynsley	Independent Protecting Vulnerable Person Manager
National Probation Service	
Eirian Evans	Assistant Chief Executive Head of Swansea and Neath Port Talbot
Public Health Wales	
Dr Lorna Price	Designated Doctor
Virginia Hewitt	Designated Nurse/Midwife – National Safeguarding Team September 2018 to date
Domestic Abuse Representative	
Bethan Lindsay-Gaylard	Domestic Abuse Co-ordinator Bridgend, NPT, Swansea
Third Sector	
Danielle Lock	Support Services Team Leader - SCVS
Prison Service	
Lisette Saunders	Director Park Prison
Graham Barrett	Governor HMP Swansea

Peter Hayworth	Governor HMP Swansea
Wales Probation Service	
Deanne Martin	Assistant Chief Probation Officer
Wales Ambulance Service Trust	
Rhiannon Thomas	Senior Professional Safeguarding Children and Adults
Care Home Providers	
Dianne Purnell	Home Manager/RI/Providers
Jaqueline Orrells	Home Manager/RI/Providers
Chris Rees	Home Manager/RI/Providers
Christian Heinrich	Home Manager/RI/Providers
Inti Zirga	Home Manager/RI/Providers

ACTIONS TAKEN TO ACHIEVE OUR OUTCOMES

The Board uses a programme management approach to achieve the outcomes set out in their business plan. The Board acts as a representative group at strategic level holding overarching responsibility for safeguarding within their organisations and across the regional partnership. In order to achieve the outcomes required the Board developed a structure to ensure it is best placed to fulfil its requirements. The Boards and their management groups have terms of reference which are reviewed annually to ensure they are fit for purpose and aligned with legislation. The Chairs of the Boards also hold the statutory director roles in one of the local authorities within the Board area. All Board members have a role profile which they are required to sign at the point of induction so as to ensure they understand their agency's commitment to the work of the Board.

Each Strategic Board has a Policy Procedure Practice Management Group (PPPMG) and a Quality Performance and Monitoring Management Group (QPMMG). In addition there is a Joint Training Management Group (JTMG) and a Joint Practice Review Management Group (PRMG). This group now ensures a consistent and timely approach to practice review referrals, identifying reviewers, panel members and Chairs. The group operates on behalf of both boards to fulfil Board functions and has a quality assurance role in scrutinising practice review reports and action plans to ensure smooth sign off, completion and publication. Agencies represented on the Board take lead responsibilities by chairing management groups and so there are chairs from local authority, health board and police.

The Boards have individual business plans where overarching desired outcomes are set alongside what action is required to achieve the outcomes. Actions are separated into allocated management groups or allocated to individuals. This strategic plan is then broken down into individual management group work plans which are reviewed at each meeting, milestones checked and achieved and risks/issues and achievements reported to Board meetings using status report templates.

HOW WE IMPLEMENTED OUR ANNUAL PLAN

The WBSB reviewed its Business plan at the end of March 2019 to determine what targets had been met. The table below identifies the status against the improvement actions required.

Safeguarding Priority Outcomes 2018/19

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Safeguarding Priority 1. SAFEGUARDING PEOPLE FROM EXPLOITATION						
Strategic Outcome: THE WBSBs ARE RESPONDING APPROPRIATELY AND EFFECTIVELY TO THE IMPACTS OF EXPLOITATION						
Priority Objectives:						
1.1 Safeguarding is a priority consideration within the parameters of Human Trafficking and Modern Slavery.						
1.2 People across the region are aware of the risks identified within County Lines (incl. Cuckooing) and are safeguarded from all aspects of criminal exploitation.						
1.3 All Children and young people who are subject to or at risk of Child Sexual Exploitation are identified and safeguarded effectively, consistently and at the earliest opportunity						
Priority Objectives	Where Are We Now?	What Improvements Are Needed To Fulfil Objectives?	Lead Safeguarding Board	Management Group Lead:	By When	Status at March 2019
1.1 Safeguarding is a priority consideration within the parameters of Human Trafficking and	There are tentative links between WBSBs and the Western Bay Anti Human Trafficking Forum. Most First	Understand the wider impacts and issues the Modern Slavery Act has on Safeguarding.	WBSAB/WBSCB WBSAB/WBSCB	- Quality & Performance	May 2018 September 2018	Links have been made with the human trafficking forum and they attend QPMG meetings on a 6 monthly basis to feed in data.

<p>Modern Slavery.</p>	<p>Responders are now aware of their role in the NRM process</p>	<p>Build data collection and analysis of National Referral Mechanism (NRM) and Multi Agency Risk Assessment Conference (MARAC) information into Performance Frameworks. Undertake Audit Safeguarding processes linked to NRM and MARAC information</p>	<p>WBSAB/WBSCB</p>	<p>Management Groups (QPMG)</p> <p>Quality & Performance Management Groups</p>	<p>January 2019</p>	<p>Training has been delivered on the NRM for first responders across NPT and Swansea. This now needs to be reviewed to ensure training has targeted the right audience.</p> <p>This action has been rolled over to the work plan 2019/20 to audit alongside the exploitation guidance and new Wales Protection Procedures.</p>
<p>1.3 All Children and young people who are subject to or at risk of Child Sexual Exploitation are identified and safeguarded effectively, consistently and at the</p>	<p>Regular data is collected and analysed for WBSCB. A Child Sexual Exploitation and Missing Persons (CSE MISPERs) group meets regularly and makes links with local Multi Agency Sexual</p>	<p>Work with Welsh Government in the development of revised guidance for safeguarding children at risk of CSE</p> <p>Establish links with specialist providers to capture the experiences from children and young</p>	<p>WBSCB</p> <p>WBSCB</p> <p>WBSCB</p>	<p>Policy Procedure & Practice Management Group</p> <p>Communications and Engagement Group</p>	<p>June 2018</p> <p>Sept 2018</p> <p>March 2019</p>	<p>Policy group have been involved in the consultation and have provided feedback to the guidance produced by Welsh Government.</p> <p>This objective has been rolled over into 2019/20 plan and sits under the exploitation group.</p>

earliest opportunity	Exploitation (MASE) groups.	people affected by CSE Review the impact of Barnardo's Gwella Project		Policy Procedure Practice Management Group (PPPMG) (CSE/MISPERs sub group)		Gwella provided information to the policy group which will be analysed and considered at their next meeting.
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Safeguarding Priority 2. Safeguarding People in Care Settings

Strategic Outcome: EFFECTIVE QUALITY MONITORING AND ASSURANCE IS IN PLACE TO SAFEGUARD PEOPLE IN CARE SETTINGS

Priority Objective:

- 2.1 All adult's & Children's residential and nursing care homes in the region are compliant with the Regulation and Inspection Act and strive to meet the highest safeguarding standards required to safeguard people's wellbeing.
- 2.2 There is a consistent approach to commissioning and monitoring arrangements throughout Children's and Adults' residential care settings.
- 2.3 All contracting and commissioning arrangements include safeguarding standards as a routine requirement.

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Priority Objectives	Where Are We Now?	What Improvements Are Needed To Fulfil Objectives?	Lead Safeguarding Board	Management Group Lead:	By When	Status at March 2019
2.1 All adult's & Children's residential and nursing care homes in the region are compliant with the Regulation and Inspection Act and strive to meet the highest safeguarding standards required to safeguard people's wellbeing	The regulation and inspection Act comes into force on 2 nd April 2018	Work with Care Inspectorate Wales to understand the level of Care provision available across the region.	WBSAB	-	May 2018	Care Inspectorate Wales (CIW) have provided details of Care Homes complaint with the Act across NTP & Swansea. Ongoing Western Bay Care Homes Sub Group to be invited to QPMG to forge links.
	The WBSBs have not had direct oversight of the numbers of care settings across the region.	Work with the Western Bay Care Homes Sub Group to have oversight on the implementation of actions following the Older People's Commissioner's report – A Place Called Home	WBSAB	Quality & Performance Monitoring Management Group	April 2018	The Board provided feedback to South Wales Police (SWP). <i>On memorandum not yet implemented.</i>
			WBSCB	Quality & Performance Monitoring Management Group	April 2018	

		<p>Have oversight of the Memorandum of Understanding between SWP (Western BCU) and local care homes to quality assure its effectiveness</p> <p>Undertake an audit/engagement exercise to audit Wellbeing in Care Settings</p>	WBSAB/WBSCB	Quality & Performance Monitoring Management Group	January 2019	
2.2 There is a consistent approach to commissioning and monitoring arrangements throughout Children's and Adults' residential care settings	The Boards do not currently have sight of contracting and commissioning arrangements and are not fully sighted on the numbers of care homes in the region.	<p>Undertake Mapping exercise of the quality monitoring processes across Adults' & Children's' residential Care settings</p> <p>Identify areas for unification of process in quality monitoring</p> <p>Develop a unified process for quality monitoring and Safeguarding Board oversight</p>	<p>WBSAB/WBSCB</p> <p>WBSAB/WBSCB</p>	<p>Q&PMMG</p> <p>PPPMG</p>	<p>June 2018</p> <p>June 2018</p> <p>December 2018</p>	<p>Commissioning teams from Swansea and NPT have had shared case examples to QPMG for both children and adults. This has led to work being undertaken to draw together an escalating concerns protocol for children's care homes.</p> <p>Swansea to consider developing a more proactive monitoring arrangement to adult care homes as in the case in Neath.</p>

						Commissioning to feed into QPMG bi-annually with themes, issues, concerns re. Safeguarding across care homes in Wester Bay.
2.3 All contracting and commissioning arrangements include safeguarding standards as a routine requirement	Safeguarding Standards were developed to sit within the Regional Quality Framework following the Operation Jasmine workshop.	Develop and Promote WBSBs as a Brand	WBSAB/WBSCB	Joint Strategic Training Management Group (JSTG)	June 2018	Polices developed by the Board are used by both Swansea and Neath Port Talbot.
		Develop Practice Guidance for Embedding Safeguarding into Contracting and Commissioning Arrangements	WBSAB	/Communication and Engagement Group	September 2018	Safeguarding is written into the contracts for homes and is regularly monitored by Commissioning.
		Develop an implementation plan for new and renewed contracts for audit purposes	WBSAB	Policy Procedure & Practice Management Group	March 2019	Complete as is notes above.
				Quality & Performance Monitoring Management Group		

HOW HAVE WE MADE A DIFFERENCE?

The **Safeguarding Children Board** whilst continuing to recognise the impact of Child Sexual Exploitation acknowledged the emerging concerns around exploitation in general. This includes, for example, issues around County Lines, Modern Slavery and Radicalisation. As a result the CSE/Misper's group has been developed into an Exploitation sub group covering children and adults. The data being gathered now includes other data relating to exploitation e.g. the number of National Referral Mechanism (NRM) referrals made. An overarching Exploitation policy is being developed encompassing children and adults. The intention is that this will help practitioners and inform practice.

All of the child and adult sub-groups – PPPMG, QPMMG, JSTMG, PRMG have now come together, thus allowing a cross fertilisation of ideas across child and adult areas of practice.

Under the Boards' theme of "exploitation" an interactive training package was developed to encompass awareness of county lines, child sexual exploitation, harmful sexual behaviour, human trafficking, modern slavery, radicalisation and hate crime for both adults and children. There are common themes of vulnerabilities, risk factors, grooming, methods of coercion and control and Adverse Childhood Experiences (ACEs) across all of these issues and will also emphasise their links with 'safeguarding'.

There will be an established pool of agency based trainers who can deliver this training across Western Bay. 50 trainers in total attended a train the trainer day in March 2019. A sub group of 17 trainers will be accredited with the Education and Training Award (EAT) qualification and further specialist input to deliver a bespoke 'exploitation' awareness raising package across the region. Agencies involved include the three Local Authorities of Western Bay, South Wales Police, Health, Probation and Third Sector Partners. A session plan and full resources will be provided to trainers. The training has been piloted to 11 members of the Neath Port Talbot Education Wellbeing Team in February 2019 and will be rolled out across the region in the autumn.

Quality and Performance Management Group

The Quality & Performance Monitoring Management Group (QPMG) has now merged Children and Adults. This is timely as the footprint of the Board has changed with the exit of Bridgend. It has also led to a revision in membership across the group. To reflect the changes to the footprint and the group the Performance Framework for the Safeguarding Board has been revised to cover both Children and Adults and has been brought in line with the new Self-Assessment Improvement Tool (2019). Oversight of both Children and Adults at QPMG has led to the identification of gaps in responses to overseeing Care Homes; one such gap being that there is currently no Escalating Concerns protocol in children's social care as there is in Adults. This gap is currently being considered and an escalating concerns protocol for Children is in draft for consultation with partner agencies. Having oversight of the Commissioning and Monitoring arrangements across the region has revealed some differences in practice in respect of the monitoring visits. The latter may account for more homes in Neath & Port Talbot (NPT) (n3) being under escalating concerns than Swansea (n0). There is clearly a more proactive response to monitoring Care homes across NPT.

Over the past year the Section 28 audit has been revised to include adults also. The audit tool is sent out to certain persons and bodies (member agencies of the Board) to complete to allow the Board to have oversight and assurances of arrangements made for ensuring that those persons or bodies functions are discharged having regard to the need to safeguard and promote the welfare of children. The audit tool has been renamed, Section 135 audit and has been distributed to partners of the Safeguarding Board. The results of this audit, covering 2018/19 were being compiled at the time this report was written.

Hillside Secure Children's Home continues to undergo annual audit into the use of Physical Restraint.

It is pleasing to note that the group now has stronger links with the Human Trafficking forum with data being regularly (every quarter) shared to QPMG and the Exploitation sub-group. This arrangement will continue as the Board works towards achieving strategic priority 1, To tackle exploitation across the region.

The group has been provided with assurances from Swansea Bay University Health Board and its response to: the Lessons for Learning Report: Tawel Fan and the HIW report (KW). The group recently reviewed an emergency response by police to Hillside Secure Children's Home. The learning was then shared with senior management at Hillside and the Police and has resulted in a change in practice.

Representatives of the Swansea and NPT Youth Offending Team sit on QPMG and planning ahead QPMG will have oversight of and support colleagues through the changes that will follow the most recent (2019) inspection of this service.

QPMG is currently reviewing the Multi-agency performance data received and analysed.

Policy, Procedure and Practice Management Group

The main focus of the Policy, Procedure and Practice Management Group (PPPMG) has been developing revising the birth planning multi agency policy. This was completed and signed off at Board. We have also reviewed the Resolution of Professional difference protocol. The group have reviewed the work plan to identify the work they have carried out in line with the priority objectives.

Point 1.2 – People across the region are aware of the risks identified within County lines (incl. cuckooing) and are safeguarded from all aspects of criminal exploitation.

- The Police and Education have worked together to raise awareness of County Lines at schools.
- County lines has been presented to professionals at the Western Bay Safeguarding Event in Liberty stadium on the 12th of November 2018.
- Police have also been raising awareness to members of the public regarding the dangers of County lines.

Point 1.3- All Children and Young people who are subject to or at risk of Child Sexual Exploitation are identified and safeguarded effectively, consistently and at the earliest opportunity.

The Wales Safeguarding Procedures for Wales are still being drafted and will likely be carried forward onto next year. The group's policies will be amended to align with these.

The Review impact of Barnado's Gwella Project has taken place and Barnado's have submitted their findings for the group to consider. This is ongoing and will continue into the next year.

Point 2.2- There is a consistent approach to commissioning and monitoring arrangements throughout Children's and Adult's residential care settings.

The group highlighted that Data has been received on the care homes in Swansea and Neath Port Talbot, Police have a memorandum.

BMU will be contacting commissioning officers throughout Western Bay in order to identify the commissioning policies for all care homes in Western Bay including safeguarding. These will be circulated for consideration to be discussed at the next meeting.

In addition the Exploitation Group report to the PPPMG. This group met twice since the last Board meeting. It was highlighted that the level of attendance was an improvement following the last meeting.

The group have renamed the group from CSE MISPERs to Exploitation. Although the long term focus was CSE the group feel that it is important to address all themes of exploitation, and to identify the work that is being carried out on exploitation. Thus resulting in the change of the scope of the meeting to Exploitation.

The group have amended their Terms of Reference (TOR) as well as reviewing their membership.

The group have analysed the current CSE Headline Data and will be reflecting on any trends and developments at the next meeting.

Swansea have received funding for the contextual safeguarding meetings in which Western Bay will be included. The plan will be over 3 years and will link in with contextual safeguarding and the new Wales Safeguarding Procedures.

Practice Review Management Group

Part 7 of the Social Services and Wellbeing (Wales) Act 2014 sets out the provisions for Safeguarding Adults and Children for all partner agencies. Volumes 2 & 3 clearly sets out the statutory guidance which requires Safeguarding Boards to undertake Child Practice Reviews and Adult Practice Reviews as identified. The West Glamorgan Safeguarding Board's Practice Review Management Group (PRMG) has a key role in achieving these functions of learning, reviewing and improving safeguarding practice. The Practice Review Management Group will be the platform from which these reviews will be undertaken on behalf of the West Glamorgan Safeguarding Children Board and the West Glamorgan Safeguarding Adults Board.

The PRMG is continually striving to professionalise the way we conduct business despite having gone through quite a radical change in both personnel and responsibilities. A Chair and Vice Chair have been appointed to ensure that there is resilience within the group.

The group have successfully embedded the decision making and monitoring of both the Adult Practice Review Referrals and Child Practice Review Referrals into the PRMG. This provides for greater consistency around the review process and has allowed for Adult Practice Reviews to be given the same amount of focus as the Child Practice Reviews.

The group has reviewed and developed/improved their terms of reference and role profiles for members ensuring they are fit for purpose. These have been shared with the board who have agreed that their appointed agency representative are at the right level to make decisions for their agency and they have the requisite skills to carry out their functions within the group.

A task and finish group has developed a toolkit to assist reviewers and chairs of Child and Adult practice reviews. That toolkit is all encompassing from role profiles, templates of all the documents and letter required to allow for a robust review together with a flow chart to assist in visualising the review process all of which is in accordance with the guidance.

The group have also had a task and finish group which includes the chair of the training sub group to prepare a seminar. That seminar will allow for further

cascading and dissemination of the learning on a multi-agency basis from 4 reviews which have been completed and published. That event will take place on safeguarding week and involves the 4 reviewers from each review. This seminar will also be an opportunity to raise awareness of Practice Reviews and the expectations of the practitioners which will enhance the quality of future reviews.

The group now use 7 minute briefings for the purpose of presenting completed practice reviews. These capture the learning effectively and ease the process of disseminating this learning by respective agency leads to the practitioners in a timelier manner.

During 2018-19 the Western Bay Safeguarding Practice review management group received:-

6 Child Practice Review referrals – 1 Progressed into CPR, 1 Multi Agency Professional Forum (MAPF) and 4 didn't meet the criteria.

3 Adult Practice Review referrals – 1 progressed into APR and 2 didn't meet the criteria.

During 2018-19 the Safeguarding Board completed and published 1 CPR and 2 APR's.

South Wales Police

Western BCU has a dedicated Public Protection Unit that covers the Swansea and Neath Port Talbot Local Authority areas.

The unit has a number of experienced Police Officers and Staff that are committed to protecting the vulnerable.

We also have a Public Protection Unit based at Headquarters which is led by a Detective Superintendent and they have a clear view of Public Protection matters locally, regionally and nationally to ensure that best practice and learning is captured and disseminated across the South Wales Police area.

Western PPU has 3 Detective Inspectors that oversee specific areas as follows;

- . Domestic Abuse and Vulnerable Adults
- . Management of Sex and Violent Offenders
- . Child Abuse Investigation Unit

The officers within these team focus on managing threat, risk and harm on a daily basis and developing long term strategy's to prevent abuse occurring. All receive bespoke training for their roles.

Over the last year the unit have been involved with partners in managing;

- . Over 500 Child Protection Strategy Meetings
- . Over 850 Child Protection Case Conferences
- . Managing children that are subject to the CSE Risky Behaviour Protocol
- . Over 180 CSE/ Missing Person Child Protection Conferences
- . Over 400 different children reported missing which accounted for 1642 missing person occurrences
- . The increasing number of registered children's homes in the Western Bay footprint.
- . Over 400 people from outside of Western Bay have been arrested for County Lines related drug dealing
- . Over 1000 High Risk victims of Domestic Violence discussed between the Swansea and NPT Multi Agency Risk Assessment Conference (MARAC)

South Wales Police are committed to working in partnership to tackle these issues and provide a co-chair to the WBSB, a chair for the Practice Review Management Group and ensure the attendance of senior managers at a number of strategic groups.

We are also developing a protocol for Children's care homes and their duties in relation to Missing Persons.

NHS Safeguarding Security Matrix

The NHS in Wales is committed to protecting and safeguarding the welfare of vulnerable children and adults. NHS Wales has an essential role in ensuring that all adults and children receive the care, support and services they need in order to promote a healthy, safer and fairer Wales.

The Safeguarding Children Quality Outcome Framework (QOF) was developed in October 2012 and reported annually for three years. In 2017 it was agreed at the Chief Nursing Officer's Nurse Directors Forum, that an all age revised document be developed via the NHS Wales Safeguarding Network. This opportunity to refocus the purpose of self-assessments and to modernise the tool, led to the development of the NHS Safeguarding Maturity Matrix (SMM).

The SMM has five key elements:

- . Governance and Rights Based Approach
- . Safe Care
- . ACE Informed
- . Learning Culture
- . Multiagency Partnership working

Swansea Bay University Health Board completes and submits its improvement plan and score annually to the National Safeguarding Team which informs the national picture report through the NHS Wales Safeguarding Network to Chief Nursing Officer in Welsh Government. The aim of capturing and collating a national SMM is to provide assurance, share practice and drive improvements towards a 'Once for Wales' consistent approach to safeguarding across Wales.

The Board were asked to focus on recognition of issues within agencies and escalating concerns through the Safeguarding Board.

Hillside Secure Children's Home

Hillside has been under significant scrutiny during 2018-2019 from H&S Executive, Care Inspectorate Wales and the Youth Custody Service (YCS).

Improvement Board driven by the Head of Children and Young Peoples services, was established in December 2018 to address areas of non-compliance.

New senior management team in place from January 2019. The team have driven significant improvements which have resulted in:

- Care Inspectorate Wales re-inspected the service in March 2019 and lifted all areas of non-compliance
- Positive Health & Safety inspection
- YCS renewed confidence in the systems and processes in place in Hillside and will be recommencing placements from June 2019

Improvement Board continues to meet monthly and monitor developments.

New management team, supported by the improvement board, continues to focus on improving practice and establishing Hillside as a national centre of excellence in 2019.

Regular unit meetings are held with the young people resident, with additional groups set up to gain the views of the young people on areas such as décor of the units, unit rules and the incentive scheme. Young people are also encouraged and offered regularly if they wish to make a complaint or compliment.

The care afforded to young people has regularly been commented on by the young people themselves, their families, professionals supporting them and other individuals, such as one Judge who makes orders to send young people to Hillside visiting the centre at the start of 2019, the Judge was able to see first-hand the difference it had made in one young person in particular who he had made the order for them to reside in Hillside, in his words "I left with a deep sense of dedication by you and your staff and also with the knowledge that these unfortunate young people have a real chance of rebuilding their lives under your leadership. I have now had first-hand experience of how you change the lives of young people for the better."

Extensive training is undertaken by all staff at Hillside to ensure they can meet the needs of the young people residing there. Most recently Outcomes Training has been provided to a number of staff to help facilitate the service in working in an outcome focussed way in line with the Social Services and Wellbeing Act (2014) Wales

Another example of Hillside supporting a young person moving on from Hillside to supported accommodation:

I would just like to share some good practice with you. As you are aware, child A transitioned from Hillside in February 2019. Prior to this, involved professionals met with the providers to determine if child A would be offered a placement with them. Outreach support from Hillside and intensive support from the LA was a stipulation of the provider in determining whether child A would be offered a placement. Therefore, Hillside's agreement to this, helped reassure the provider of our shared commitment in supporting the placement. This level of commitment from Hillside to assist me in supporting the new placement has been invaluable and child A also tells me that it is helping to alleviate some difficult emotions that she is experiencing during this transition period, stating:

'I've got abandonment issues and I think no one really cares about me sometimes or that everyone I build up a relationship with will end up turning their back on me or leaving me'.

So I just want share how grateful I am as child A's social worker of this ongoing support from Hillside and the continuity they are providing child A at this difficult time in her transition to a community setting, whilst she is still trying to form trusting relationships within her current placement.

Neath Port Talbot Youth Offending and Early Intervention Service

Background to disaggregation:

Bridgend, Neath Port Talbot and Swansea youth offending teams had been merged service since 29 May 2014 when the first Western Bay Youth Justice Service (WBYJ) and Early Intervention Service (EIS) Management Board was held and all local management boards ceased to exist. The previous Management

Board was chaired by Neath Port Talbot County Borough Council's Director of Social Services Health and Housing, and had a membership in line with the requirements of the Crime and Disorder Act including cabinet members from all three local authorities.

It is well documented that the root causes of crime are multifaceted and tackling these factors requires input from a range of agencies and services at both a strategic level (planning & delivering local service provision) and a practical level (planning & delivering interventions).

Following an inspection report by Her Majesty's Inspectorate of Probation (HMIP) in March 2019 (although the inspection was carried out in October 2018), on the 1st April 2019 - the Youth Offending teams across Western Bay disaggregated and NPT now hosts a stand-alone service for Youth Offending and early intervention. A new management board has been created which serves NPT alone. A service mirroring this has also been created in Swansea for Swansea Youth Justice Service (YJS).

The rationale for disaggregation is that the Youth Offending Teams (YOT) need to focus on their own geographical areas and the demographic of those areas, providing services for the young people of Neath and Port Talbot.

Following publication of the final HMIP report in March 2019 and combined with the planned exit of Bridgend who are going to be part of Cwm Taf health board, it was felt that the best way forward is to return to single Youth Justice Teams across Swansea and Neath Port Talbot.

The Youth Justice and Early Intervention Service (YJEIS) is on an improvement journey, draft action and improvement plans have been presented to the Management board and are being finalised, they will also be presented to the WGSB. The YJEIS are being monitored by the Youth Justice Board (YJB) and are working to strengthen the service in terms of concerns raised by the inspectorate.

Moving forward NPT will need to evidence its ability to deliver the statutory functions laid out in the Crime & Disorder Act and subsequent legislation independently of the other two localities

Andrew Jarrett is the Director of social services and will have Overall governance of disaggregation for NPT, The YJEIS is headed by Principal Officer and strategic lead Ali Davies who reports to Keri Warren Head of Children Services. The Operational Manger is Amanda Turner.

Principal Officer Ali Davies is the current chair of Taith and Better futures partnership (Barnardo's) which is the multi-agency partnership which deals with CSE, Harmful Sexual Behavior (HSB), Child Sexual Abuse (CSA) and has membership from all neighboring local authorities. The information in relation to the partnership will be provided to the WGSB

Ali Davies, is the vice chair of the Contextual Risk Panel (CRP), which has been set up to replace the Risky Behaviour Panel she set up four years ago. CRP shifts the focus from the behavior of the young person to focus upon, address and disrupt the context (the alleged/suspected perpetrator, location and place).

Ali Davies sits on the exploitation sub group, the practice review subgroup, the community safety partnership, and is a member of the Regional Safeguarding Board.

The membership of these subgroups will ensure that the YJS voice is heard in relation to safeguarding, contextualized safeguarding CSE and Risky behaviors.

Our YJS young people will be referred into these resources in collaboration with Children' services and our statutory partners.

As stated above, The NPT YJEIS also have a new statutory management board which met for the first time in July 2019. Andrew Jarrett is the chair of this board. We are providing evidence to that board our commitment to working closely with the WGSB. Safeguarding is a priority for NPT YJEIS.

The voice of the young person is also central to all work going forward with Neath Port Talbot Youth Justice and Early Intervention Service. We are working closely with our young people to elicit their views about what they want and need from Their Youth Justice Service. Participation events and interventions have been scheduled throughout the summer.

SAFEGUARDING THEMES

Safeguarding Children and adults in the region – Performance Data

The following data provides an insight into the children and adult protection referrals received within the Western Bay Region.

Children:

Category of Abuse	Bridgend	Neath Port Talbot	Swansea
Emotional Abuse	82	72 (predominantly DVA)	71
Neglect	66	76	78
Neglect, physical abuse	15	5	22
Neglect, sexual abuse	8	1	5
Neglect & Financial abuse	3	0	0
Physical abuse and sexual abuse	1	0	3
Physical abuse	4	25	39
Sexual abuse	11	10	5
Grand Total	190	189	223

Adults:

Category of Abuse	Bridgend	Neath Port Talbot	Swansea
Emotional	56	77	309
Financial	53	39	209
Neglect	123	80	495
Physical abuse	85	103	430
Sexual	17	25	63
Other	0	0	60
Blank	0	0	6
Grand Total	334	324	1572

TRAINING AND LEARNING

Annual Business Plan & Work Plan 18/19

Following the development of the Western Bay Joint Annual Plan 2018/19, a work plan for the Strategic Training Management Group was produced, to reflect the outcomes of the Boards' Plan. Priority areas for training at national, regional and local levels included:

Safeguarding People from Exploitation:

- Human Trafficking and Modern Slavery
- County Lines
- Child Sexual Exploitation

Safeguarding People in Care Settings:

- Regulation & Inspection Act
- OPC Report; review into Care Homes
- Regional Quality Framework.

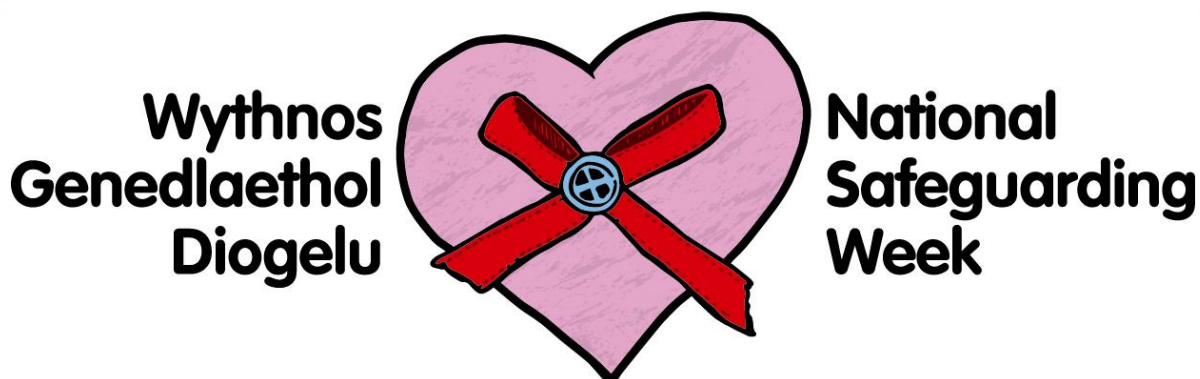
National Training Framework on Violence Against Women Domestic Abuse & Sexual Violence Act (VAWDASV):

Workshops to Raise Awareness of Prevent (WRAP)

Under the Boards' theme of "exploitation" we developed an interactive training package which will encompass awareness of county lines, child sexual exploitation, human trafficking, radicalisation and hate crime for both adults and children. There are common themes of vulnerabilities, risk factors, grooming, methods of coercion and control and Adverse Childhood Experiences (ACEs) across all of these issues and will also emphasise their links with 'safeguarding'.

A group of trainers across Western Bay were accredited with the Education and Training (EAT) qualification and further specialist input to deliver a bespoke 'exploitation' awareness raising package across the region. There is now an established pool of agency based trainers who can deliver this training across Western Bay. Agencies involved include the three Local Authorities of Western Bay, South Wales Police, Health, Probation and Third Sector Partners.

National Safeguarding Week



National Safeguarding Week took place from 12th - 16th November 2018 and a varied programme of events was compiled with the aim of raising awareness of the safeguarding agenda and, more specifically the theme of 'exploitation'.

A conference aimed at practitioners across the whole region took place on Monday 12th November in Swansea's Liberty Stadium. A range of guest speakers highlighted topics such as County Lines, Radicalisation, Coercion and Control and Modern Slavery. In total, almost 600 professionals working in social care, schools, law enforcement and community organisations across the Western Bay area attended the event.

Child Sexual Abuse Awareness training for parents, carers and foster carers took place between November 2018 and March 2019 in venues across Western bay. Its purpose was to raise awareness about risk indicators in relation to children who may be vulnerable to child sexual abuse as well as behaviours in relation to the grooming process.

COLLABORATION

How we have collaborated around Safeguarding

The Western Bay Safeguarding Board have a large network of organisations and partnerships who are engaged with nationally, regionally and locally. There are structures in place to work alongside the National Independent Safeguarding Board and Welsh Government to ensure a strategic function and national collaboration. The Safeguarding Boards have established a partnership reporting framework whereby at each meeting the local and regional partnerships feed into the Board on the work that they do, and any relevant safeguarding matters that may have arisen through the local Community Safety Partnerships, Western Bay Anti Human Trafficking Forum, Domestic Abuse Forums and the Area Planning Board. This has given the Board a connectivity and understanding of the focus of other partners and partnerships and enabled it to limit duplication and ensure a full safeguarding response is undertaken when required. This also allows the Board to link the annual planning arrangements with the priorities of others and therefore able to focus on what is important both locally and regionally.

City & County of Swansea

The City and County of Swansea is a proactive member of both Safeguarding Boards; provides a significant financial contribution; with membership prioritised by the statutory Director of social services, who co-chairs the Adult Safeguarding Board and the Heads of both children and adult services.

The various sub groups are supported by officers of the Council from across social services, education and corporate services including that one sub group is led by Swansea's Principal Officer for Safeguarding.

Through the varied participation of officers, the work and products of the board are disseminated and embedded within business as usual policy and practice of the Council.

Routine updates on the work of the board are provided to the Corporate Safeguarding Board (Co-chaired by the statutory Director and responsible Cabinet Member), the Public protection Executive Board (chaired by the Chief Executive) and Scrutiny committees.

Safeguarding is the number one priority of the Council, embedded within the Corporate Plan and with wide ranging performance information routinely monitored by the Corporate Management Team and Cabinet.

The City and County of Swansea have provided safeguarding training for more than 95% of its staff and Elected Members and there are safeguarding leads identified across every area of the Council. The Council's safeguarding training has recently been reviewed and updated to ensure that it reflects new and emerging issues.

Swansea have adopted the United Nations Convention on the Rights of the Child (UNCRC) and have implemented the Signs of Safety Child protection practice framework within children social services and a signs of well-being equivalent within early help. Swansea Children Services has been chosen as a pilot site for the roll out of an innovative approach to contextual safeguarding. These initiatives are helping us to ensure that the voice of the child is absolutely at the heart of our safeguarding approach with families.

We are continuing to implement an adults equivalent approach – Swansea's 'doing what matters' practice framework with a similar ambition of ensuring adult voice, choice and control are at the centre of our safeguarding arrangements for adults, their families and carers.

Swansea Education (Children Board only)

Swansea Education Department has demonstrated complete commitment to the priorities of the Safeguarding Board. Representatives have attended meetings and participated in Child Practice Reviews as required. Officers have contributed to planning practice reviews and learning events as well as

preparation of reports for publication in relation to child practice reviews both for Swansea cases and as reviewers and panel members for other reviews. Officers have prepared school and education staff in order to ensure that outcomes at child practice review learning events has been meaningful and objectives have been met.

The benefit of officers' participation in Board and sub group meetings/activities is considered to be essential to ensure that up-to-date guidance and policy can be disseminated to schools and it is worth noting that no Swansea school has been identified with any safeguarding issue during Estyn inspection in the last academic year.

Welsh Ambulance Service

The Welsh Ambulance Services NHS Trust (WAST) achieves the Safeguarding objectives of each Regional Safeguarding Board by effectively working together to ensure good outcomes for people who have contact with our service within the Board Region.

Our activity during 2018-19 to prevent, protect and support individuals and their families within the Western Bay Safeguarding Board region has included the following:

WAST Child at Risk Referrals to Local Authority	378
WAST Adult at Risk Referrals to Local Authority	125
WAST Adult Social Care Need Referrals to Local Authority	210

WAST opportunity for increased engagement has been promoted by attendance at the Regional Board meetings and involvement in the associated work plans. This has included participation as panel members in Adult Practice Reviews, Child Practice Reviews and a Domestic Homicide Review.

Learning from the Reviews is coordinated by WAST Safeguarding Strategic Group to ensure dissemination throughout the organisation. WAST staff have attended the Learning Events held which has ensured the voice of our practitioners has directly contributed to the Review, that practitioners can hear the perspectives of the family and that with other Multi agency attendees they are able to reflect on what happened and identify learning for future practice. All Learning is incorporated into WAST Safeguarding training, policies and procedures as appropriate.

Neath Port Talbot Youth Offending and Early Intervention Service

The principal officer for the Youth Justice service is the current chair of Taith and Better futures partnership (Barnardo's) which is the multi-agency partnership which deals with CSE, HSB CSA and has membership from all neighbouring local authorities. The information in relation to the partnership will be provided to the WGSB

The Principal Officer for the YJS Ali Davies, is the vice chair of CRP contextualised risk behaviour panel, (which she set up 4 years ago as the risky behaviour panel) to address high risk behaviours in young people and contextualised safeguarding.

The Principal Officer for the YJS Ali Davies sits on the exploitation sub group, the practice review subgroup, the community safety partnership, and is a member of the LSCB.

The membership of these subgroups will ensure that the YJS voice is heard in relation to safeguarding, contextualised safeguarding CSE and Risky behaviours. Our young people will be referred into these resources in collaboration and with Children's services.

The NPT YJEIS also have a new statutory management board which sits in July. Andrew Jarrett is the chair of this board. We are providing evidence to that board our commitment to working closely with the WBSB. Safeguarding is a priority for NPT YJEIS.

NSPCC

The NSPCC are full members of the main board and are also represented on all sub groups including the Exploitation safeguarding group. The NSPCC representative shares information with the board as appropriate. The NSPCC representative will support the work of the board by undertaking specific tasks such as audit activity; Child Protection Registration appeal boards and supporting other activities as required. The NSPCC rooms are available as a resource to the Board and sub groups where required.

National Probation Service (NPS)

Our Local Delivery Unit (LDU) covers two safeguarding boards, Cwm Taf Morgannwg and Swansea Bay. All relevant Safeguarding information and policies are cascaded to managers and staff at our monthly strategic and operational management meetings. We attend all relevant APR and CPR panel meetings and we are currently chairing a MAPF. On a National basis all learning from APR and CPR's from both England and Wales are collated by our public protection team and themes of learning are disseminated throughout the organisation. NPS across the board understand how instrumental safeguarding is to our daily business of public protection and victim safety. This permeates from the Senior Managers to operational staff who recognise that safeguarding is a fundamental part of their day to day work. This ensures staff prioritise attendance at child protection conferences, contributing to core groups, and sharing of information pertaining to risks with all the necessary agencies.

The National Probation Service in Wales was subject to its first annual inspection late in 2018 as part of the new HMIP framework and the report from this has recently been published. We are pleased that we were rated as **Good** overall which is comparable with the other NPS Divisions inspected as part of the current inspection programme.

The inspection reviewed our work across three domains, Organisational Delivery, Case Supervision and NPS specific work which was court and statutory victim work. We were delighted to receive a rating of **Outstanding** for our services to victims and our sentence plan reviewing practice.

In Wales, we are progressing with the proposals to bring Offender Management into the National Probation Service and developing options for how we want Accredited Programmes, Community Payback, Rehabilitation and Resettlement services to be delivered in the future. We have brought forward our original timescale for the transition of Offender Management in Wales to now be completed by December 2019. We are working closely with our CRC colleagues to oversee the transition of staff and cases whilst maintaining a clear focus on business as usual delivery. During this transition period we will ensure that Safeguarding continues to be a priority.

Neath Port Talbot Education, Leisure and Lifelong Learning Directorate

The Directorate continues to prioritise its safeguarding responsibilities and as such takes a proactive role in the work of the Board. The Directorate's new safeguarding officer took up her role in July 2018 and quickly became an active member in the Policy, Procedure and Practice Group; Quality and Performance Management Group, Joint Strategic Training Management Group and Practice Review Management Group. She has become co-chair of the Practice Review Management Group and has been a panel member on one review.

As part of the Policy, Procedure and Practice Management Group she has become chair of the Exploitation sub group and has been working to increase the membership and buy in from other agencies as well as developing an overarching Exploitation policy covering all aspects of Exploitation for children and adults.

As part of the Joint Strategic Training Management Group she has worked with a Local Authority training officer to develop a train the trainer pack on the topic of Exploitation. This was piloted to a group of ELLLS Wellbeing staff and then

delivered to 50 trainers who will be responsible for delivering the pack to a range of agencies across the Safeguarding Board area.

The Board's business priorities and the promotion of safeguarding awareness topics are included as part of the Directorate's peer review school safeguarding reviews that every school in Neath Port Talbot is required to undergo every two years. The Safeguarding Review process has been adapted to comply with an audit tool developed by the All Wales Safeguarding in Education Group (SEG). Peer reviewers consider all elements of safeguarding and this dovetails with the Board's business priorities seamlessly. Action plans are developed at the end of every review and any schools raising particular concern are monitored closely as part of this action plan.

The Directorate and a number of schools took an active part in safeguarding week. During 2018/19 safeguarding week coincided with anti-bullying week and so schools undertook activities that cut across the safeguarding priorities and the anti-bullying agenda. This included themed assemblies, involving partner agencies e.g. NSPCC and Police liaison officers. School councils were working hard during this week and many schools were highlighting a rights respecting approach within their plans.

The Directorate's secondary school pupils have also been active members of a newly formed Junior Safeguarding Board which meets regularly in our secondary schools.

The Safeguarding Officer has updated the basic safeguarding training that is delivered by designated leads to the whole staff annually. The training references some of the upcoming themes around adverse childhood experiences (ACEs) as well as revisiting all aspects of safeguarding and child protection in schools. The Safeguarding Officer has also been reminding schools of the training requirements around Prevent and Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) including delivering some face-to-face sessions for schools.

The Directorate maintain its high level of commitment to, and engagement with, Board Priorities and activities.

Barnardo's Cymru

Barnardo's Cymru continues to ensure the work of the board is distributed across the organisation at a National and Regional level. As Assistant Director for Western Bay services I chair a quarterly Locality meeting whereby I bring together operational, support and corporate staff across the Swansea, Neath and Bridgend areas where information is cascaded and discussed. As the National Safeguarding Lead for Cymru I participate in an UK Safeguarding forum where I also highlight good practice from the region. Learning from CPR's are shared both at a strategic and practitioner level. Reflective practice sessions are held in team meetings to develop not only better understanding and standards, but also how to implement learning into services. This year Barnardo's Cymru has focused on the development of the National Safeguarding and Recording Operations group. Although this group has been in existence some years, we have reviewed membership and developed a refreshed work plan. The group is in the process of revising our risk management process and tools, as well as developing Cymru specific recording training and a reflective supervision toolkit.

ABMU HB

The ABMU Health Board has continued to engage and actively contribute to the Western Bay Safeguarding Adult and Children Regional Boards and its sub groups. This work has included:

- Participation in the consultations of the rewrite of the All Wales Adult and Children Protection Procedures
- Assistant Director of Nursing and Patient Experience elected as Co-Chair of the Safeguarding Adult Board
- During National Safeguarding week 2018, the Corporate Safeguarding team arranged lunch and learn sessions on Child Sexual Exploitation, County Lines and awareness stands were arranged across all Health Board

- The Corporate Safeguarding team contributed to the arrangements, promotion and facilitation of regional events during National Safeguarding Week
- An awareness stand/cake sale was held on White Ribbon Day
- Deprivation of Liberty Safeguards (DoLS) collaborative work has continued, the regional DoLS sub group is chaired by the Health Board Interim Deputy Head of Safeguarding
- Contributed to the review of regional multi-agency policies
- Working together within Adult and Child Practice Review processes as panel members, chairs and reviewers
- Participating in Learning Events and facilitation of learning outcomes/recommendations
- Presentation to Regional Board sub group and seven minute briefing related to Sudden Infant Deaths
- Contributed to the development of a regional integrated reporting form and guidance document for referrals into Local Authority
- Sharing the learning from the Healthcare Inspectorate Wales Review of ABMUHB handling of the employment and allegations made against Mr W

ABMU has continued to take a proactive approach to collaboration, and works closely with the Western Bay Safeguarding Boards on many levels to ensure contribution and commitment to fulfilling the functions of the Board.

Bridgend CBC

Bridgend County Borough Council has been a proactive member of both the Children's and Adults Boards since 2013. The Statutory Director of Bridgend was the chair of the Western Bay Safeguarding Adults Board until the boundary change on the 1st April 2019. Since April 2019, Bridgend is now a member of Cwm Taf Morgannwg Safeguarding Board.

Safeguarding is always a priority for Bridgend Council which is reflected in the Corporate Safeguarding Policy. This policy covers all functions and services of the Council and applies to all Council employees, elected members, foster carers, individuals undertaking work placements and volunteers working within the Council.

Neath Port Talbot Council

Neath Port Talbot Council is a dedicated member of both Safeguarding Boards; with the Director of Social Services chairing the Children's Board and membership prioritised by the Heads of Services for both children and adult.

Safeguarding is the main priority of the council and is embedded within the corporate plan. Performance is consistently monitored by Cabinet, Scrutiny Committees and the Corporate Performance Team.

The various sub groups are attended by representatives from across the Council who are actively involved in disseminating and embedding the work of the Board within every day practice of the Council.

Neath Port Talbot Council have provided Safeguarding training to its staff both within adults and children's services and to its Elected members. This is a rolling programme to ensure that both current and new staff receive up to date training.

Neath Port Talbot are leading the way in Wales in relation to gathering people's personal outcomes with the view of working with people to develop their unique care plans. The council are successfully working closely with partner agencies to embed Outcome Based Practice across Neath Port Talbot, so that service users have a voice in relation to what matters to them.

PARTICIPATION

Both Safeguarding Boards routinely invite people to participate in its work through engagement of families subject to Practice Reviews. A high proportion of families invited to contribute meet with the reviewers and give a view on how services and interventions could have been improved but also what went well.

The Adult Board links with a regional citizen panel set up to invite the general public to contribute and be consulted on the work of agencies around them.

Junior Safeguarding Board (JSB)

During January 2019 NPTCBC's Participation and Engagement Officer and the Director of Children's Rights Unit (CRU) invited all secondary schools to establish a Junior Safeguarding Board (JSB). Each secondary school was represented by two young people who sit on their school council respectively. The JSB meet on a monthly basis to discuss safeguarding issues. These meetings promote a safe and private environment where children and young people raise issues affecting their lives. The members of the JSB feed issues and concerns from their school into the agenda and disseminate information back to children and young people in their school.

To date there have been five JSB meetings which are hosted by the schools involved. The group are working to create community links. More recently South Wales Police have started attending the meetings and staff from the Children's Commissioners' office. Issues raised by young people include;

- School buses
- Online bullying
- Sex education
- Lesbian, Gay, Bisexual, Transgender (LGBT) community
- Online abuse – parent training

- A lot of emphasis on adult support which consequently effects children & young people.
- Blind spots in school
- Mental Health
- The need for more teacher training on issues such as LGBT+ & sex education.

The JSB's first project will be to raise awareness of appropriate behaviour of adults at junior sporting events across the county in order to improve children & young people's wellbeing and maintain participation in sporting activities. The JSB have plans to collaborate with South Wales Police, Safeguarding Officers from local sports clubs, Welsh Rugby Union (WRU) and professional sports clubs to raise awareness. Members have also expressed a wish to facilitate an annual safeguarding event. Suggestions for the event included;

- A day of workshops/training and fun activities for council members. This learning would be taken back to schools and messages/good practise shared.
- A roadshow of events/assemblies visiting schools.

The proposed events would be supported by the emergency services and relevant organisations to help deliver messages. Once the JSB has been established it has been proposed that the meetings take place quarterly. Throughout the year the Participation and Engagement Officer and Director of the CRU will visit school councils and other groups throughout NPT to increase participation and gather the voice of the child and young people and include minority groups.

Contact has been made with counterparts in Swansea CBC in order to collaborate on future projects and share the views and opinions of our children and young people from across the West Glamorgan area.

BOARD MEMBERS AND AGENCY CONTRIBUTIONS

The Western Bay Safeguarding Board partners have a responsibility to ensure the Board is functioning effectively. Attendance at Board meetings is monitored against the role profiles which members sign up to. The role profile indicates that members agree to attend 75% of Board meetings.

The chairing arrangements for the Board are as follows:

WBSAB Swansea Social Services ABMU	WBSCB Neath Port Talbot Social Services South Wales Police
Practice Review Management Group South Wales Police	Joint Strategic Training Group Neath Port Talbot CBC - Training
Policy, Practice and Procedure Management Group (Adults) Swansea Social Services	Policy, Practice and Procedure Management Group (Children) ABMU
Quality & Performance Management Group (Adults) Bridgend Social Services	Quality & Performance Management Group (Children) Youth Justice & Early Intervention Service
DoLS Bridgend Social Services	CSE MISPEERS Barnardo's

During 2018-19 the WBSB met on 4 occasions. There was good attendance from our partners as detailed below:

Western Bay Safeguarding Children Board

Agency	24/08/2018	23/07/2018	27/11/2018	04/203/2019
Neath Port Talbot LA	✓	✓	✓	✓
Swansea LA	✓	✓	✓	✓
Bridgend LA	✓	✓	✓	✓
ABMU	✓	✓	✓	✓
South Wales Police	✓	✓	✓	✓
CVS Swansea	✓	✓	✓	✓
National Probation Service (NPS)	✓	✓	✓	✓
National Independent Safeguarding Board Wales (NISB)	✓		✓	
NSPCC	✓			✓
Western Bay Youth Justice Early Intervention Service (WBYJEIS)	✓			
Public Health Wales (PHW)	✓	✓	✓	✓
Barnardo's		✓		✓
HMP Parc		✓		✓

Western Bay Safeguarding Adult Board

Agency	24/08/2018	23/07/2018	27/11/2018	04/203/2019
Neath Port Talbot LA	✓	✓	✓	✓
Swansea LA	✓	✓	✓	✓
Bridgend LA	✓	✓	✓	✓
ABMU	✓	✓	✓	✓
South Wales Police	✓	✓	✓	✓
CVS Swansea	✓	✓	✓	✓
National Probation Service (NPS)	✓	✓	✓	✓
National Independent Safeguarding Board Wales (NISB)	✓		✓	
Public Health Wales (PHW)	✓			✓
HMP Swansea			✓	
HMP Parc	✓			✓
Welsh Ambulance Service Trust (WAST)	✓			
Wales CRC (Community Rehabilitation Company)	✓			

In 2018/19 the Western Bay Safeguarding Board used the national formula for financial contributions from statutory partner agencies as follows:

Agency	
<i>City & County of Swansea</i>	60%
<i>Neath Port Talbot CBC</i>	20%
<i>Bridgend CBC</i>	20%
<i>ABMUHB</i>	25%
South Wales Police	10%
National Probation Services	2.5%
Community Rehabilitation Services	2.5%
Total Funding £190,290	

RESOURCES

The above contributions fund the regional safeguarding business unit which consist of a Business Manager, Adult Co-ordinator and Childrens co-ordinator and a part time administrator. The specific costs are set out below:

Total costs – £148,681

Staffing	£120,367
APR/CPR's	£2,890
Development (Conference, learning events and training)	£21,909
Admin	£3,515

It is acknowledged that resources used to support the work of the Regional Safeguarding Board are not confined or restricted to financial contributions from statutory partner agencies. The Regional Safeguarding Board Chairs, Executive Board members, Sub Group Chairs and members provide a significant amount of their time to support the Board and its work. This is often in addition to their identified professional roles and day to day responsibilities. The variable and diverse nature of Boards work makes this difficult to report on within a quantifiable and measurable resource context and is not always obviously visible to other professionals and agencies. The process, management and publication of child and adult practice reviews, as well as the development of regional policies and protocols are just some examples of Safeguarding Board work and projects that require high levels of professional input, knowledge and expertise.

OTHER BOARD ACTIVITIES

Adult Protection & Support Orders

Adult Protection and Support Orders (APSOs) have been developed within Part 7 of the Social Services and Wellbeing Act to improve the ability to protect adults who may be at risk.

The purpose of an ASPO are:

- (a) To enable the authorised officer and any other person accompanying the officer to speak in private with a person suspected of being an adult at risk.
- (b) To enable the authorised officer to ascertain whether that person is making decisions freely, and
- (c) To enable the authorised officer properly to assess whether the person is an adult at risk and to make a decision as required by section 126(2) on what, if any actions should be taken.

Regulations specify that Safeguarding Board annual reports should include information on the number of APSOs applied for, how many were made and how effective they were.

To date, the Western Bay Safeguarding Board or its partner agencies within have not applied for an Adult Protection and Support Order.

Guidance and Advice received from Welsh Government and National Independent Safeguarding Board (NISB)

The Safeguarding Board welcomed the Practitioners Guide to Basic Legal Principles and has circulated to our partners.

The Safeguarding Board has actively responded to Welsh Government consultations.

The Board would also like to thank the NISB for their support and attendance at our meetings and annual conference and we look forward to working with the new Board members in future.

Section 137 Requests for information

Section 137 of the SSWA provides a Safeguarding Board with the power to request specific information from a qualifying person or body provided that the purpose of the request is to enable or assist the Board to perform its functions. A “qualifying person or body” must be likely to have a real possibility that they hold information which enables the Board to fulfil its functions.

Since enactment the Western Bay Safeguarding Boards have not formally used its powers under Section 137 of the Act. So far the Boards and their management groups have been able to request information using the agreements within the terms of reference for each and has therefore made many requests for information to support its work in audit, quality assurance and practice reviews. These requests for information have always been acknowledged and information supplied.

It was noted in the last report that it was anticipated that the introduction of the General Data Protection Regulations (GDPR) implemented in May 2018 may impact on how information was shared with the Board. To date the Board has encountered no such issues and nor has it been apprised of any issues from its members following the introduction of GDPR. As is noted above should issues arise in respect of this area then, in the spirit of collaboration, a solution locally will be sought prior to the Board using powers under Section 137.

WBSAB



Safeguarding and keeping safe

Western Bay Safeguarding Adult Board





Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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

17th October 2019

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

Matter for Decision

Wards Affected: All wards

FAIRNESS OF SERVICE PROVISION POLICY

Purpose of the Report:

To inform Members of the outcome of the public consultation on the Adult Services Fairness of Service Provision Policy ('the Policy') [see Appendices 1 – 2] and seek approval to implement the Policy.

Executive Summary:

The Policy establishes that where an individual has an assessed social care need they will be offered a social care package which meets their needs and identified outcomes. If they wish to receive care and support by a different means than that provided by the Council they will be offered a Direct Payment at a similar appropriate level. Should the individual request care and support over and above that level they will be expected to pay any difference from their own funds.

Background:

On 7th March 2019 the Social Care, Health & Well-being Cabinet

Board approved a 90 day public consultation of the Policy (at the time entitled the Equitability of Service Provision Policy but renamed the Fairness of Service Provision Policy following feedback from Members on that date; see Background Papers).

The Policy set out the Council's proposal that when undertaking an assessment or reassessment of individuals' needs, the Council will take into account the social care resources available to it when considering how those needs might be met.

Set against a background of increasing demand for our services and economic pressures requiring budgetary savings, the provision of good quality and responsive adult social care support remains a priority of the Council. However, in doing so it is necessary to review what services are provided and how we deliver them.

The Council also has a responsibility to ensure that public funds are spent efficiently and effectively. In doing this, the way that services are identified to meet individual needs should be done in as transparent and equitable a way as possible.

A range of engagement and consultation activities took place between 24th April and 23rd July 2019 to help inform the Policy, and consisted of:

- Overarching public consultation;
- Stakeholder consultation, including linking with existing partner groups;
- Formal written responses.

The purpose of this was to:

- Ensure the consultation was available to as many residents and stakeholders as possible;
- Ensure the consultation documents were available in appropriate formats;

- Provide a mechanism for people to contribute their views of the Policy;
- Find out whether people agreed or disagreed with the proposals and the reasons why;
- Provide a mechanism for people to make comments and suggestions;
- Enable people to suggest alternative proposals.

In light of the consultation responses, it is proposed that amendments be made which:

- Make it clear that relative cost is a factor to be taken into account when agreeing a particular way in which an assessed need is proposed to be met;
- Sets out that personal outcomes are to be agreed, not merely set by the service user;
- Emphasises that annual reviews must take place and these will consider both eligible need and how that need might best be met at reasonable cost.

It should be noted that the essence of the original policy remains intact, i.e. it sets out the Council's proposal that when undertaking an assessment or reassessment of individuals' needs, the Council will take into account the social care resources available to it when considering how those needs might be met.

Financial Impacts:

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

It is not expected that implementation of this policy will likely incur any additional expenditure, nor will any additional income flows likely be received as a consequence.

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.

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.

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

It is concluded that overall the draft policy will have a neutral impact on protected characteristics. The purpose of the policy is to help protect Neath Port Talbot's most vulnerable citizens. The policy's intention is to make access to services to be as fair and equitable as possible for all those with an eligible assessed need. It will also ensure long term sustainability of services in line with the Well-being of Future Generations (Wales) Act 2015.

Valleys Communities Impacts:

No implications.

Workforce Impacts:

No implications.

Legal Impacts:

The draft policy has been developed in line with the Social Services and Well-being (Wales) Act 2014, Regulations and Codes of Practice that set out the Council's duty to assess an individual's need for care and support, as well as the Well-being of Future Generations Act (Wales) Act 2015 which includes responsibility for ensuring sustainability of services.

Risk Management Impacts:

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

Consultation:

On 7th March 2019 Members approved a 90 day public consultation in respect of the Policy. During this period, 24th April to 23rd July 2019, a number of consultation and engagement activities took place. The outcome of the activity is detailed in Appendix 4, and has helped confirm the content of the final Officer draft of the Policy which is the subject of this report.

Recommendations:

It is recommended that Members grant permission for Officers to implement the Adult Services Fairness of Service Provision Policy attached as Appendix 1 and 2 to this report.

Reasons for Proposed Decision:

To take into account the social care resources available when undertaking an assessment or reassessment of individuals' needs, to

ensure a sustainable range of good quality adult social care services are available to meet the needs of the most vulnerable citizens of Neath Port Talbot, and contribute towards the budgetary savings identified in the Council's Forward Financial Plan.

Implementation of Decision:

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

Appendices:

Appendix 1 – Adult Services Fairness of Service Provision Policy.

Appendix 2 – Easy Read Policy Document.

Appendix 3 – Integrated Impact Assessment.

Appendix 4 – Consultation Report.

List of Background Papers:

Equitability of Service Provision Policy permission to consult:

<http://moderngov.neath-porttalbot.gov.uk/documents/s45477/Equitability%20Policy%20-%20Committee%20Report%207%20March%202019.pdf>

Officer Contact:

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Adult Services Fairness of Service Provision Policy

October 2019

This document is also available in Welsh

Building Safe and Resilient Communities

www.npt.gov.uk

Tudalen125

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1. Introduction

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

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

2. Aims of the Policy

The Council is committed to supporting its most vulnerable citizens and ensuring that those who require support are provided with as much choice and control as is consistent with the meeting of need in a way which is efficient, effective and fair to all in need and for whom the council must make provision.

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

3. Legal Framework

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

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

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

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

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

Section 6 provides for other overarching duties, including:

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

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

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

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

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

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

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

The Council is not, however, bound to meet a need in the way preferred by an individual, particularly where the cost of that preferred way is higher than other reasonable ways.

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

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

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

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

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

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

The Mental Capacity Act 2005

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

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

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

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

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

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

4. Principles of Providing a Service

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

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

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

5. Assessing Need

It is vital that the individual or their representative is made fully aware that any care review constitutes a reassessment of the individual's needs, and the most appropriate means by which these may be met, which means that the individual's care package may alter as a result.

6. Principles of Charging for Services

The restrictions upon the maximum amount which a person may be charged as a contribution towards the cost of non-residential care and support, set by the Welsh Assembly by regulation, mean that in order to offer the element of choice in 4. above, a person must be provided with Direct Payments, as defined in the Act, which they can use to purchase care and support services from a third party provider.

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

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

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

7. Ordinarily Resident

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

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

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

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

8. Preference for Particular Accommodation

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

9. Review and Termination of Service

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

10. Complaints / Appeals Procedure

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

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

11. Review of the Policy

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

Mae'r dudalen hon yn fwriadol wag



**Easy Read Version
of
Neath Port Talbot Council's
Fairness of Adult Service
Provision Policy 2019**



What is the Policy about?



The Policy describes how Neath Port Talbot Council will provide services to adults that have an assessed social care need.



The Policy tells us how the Council will make sure adults receive services that meet their assessed needs in ways which are fair to all. If a person wants more or more expensive services than they need we will offer a direct payment and they can choose to pay the extra cost.



This Policy will apply to people who already receive services as well as people who may need services in the future.

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

We want to make sure that the most vulnerable adults in Neath Port Talbot have the right amount of help to meet their needs.

If a person wants a service that costs more than what the Council assesses as being able to meet their needs, they may be entitled to receive a Direct Payment.

A Direct Payment means that a person can arrange the care they want rather than the Council arrange the care for them. The value of the Direct Payment will be similar to the amount it will cost the Council to arrange the care.

If they want services that cost more than those that the Council has assessed as being able to meet their needs, the person might have to pay the difference between the Direct Payment and the cost of the service.

Our Aim

The Council wants to help its most vulnerable citizens and make sure those who need support get it.

We want to do this in a way that is fair to all those in need.

When assessing or re-assessing your needs, the Council will take into account the social care resources available to it when considering how those needs might be met.

We will offer people choice and control over the services that can best meet their assessed needs and desired outcomes in a way that is sustainable.

Who will be affected by this Policy?

We will look at what services a person needs as part of their Care and Support Plan assessment.

We will also look at a person's needs as part of their Care and Support Plan review to see if their needs and outcomes have changed, or if their needs can be met by a different type of service.

This means that people currently using services and those who might need them in the future will be affected by this Policy.

Examples

Ms. A has cognitive and some mental health issues resulting from a stroke. She has been attending a day service for several years. The original intention was that she would learn greater self-care skills, but this isn't happening and, in effect, her going there just provides a break for her parents.

An updated assessment identifies her current needs, and her desire to learn to be more self-sufficient, and a number of options are identified nearer to her home, from which she chooses (with her parents' help.) At the new provision, she is pleased to be helped to learn and hopes eventually to get to the stage of moving into supported living in the community.

Mr. B's assessed needs can be met by him accessing day services and a number of suitable services are available in the locality of his home. Mr. B would like to go to a service provided in Swansea, which costs a lot more than local services and there would be transport costs associated with it. Mr. B and his family are able and willing to pay the extra costs, so a Direct Payment is made to Mr B, equivalent to the cost of the local provision, so that he can make a choice, and he uses this towards the cost of going to his preferred provider.

More about Direct Payments

Direct Payments are cash payments given to you by the Council to arrange and pay for your own care and support instead of the Council arranging services for you.

They allow you to choose and control who supports you and how, when and where this support is provided.

This means:

- You control the decisions that affect your life
- Day-to-day control of the money and provision of your care is given to you
- You have flexibility and choice, enabling you to purchase care that is best suited to your needs and what you want

Direct Payments must be used to meet your social care needs as described in your Care and Support Plan, and could be spent on things like:

- Personal care (e.g. help to get washed and dressed)
- Social activities (e.g. attending community groups)
- Purchasing support equipment
- Support services from an agency

Employing a Personal Assistant to support with the above tasks is one of the most common ways people choose to use Direct Payments.

The Council's Direct Payments Support Service can identify approved support providers who can take care of the responsibility of employing a Personal Assistant.

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
Version 1	Andrew Potts	Commissioning Officer	7 th August 2019

1. Details of the initiative

	Title of the Initiative: Fairness of Service Provision Policy
1a	Service Area: Adult Services
1b	Directorate: Social Services, Health & Housing
1c	Summary of the initiative: When undertaking an assessment or reassessment of individuals' needs, the Council will take into account the social care resources available to it when considering how to meet those needs.
1d	Who will be directly affected by this initiative? Current and future service users and their unpaid carers.
1e	When and how were people consulted? A 90 day consultation was conducted consisting of: letters to over 1,800 clients who could be affected by the policy; the policy, easy read and consultation feedback documents (in English and Welsh) distributed across day and respite services, civic centres and partner organisations; all documents available via the

	Council's website (in English and Welsh); consultation events held at Trem Y Mor Day Service and Bspoked Enterprises on 22 nd May 2019; press release; Council social media (Facebook / Twitter); briefings of staff at team meetings.
1f	What were the outcomes of the consultation? See Appendix 4.

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
Total	2157	967	3124

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
Grand Total	17	116	82	98	161	237	590	1268	555	3124

Marital Status	Age Group									Total
	<20	20s	30s	40s	50s	60s	70s	80s	90+	
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
Grand Total	17	116	82	98	161	237	590	1268	555	3124

Disability Group	Age Group									Total
	<20	20s	30s	40s	50s	60s	70s	80s	90+	
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
Grand Total	17	116	82	98	161	237	590	1268	555	3124

The following information was obtained from responses to the public consultation:

About the respondents

Of the 9 responses:

- 2 (25%) stated that they are service users
- 3 (38%) stated that they are a carer for a service user
- 4 (50%) stated that they are a member of staff at a service

(NB. for this question respondents were asked to select all of the categories that applied to them, some selected more than one answer; therefore the percentages in brackets total more than 100%).

Age

Age range (years)	Number	% of respondents
16 - 24	-	-
25 – 29	2	25%
30 - 39	1	13%
40 - 49	-	-
50 – 59	1	13%
60 – 74	2	25%
75 – 85	-	-
Prefer not to say	2	25%
Total	8	100%

Gender

4 (50%) respondents were female, 2 (25%) male and 2 (25%) preferred not to say.

Nationality

3 (38%) respondents described their nationality as Welsh, 2 (25%) as British, 1 (13%) as English and 2 (25%) preferred not to say.

Ethnic origin

5 (63%) respondents described their ethnicity as White British, 1 (13%) as Indian and 2 (25%) preferred not to say.

Sexual orientation

5 (71%) respondents described themselves as heterosexual, and 2 (29%) preferred not to say.

Disability

3 (38%) respondents reported having a disability with 3 (38%) stating that they did not have a disability and 2 (25%) preferring not to say.

Welsh Language

5 (63%) respondents reported having little or no knowledge of the Welsh language, while 3 (38%) reported as being Welsh learners.

Religion

2 (29%) respondents reported as being Christian, 1, (14%) stated any other religion, 1 (14%) preferred not to say and 3 (43%) respondents reported as having no religion/beliefs.

The consultation did not highlight that the proposals would lead to discrimination based on a person's protected characteristics. The outcome of the policy is to ensure that our limited resources are directed to those whose needs can only be met through social services interventions. This policy ensures sustainability, transparency and equitability. As such, the benefits of implementing the policy outweigh any perceived negative impact such as reduction in choice and control.

3. Equalities

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

Tudalen146

Protected Characteristic	+	-	+/-	Why will it have this impact?
Age			X	<p>Data shows that a high number of people receiving adult services care and support have a protected characteristic by virtue of their age.</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring care and support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control possible in regards to the care they receive.</p> <p>Assessment of need will take into account various protected characteristics including age and disability.</p> <p>Although the policy will mainly effect people with a disability or age related frailty, there is no evidence that the policy would lead to discrimination. Some people may feel that there is a reduction in choice as the council will need to take into account if their needs can be met in a more cost effective way. However, all people will be offered a choice from a range of interventions including Direct Payments. In addition, people will be able to contribute to a more expensive provision, which gives more choice to those that wish and can use their own resources.</p> <p>Those people with more limited resources may not benefit from this element of the proposal and there may be a perception that they have less choice and control or</p>

			<p>see a negative impact to their finances. However, people will only be required to contribute towards the cost of meeting their eligible care needs what they are assessed as being able to as this policy does not change the Council's Fairer Charging Policy and all people will be able to contribute to their assessment and have a choice of interventions that can meet their identified eligible needs.</p> <p>This policy will not change the council's obligations to ensure people's eligible needs are met. The Council is not, however, bound to meet a need in the way preferred by an individual, particularly where the cost of that preferred way is higher than other reasonable ways.</p> <p>Some people may see a change to services following a review and this may be perceived by those receiving services and their family/carers as having a negative impact. However, any change will be planned with the person. Changes are not necessarily as a result of this policy as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs and be given choice, and their views and individual circumstances will be taken account of when determining the options available to the person/family/carer to meet their eligible needs.</p>
Disability		X	<p>Data shows that a high number of people receiving adult services care and support have a protected characteristic by virtue of their disability.</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring care and support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control possible in regards to the care they receive.</p>

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Gender reassignment			<p>Access to adult services is unlikely to be solely due to a person's gender identity. However, personal circumstances relating to a person's gender identity may have an impact on how services are delivered.</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring care and support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p> <p>Assessed need will take into account various protected characteristics.</p> <p>X</p> <p>Although the policy will mainly effect people with a disability or age related frailty, there is no evidence that the policy would lead to discrimination. Some people may feel that there is a reduction in choice as the council will need to take into account if their needs can be met in a more cost effective way. However, all people will be offered a choice from a range of interventions including Direct Payments. In addition, people will be able to contribute to a more expensive provision, which gives more choice to those that wish and can use their own resources.</p> <p>Those people with more limited resources may not benefit from this element of the proposal and there may be a perception that they have less choice and control or see a negative impact to their finances. However, people will only be required to contribute what they are assessed as being able to as this policy does not change the Council's Fairer Charging Policy and all people will be able to contribute to their assessment and have a choice of interventions that can meet their identified eligible needs.</p>
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			<p>This policy will not change the council’s obligations to ensure people’s eligible needs are met. The Council is not, however, bound to meet a need in the way preferred by an individual, particularly where the cost of that preferred way is higher than other reasonable ways.</p> <p>Some people may see a change to services following a review and this may be perceived by those receiving services and their family/carers as having a negative impact. However, any change will be planned with the person. Changes are not necessarily as a result of this policy as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs and be given choice, and their views and individual circumstances will be taken account of when determining the options available to the person/family/carer to meet their eligible needs.</p>
<p>Marriage & civil partnership</p>		<p>X</p>	<p>Unpaid carers are often family members/partners of the person being cared for, which can have an impact on relationships and cause difficulties in maintaining the caring role as well as their personal relationships.</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring care and support are considered as part of the needs assessment process and catered for in the individual’s bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person’s identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p> <p>Eligibility criteria when undertaking an assessment or reassessment of a person’s care and support needs take into account individual circumstances of the carer and the cared for person in order to ensure that services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers, where applicable, are considered as</p>

			<p>part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>Although the policy will mainly effect people with a disability or age related frailty, there is no evidence that the policy would lead to discrimination. Some people may feel that there is a reduction in choice as the council will need to take into account if their needs can be met in a more cost effective way. However, all people will be offered a choice from a range of interventions including Direct Payments. In addition, people will be able to contribute to a more expensive provision, which gives more choice to those that wish and can use their own resources.</p> <p>Those people with more limited resources may not benefit from this element of the proposal and there may be a perception that they have less choice and control or see a negative impact to their finances. However, people will only be required to contribute what they are assessed as being able to as this policy does not change the Council's Fairer Charging Policy and all people will be able to contribute to their assessment and have a choice of interventions that can meet their identified eligible needs.</p> <p>This policy will not change the council's obligations to ensure people's eligible needs are met. The Council is not, however, bound to meet a need in the way preferred by an individual, particularly where the cost of that preferred way is higher than other reasonable ways.</p> <p>Some people may see a change to services following a review and this may be perceived by those receiving services and their family/carers as having a negative impact. However, any change will be planned with the person. Changes are not necessarily as a result of this policy as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs and be given choice, and their views and individual circumstances will be taken account of when determining the options available to the person/family/carer to meet their eligible needs.</p>
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<p>Pregnancy and maternity</p>			<p>It is possible that someone providing unpaid care may be, or become, pregnant which can cause difficulties in maintaining the caring role. It is also possible that the cared for person may become pregnant or have a young child, which would need to be taken into account when determining how to best meet any care and support needs.</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring care and support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>Eligibility criteria when undertaking an assessment or reassessment of a person's care and support needs take into account individual circumstances of the carer and the cared for person in order to ensure that services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers, where applicable, are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p> <p>Eligibility criteria when undertaking an assessment or reassessment of a person's care and support needs take into account individual circumstances of the carer and the cared for person in order to ensure that services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers, where applicable, are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p>
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Race		X	<p>Access to adult services care and support is unlikely to be solely due to a person's race. However, personal circumstances relating to a person's race may have an impact on how services are delivered.</p>

			<p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring care and support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p> <p>Eligibility criteria when undertaking an assessment or reassessment of a person's care and support needs take into account individual circumstances of the carer and the cared for person in order to ensure that services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers, where applicable, are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>Although the policy will mainly effect people with a disability or age related frailty, there is no evidence that the policy would lead to discrimination. Some people may feel that there is a reduction in choice as the council will need to take into account if their needs can be met in a more cost effective way. However, all people will be offered a choice from a range of interventions including Direct Payments. In addition, people will be able to contribute to a more expensive provision, which gives more choice to those that wish and can use their own resources.</p> <p>Those people with more limited resources may not benefit from this element of the proposal and there may be a perception that they have less choice and control or see a negative impact to their finances. However, people will only be required to contribute what they are assessed as being able to as this policy does not change the Council's Fairer Charging Policy and all people will be able to contribute to their</p>
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			<p>assessment and have a choice of interventions that can meet their identified eligible needs.</p> <p>This policy will not change the council's obligations to ensure people's eligible needs are met. The Council is not, however, bound to meet a need in the way preferred by an individual, particularly where the cost of that preferred way is higher than other reasonable ways.</p> <p>Some people may see a change to services following a review and this may be perceived by those receiving services and their family/carers as having a negative impact. However, any change will be planned with the person. Changes are not necessarily as a result of this policy as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs and be given choice, and their views and individual circumstances will be taken account of when determining the options available to the person/family/carer to meet their eligible needs.</p>
<p>Religion or belief</p>		<p>X</p>	<p>Access to adult services care and support is unlikely to be solely due to a person's religion or belief. However, personal circumstances relating to a person's religion or belief may have an impact on how services are delivered.</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring care and support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p> <p>Eligibility criteria when undertaking an assessment or reassessment of a person's care and support needs take into account individual circumstances of the carer and</p>

			<p>the cared for person in order to ensure that services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers, where applicable, are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>Although the policy will mainly effect people with a disability or age related frailty, there is no evidence that the policy would lead to discrimination. Some people may feel that there is a reduction in choice as the council will need to take into account if their needs can be met in a more cost effective way. However, all people will be offered a choice from a range of interventions including Direct Payments. In addition, people will be able to contribute to a more expensive provision, which gives more choice to those that wish and can use their own resources.</p> <p>Those people with more limited resources may not benefit from this element of the proposal and there may be a perception that they have less choice and control or see a negative impact to their finances. However, people will only be required to contribute what they are assessed as being able to as this policy does not change the Council's Fairer Charging Policy and all people will be able to contribute to their assessment and have a choice of interventions that can meet their identified eligible needs.</p> <p>This policy will not change the council's obligations to ensure people's eligible needs are met. The Council is not, however, bound to meet a need in the way preferred by an individual, particularly where the cost of that preferred way is higher than other reasonable ways.</p> <p>Some people may see a change to services following a review and this may be perceived by those receiving services and their family/carers as having a negative impact. However, any change will be planned with the person. Changes are not necessarily as a result of this policy as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs and be</p>
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			<p>given choice, and their views and individual circumstances will be taken account of when determining the options available to the person/family/carer to meet their eligible needs.</p>
Sex		X	<p>Access to adult services care and support is unlikely to be solely due to a person's sex. However, personal circumstances relating to a person's sex may have an impact on how services are delivered</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring care and support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p> <p>Eligibility criteria when undertaking an assessment or reassessment of a person's care and support needs take into account individual circumstances of the carer and the cared for person in order to ensure that services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers, where applicable, are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>Although the policy will mainly effect people with a disability or age related frailty, there is no evidence that the policy would lead to discrimination. Some people may feel that there is a reduction in choice as the council will need to take into account if their needs can be met in a more cost effective way. However, all people will be offered a choice from a range of interventions including Direct Payments. In addition, people will be able to contribute to a more expensive provision, which gives more choice to those that wish and can use their own resources.</p>

			<p>Those people with more limited resources may not benefit from this element of the proposal and there may be a perception that they have less choice and control or see a negative impact to their finances. However, people will only be required to contribute what they are assessed as being able to as this policy does not change the Council's Fairer Charging Policy and all people will be able to contribute to their assessment and have a choice of interventions that can meet their identified eligible needs.</p> <p>This policy will not change the council's obligations to ensure people's eligible needs are met. The Council is not, however, bound to meet a need in the way preferred by an individual, particularly where the cost of that preferred way is higher than other reasonable ways.</p> <p>Some people may see a change to services following a review and this may be perceived by those receiving services and their family/carers as having a negative impact. However, any change will be planned with the person. Changes are not necessarily as a result of this policy as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs and be given choice, and their views and individual circumstances will be taken account of when determining the options available to the person/family/carer to meet their eligible needs.</p>
<p>Sexual orientation</p>		<p>X</p>	<p>Access to adult services care and support is unlikely to be solely due to a person's sexual orientation. However, personal circumstances relating to a person's sexual orientation may have an impact on how services are delivered.</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring care and support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p>

			<p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p> <p>Eligibility criteria when undertaking an assessment or reassessment of a person's care and support needs take into account individual circumstances of the carer and the cared for person in order to ensure that services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers, where applicable, are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>Although the policy will mainly effect people with a disability or age related frailty, there is no evidence that the policy would lead to discrimination. Some people may feel that there is a reduction in choice as the council will need to take into account if their needs can be met in a more cost effective way. However, all people will be offered a choice from a range of interventions including Direct Payments. In addition, people will be able to contribute to a more expensive provision, which gives more choice to those that wish and can use their own resources.</p> <p>Those people with more limited resources may not benefit from this element of the proposal and there may be a perception that they have less choice and control or see a negative impact to their finances. However, people will only be required to contribute what they are assessed as being able to as this policy does not change the Council's Fairer Charging Policy and all people will be able to contribute to their assessment and have a choice of interventions that can meet their identified eligible needs.</p> <p>This policy will not change the council's obligations to ensure people's eligible needs are met. The Council is not, however, bound to meet a need in the way preferred by</p>
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			<p>an individual, particularly where the cost of that preferred way is higher than other reasonable ways.</p> <p>Some people may see a change to services following a review and this may be perceived by those receiving services and their family/carers as having a negative impact. However, any change will be planned with the person. Changes are not necessarily as a result of this policy as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs and be given choice, and their views and individual circumstances will be taken account of when determining the options available to the person/family/carer to meet their eligible needs.</p>
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What action will be taken to improve positive or mitigate negative impacts?

The policy's intention is to take the Council's resources into account when assessing an individual's care and support needs to ensure services are provided on a fair and equitable basis as far as possible for all those with an eligible assessed need.

In each case where there is an assessed eligible need, the individual will be offered a care and support package or offered Direct Payments if eligible of a similar amount to be able to meet that need. Social care and support will continue to be met but anything over and above this would be expected to be funded by the individual.

All protected characteristics will be considered in line with the Social Services and Wellbeing (Wales) Act 2014, by looking at the individual circumstances of the individual - and carer(s) where applicable - and how their care and support needs can be best met. As such it is not anticipated that this policy will have a negative impact based on a persons protected characteristic.

Furthermore, this policy enables the Council to 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 care and support. If the commissioned services are not suitable due to a persons protected characteristic then a direct payment can be offered where eligible or where possible an alternative commissioned.

It is acknowledged that some people may receive a change in service provision if this policy is implemented. Although the provision would continue to meet the person's needs as identified through an individual personalised assessment, an individual may perceive this as having a negative impact.

However, it should also be acknowledged that the level of care and support being received by an individual may increase. In all cases the person will be offered a care and support package proportionate to their individual needs.

By taking account of all available resources it is expected that care and support will continue to be available to a greater number of the most vulnerable citizens.

In light of the above this policy should overall have a neutral impact.

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	This policy supports the council in taking forward its statutory duties with regards to adult social services, which further it in discharging its Public Sector duties.
To advance equality of opportunity between different groups			X	
To foster good relations between different groups			X	

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

The potential impact of the proposed 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 neutral impact.

This policy supports provision of care and support tailored to meet individual's assessed needs.

4. Community Cohesion/Social Exclusion/Poverty

	+	-	+/-	Why will it have this impact?
Community Cohesion			X	<p>The Policy may affect those without sufficient financial resources of their own, who may have less choice and control over the care package they receive than someone who is more financially able.</p> <p>However, we will be ensuring that service users maximise their income by promoting the uptake of benefits to which they are entitled, including Attendance Allowance, mobility element of Disability Living Allowance / Personal Independence Payments, etc.</p> <p>It must be emphasised that any services received will meet the eligible assessed needs of, and agreed desired outcomes for, the individual and that the individual will have choice in regards to those services that are in line with what the Council has</p>
Social Exclusion			X	
Poverty			X	

			<p>agreed can meet the person's needs, whilst taking into account the Council's available resources</p> <p>This policy does not change the Council's Fairer Charging Policy. As such, people will only be required to contribute what they are assessed as being able to afford in regards to having their eligible needs met. All people will be offered a service that meets eligible needs.</p> <p>Overall this policy should have a neutral impact as it will support the Council in ensuring that they are financially sustainable in order to be able to continue meeting ongoing demand for services, including community based services.</p>
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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 neutral impact.

People will be supported to maximise their income, and all people will continue to have their needs met and have a choice in how their needs will be met.

5. Welsh

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

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

The Council currently has only a small number of staff with Welsh language skills working in the Directorate. However, opportunities for staff to use their language skills are promoted and training made available to those who wish to further develop their skills.

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 service 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.

The Policy is written on the assumption that there will be no further financial or human resources available to Adult Services 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.

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.

Contracts for commissioned services contain clauses to ensure the provider delivers services in line with the Welsh Language Act.

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. Long term – 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. Prevention – preventing problems occurring or getting worse	Tailoring services to individual’s needs will help improve independence and prevent or reduce the need for more complex care.
iii. Collaboration – working with other services internal or external	The proposal enables us to make best use of our partnerships with those who are commissioned to provide services. The policy also enables us to explore alternatives to commissioned services when determining how to support a person’s assessed needs.
iv. Involvement – involving people, ensuring they reflect the diversity of the population	Various staff representatives have been involved in the development of the draft policy, including social workers and managers, Finance, Legal and Audit. The draft policy was subject of a full 90 day public consultation to gain stakeholder opinion and feedback.
v. Integration – making connections to maximise contribution to:	The aim of the Fairness of Service Provision Policy is to meet individual’s assessed needs either through a directly commissioned care package or via the use of Direct Payments. By requesting service users to pay for any care and support they want over and above that which meets their identified need, or is in excess of the reasonable cost of meeting their needs, the Policy contributes towards the objective of improving the well-being of adults who live in the county borough, and the long term sustainability of services.
Council’s well-being objectives	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.

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Other public bodies objectives	Create safe, confident and resilient communities, focusing on vulnerable people. Encourage Ageing Well.
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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. This will be monitored through the complaints process, information from social worker reviews and contract monitoring.

Any unintended/unforeseen negative impact on those in receipt of care and support services, identified as part of these processes, will be the subject of further impact assessment to understand opportunity to mitigate wherever possible.

We will thereby ensure that any emerging unintended/unforeseen negative impact on those who are in receipt of services, 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.

9. Assessment Conclusions

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

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	Conclusion
Equalities	<p>The policy’s intention is to make access to services to be as fair and equitable as possible for all those with an eligible assessed need. The policy ensures that people’s protected characteristics are considered in line with the Social Services and Wellbeing (Wales) 2014 act, by looking at the individual circumstances of the individual – and carer(s) where applicable - and how their needs can be best met. As such it is not anticipated that this policy will have a negative impact based on a person’s protected characteristics.</p> <p>Furthermore, this policy enables the Council to 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 care and support. If the commissioned services are not suitable due to a person’s protected characteristic then a direct payment will be offered, where eligible, or an alternative commissioned.</p> <p>It is acknowledged that some people may receive a change in service provision if this policy is implemented. Although the provision would continue to meet the person’s needs as identified through an individual personalised assessment, an individual may perceive this as having a negative impact.</p> <p>However, it should also be acknowledged that the level of care and support being received by an individual may increase.</p> <p>In all cases the person will be offered a care and support package proportionate to their individual needs.</p> <p>By taking account of resources it is expected that care and support will continue to be available to a greater number of the most vulnerable citizens.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person’s identified assessed needs and agreed desired outcomes in a way that is</p>

	<p>equitable and sustainable, whilst offering maximum choice and control possible in regards to the care they receive.</p> <p>The assessment of need will take into account various protected characteristics including age and disability.</p> <p>Although the policy will mainly effect people with a disability or age related frailty, there is no evidence that the policy would lead to discrimination. Some people may feel that there is a reduction in choice as the council will need to take into account if their needs can be met in a more cost effective way. However, all people will be offered a choice from a range of interventions including Direct Payments. In addition, people will be able to contribute to a more expensive provision, which gives more choice to those that wish and can use their own resources.</p> <p>Those people with more limited resources may not benefit from this element of the proposal and there may be a perception that they have less choice and control or see a negative impact to their finances. However, people will only be required to contribute what they are assessed as being able to as this policy does not change the Council's Fairer Charging Policy and all people will be able to contribute to their assessment and have a choice of interventions that can meet their identified eligible needs.</p> <p>There is no discrimination on the grounds of a persons protected characteristics in terms of age and disability because this policy does not treat people with a protected characteristic less favourably than those with a protected characteristic. Rather, it ensures equitability and transparency between all people requiring intervention from Adult Social Services.</p> <p>In light of the above this policy should overall have a neutral impact.</p>
<p>Community Cohesion/ Social Exclusion/Poverty</p>	<p>The Policy may affect those without sufficient financial resources of their own, who may have less choice and control over the care package they receive than someone who is more financially able.</p> <p>However, we will be ensuring that service users maximise their income by promoting the uptake of benefits to which they are entitled, including Attendance Allowance, mobility element of Disability Living Allowance / Personal Independence Payments, etc.</p>

	<p>It must be emphasised that any services received will meet the eligible assessed needs of, and agreed desired outcomes for, the individual and that the individual will have choice in regards to those services that are in line with what the Council has agreed can meet the person's needs, whilst taking into account the Council's available resources</p> <p>This policy does not change the Council's Fairer Charging Policy. As such, people will only be required to contribute what they are assessed as being able to afford in regards to having their eligible needs met. All people will be offered a service that meets eligible needs.</p> <p>Overall this policy should have a neutral impact as it will support the Council in ensuring that they are financially sustainable in order to be able to continue meeting ongoing demand for services, including community based services.</p>
Welsh	<p>The Council currently has only a small number of staff with Welsh language skills working in the Directorate. 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 service 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.</p> <p>The Policy is written on the assumption that there will be no further financial or human resources available to Adult Services 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> <p>Contracts for commissioned services contain clauses to ensure the provider delivers services in line with the Welsh Language Act.</p>

Biodiversity	The draft policy has no impact on biodiversity.
Well-being of Future Generations	The draft policy contributes to the long term sustainability of service provision.

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

The purpose of the policy is to help protect the county's most vulnerable citizens, including unpaid carers. The policy's intention is to make access to services for individuals to be as fair and equitable as possible for all those with an eligible assessed need. It was also ensure long term sustainability of services in line with the Well-being of Future Generations (Wales) Act 2015.

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 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 collection against all protected characteristics.	Head of Adult Services	Annually from 2020	Improved equalities data collection systems are in place.
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 the Council's Adult Services through the medium of the Welsh language. Enable staff to attend Welsh language training.
As the Policy is implemented, complete further IIAs 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
Completed by	Andrew Potts	Commissioning Officer		7 th August 2019
Signed off by	Angela Thomas	Head of Service/Director		

CONSULTATION REPORT:
Fairness of Service Provision Policy

Background

- 1.1 On 7th March 2019, the Social Care, Health and Well-being Cabinet Board authorised officers to consult members of the public and other stakeholders for 90 days on the Fairness of Service Provision Policy.
- 1.2 The Policy sets out the Council's proposals for the future provision of adult social care. Set against a background of increasing demand for our services and economic pressures requiring budgetary savings, the provision of good quality and sustainable social care support remains a priority of the Council.
- 1.3 However, in doing so it is necessary to review what services are provided and how we deliver them, whilst taking into account the social care resources available when undertaking an assessment of individuals' needs.
- 1.4 When commissioning services, the Council will make a determination as to what interventions can best meet a person's identified assessed needs.
- 1.5 Sometimes a person may wish to access service(s) that are more costly than the service(s) identified by the Council as available and capable of meeting their assessed needs and agreed desired outcomes. In these cases, the person will be offered, through the use of Direct Payments, the opportunity of accessing a more expensive service than the services identified by the Council.
- 1.6 In all cases the Council, following a Financial Assessment, will fund a service that meets the eligible assessed needs of, and agreed desired outcomes for, the person, or will provide Direct Payments at a level which it estimates to be equivalent to the reasonable cost of securing the provision of that care and support, and a person will be asked to contribute towards the cost of that service solely in accordance with regulations made under the Social Services and Well-being (Wales) Act 2014.

2.0 Introduction

2.1 A range of engagement and consultation activities have taken place in order to help inform the Policy, including:

- Overarching public consultation
- Stakeholder consultation
- Formal written responses

3.0 Consultation objectives

- To provide a mechanism for people to contribute their views
- To find out if people agree or disagree with the proposals and the reasons for this
- To provide a mechanism for people to make comments and suggestions
- To provide a mechanism for people to suggest alternative proposals
- To ensure that the consultation was available to as many stakeholders as possible
- To ensure that the consultation was available in a format so people could understand

4.0 Overarching public consultation – Methodology

4.1 To help ensure that the consultation was as widely available as possible, people could submit their views by four mechanisms:

- **Online** - a self-completion questionnaire was published on the Council's website. Respondents were not asked to identify themselves, but were asked to indicate why they were interested in the Draft Plan and their postcode. The questionnaire was live from 24th April to 23rd July 2019.
- **Paper Questionnaires in public buildings** - consultation packs were made available in the three Civic Buildings and within CVS. The consultation packs included a poster and copies of the Draft Policy in various formats in Welsh and English, which outlined the proposals along with a supply of self-completion questionnaires, and a post box for completed questionnaires in Civic Buildings.

The questionnaire was a replica of the online version and responses were entered into 'SNAP' (our online consultation software package) for analysis.

- **Email** - The email address ccu@npt.gov.uk was promoted for people who wanted to respond via this mechanism.
- **Corporate social media accounts** – the Council's corporate Facebook and Twitter accounts were also monitored for feedback.

4.2 **The consultation was promoted via:**

- The Council website homepage – via the 'top tasks' and 'top visited' areas and a dedicated web page - Have your say <https://www.npt.gov.uk/1615>
- Adverts/posters on TV screens in the Quays, Neath Civic Centre, Port Talbot Civic Centre
- The Council's corporate social media accounts on Facebook and Twitter
- The Council's corporate staff newsletter 'In the Loop'. The purpose of this was to encourage staff to give their views and as an additional way to raise awareness of the consultation amongst residents as a significant number of staff live in the county borough
- Details of the consultation were also promoted via Community Voluntary Service and Carers Service Newsletters, Social Media and Webpages

5.0 **Overarching Public Consultation – Responses**

A total of 9 completed questionnaires were received during the consultation period. All were completed in English with no Welsh responses. 8 of the responses were submitted online, with 1 paper questionnaire received.

The following provides a summary of the feedback from the questionnaire responses. All percentages shown in this section are relative to the total number of completed questions as not all respondents completed all questions.

5.1 **About the respondents**

Of the 9 responses:

- 2 (25%) stated that they are service users

- 3 (38%) stated that they are a carer for a service user
- 4 (50%) stated that they are a member of staff at a service

(NB. for this question respondents were asked to select all of the categories that applied to them, some selected more than one answer; therefore the percentages in brackets total more than 100%).

5.2 Age

Age range (years)	Number	% of respondents
16 - 24	-	-
25 – 29	2	25%
30 - 39	1	13%
40 - 49	-	-
50 – 59	1	13%
60 – 74	2	25%
75 – 85	-	-
Prefer not to say	2	25%
Total	8	100%

5.3 Gender

4 (50%) respondents were female, 2 (25%) male and 2 (25%) preferred not to say.

5.4 Nationality

3 (38%) respondents described their nationality as Welsh, 2 (25%) as British, 1 (13%) as English and 2 (25%) preferred not to say.

5.5 Ethnic origin

5 (63%) respondents described their ethnicity as White British, 1 (13%) as Indian and 2 (25%) preferred not to say.

5.6 Sexual orientation

5 (71%) respondents described themselves as heterosexual, and 2 (29%) preferred not to say.

5.7 Disability

3 (38%) respondents reported having a disability with 3 (38%) stating that they did not have a disability and 2 (25%) preferring not to say.

5.8 Welsh Language

5 (63%) respondents reported having little or no knowledge of the Welsh language, while 3 (38%) reported as being Welsh learners.

5.9 Religion

2 (29%) respondents reported as being Christian, 1, (14%) stated any other religion, 1 (14%) preferred not to say and 3 (43%) respondents reported as having no religion/beliefs.

6.0 How respondents feel about the proposals

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

5 respondents (56%) stated it was fairly easy to get information, 1 (11%) stated it was fairly difficult, 1 (11%) that is was very difficult, while 2 (22%) stated don't know. Although the numbers are small the majority of respondents found it easy to get information.

To what extent do you agree or disagree with the proposed policy?

2 respondents (22%) strongly agree, 3 (33%) tend to agree, 2 (22%) strongly disagree, and 2 (22%) stated don't know. Again, although the numbers are small the majority of respondents agreed with the proposed policy.

6.1 Do you think that the policy would have a positive or negative impact on any of the adult care sector?

4 respondents (44%) stated positive, 2 (22%) stated negative and 3 (33%) stated don't know.

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

5 respondents (63%) stated it was very important, 1 (13%) stated fairly important, 1 (13%) that it was not important at all, and 1 (13%) stated don't know.

7.0 Social Media and Email Responses

7.1 During the consultation a number of posts were published on the Council's corporate Twitter (@NPTCouncil and @CyngorCnPT) and Facebook (Neath Port Talbot CBC and Cyngor Castell-nedd Port Talbot) accounts to raise awareness of the consultation and encourage people to respond. These posts were monitored for comments on the draft policy proposals.

7.2 Of the comments made on posts about the draft policy consultation, the following issues were raised via Facebook:

- Comments regarding taking away from the most vulnerable
- Suggestion to save money by cutting council staff salaries
- Help needed in applying for benefits e.g. PIP
- Stop spending money on speed humps and green bags
- That the council only wants to pay the bare minimum for adult services
- That the consultation is a tick box exercise / lack of information

8.0 Consultation with other stakeholders

8.1 To ensure that the consultation was accessible to as many stakeholders as possible it was raised as an agenda item at a number of Third Sector forum meetings, and two public meetings were held for service users, carers, family members and the wider public.

8.2 CVS Forums:

- 10th June – Strategic Forum
- 13th June – Health, Social Care & Wellbeing Forum
- 20th June – Older Persons' Council

8.3 Public Events:

- 22nd May 2019 – Trem Y Mor Respite & Day Service, Aberavon.
- 22nd May 2019 – Bespoked Enterprises, Neath Abbey.

9.0 Formal / Written Responses

9.1 One formal response was received from the Older Persons' Council:

Response from the Older Persons' Council

- The general consensus of the Older Persons' Council is that the policy is not easily understandable, given that it is a relatively complex subject and recognising that the proposals are driven to a large degree, and defined by legislation, In particular the Social Services and Well Being (Wales) Act 2014, as well as budgetary constraints.
- There are a couple of issues that the Older Persons' Council members see as potential concerns.
- Our understanding is that the Direct Payment option should be available, promoted and offered to everyone as part of the assessment process in order to provide greater flexibility and individual tailoring of any potential care package offered. Your proposal, however, seems to indicate that this option is only available if the service required by the potential user, costs more than the Council assesses their need to be, but not available if the cost is the same. Clarification is needed on this particular issue, recognising that there is a potential issue with recruiting appropriate Personal Assistants for those who would like to take advantage of this particular service option.
- The other issue of concern to members of the Older Persons' Council, was, whether potential service users are being made fully aware, at an early stage in the Assessment process, as to what level of care and support they are entitled to and should expect to receive, and the full range of options available to them.

10.0 Petitions

10.1 The Council received no petitions relating to the Draft Policy.

11.0 Council Response to the Consultation

11.1 The Council response to comments received is summarised below.

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Comments or questions raised on SNAP Survey and formal responses		
Getting information about social care and support		
Number	Comment:	Council response:
1	It seems to be very hit and miss what service is available depending on which social worker or social work team you get allocated to. I still think the outcomes focus is lacking but it is improving amongst practitioners but I don't think the public understand what outcomes focussed work means in practice.	All social care practitioners receive training on outcomes focused assessments. As it becomes more embedded in practice we expect to see greater public awareness.
2	Have you asked people who would use it?	An extensive consultation took place using various means to obtain stakeholders' views.
3	My sister in law attends bespoke in Neath. Today during her yearly review, we were told there will soon be no place for her there as there is nothing for her to do anymore. She can go to Glyncorrwg or Ystradgynlais. Really we live in the centre of Port Talbot. Is this how a 58 year old woman gets treated by her local government? I'll let you sort it before I go to the media on this issue.	Assessments and reviews are outcomes focused to ensure that individuals receive the care and support appropriate to their needs. We are also placing more emphasis on people remaining in their own communities longer by utilising community based assets.
4	The information on the website is not straightforward, social services give missed responses. When one tries to contact someone only phone contact available, unless having direct case worker, it seems to be very time consuming process in trying to find/contact correct person. For those who prefer emails than calls, almost	The website content is being reviewed and updated to ensure it is easier to find current information. Assessments for individuals and carers take into account circumstances so that any care and support offered takes full account of assessed needs and desired outcomes.

	impossible to find who to contact. It may take many months to get a response. When finally things get rolling, some of the Social workers are not too supportive to the issues Carers find important, and instead get too hanged up on little things they consider “important” to service users, without even having the correct knowledge of the situation. It feels at times that as carer I “battle” the people who supposed to support me in my job! At times it feels like they “conspire” behind my back and disregard my opinion – although to my face they say something different, in practice later on, they take actions contradicting what they said. I feel they do not support me.	
5	Not always clear who to ask.	As we progress towards a single ‘front door’ this should improve for people making contact with social services.
Do you agree or disagree with the proposed policy?		
Number	Comment:	Council response:
6	I agree entirely with this policy. I think in those instances where someone wishes to have a service which is more expensive than what the council provide it makes sense to offer the monetary value the council would ordinarily pay and let individuals use that to go towards the cost of other services. This would be in line with the community assets focus and would improve choice and control over social care as outlined in the act. I would actually extend this to assistive technology and equipment from occupational therapy. We know that there are waiting times to get equipment so it makes sense that if the	The Direct Payments Policy is also being reviewed to ensure flexibility of service provision is promoted.

	authority is going to pay for that anyway why not give people a direct payment to purchase it directly themselves? We talk about empowering people a lot and I think we as an authority should do everything we can where someone has identified an opportunity that would meet their needs more effectively to let them cut through the red tape and just go and buy it and get on with it instead.	
7	You need to apply ISO standards or do research into the effectiveness of ISO standards.	We developed easy read versions and also held public events to discuss the proposals.
8	Bias to certain disabilities.	The policy aims to promote fairness of service provision according to individual assessed need.
9	I am not sure what to think. I find that all services are tailored to people who do not care much for themselves and their health. For someone who would like to support their loved ones with healthy option, such a thing does not exist.	The policy aims to promote fairness of service provision according to individual assessed need.
10	Priority should be the needs of those individuals, often the most vulnerable in the borough who already have limited quality of life. Also the constant changes in service over the last 5 years, together with constant "review" by nurses, carers, social workers, etc. is very upsetting for very ill people. Why is yet another very upsetting review needed for these very ill people?	There is a legal requirement to undertake care plan reviews.
Do you think that the policy would have a positive or negative impact on any of the adult care sector?		
Number	Comment:	Council response:
11	I think it would be broadly positive. If it encourages the growth of community based assets, cuts down some of the waiting times and empowers people to take	No response required.

	ownership and control over meeting their own outcomes then that's all to the good isn't it? I think the other positive is that it would encourage us to be bolder in encouraging people to think about how their needs can be met rather than just channelling people through existing services.	
12	ISO standards etc. NB you need to proof read these surveys beforehand.	We developed easy read versions and also held public events to discuss the proposals.
13	I think that policy should be design to support more the family members who take upon themselves to care for their loved ones. If that means that the unhealthy lifestyle the cared for person lead up to that point (which attributed often times to their situation) requires changing to more healthy one to support the service user's health, then it should be no issue. I see that many "supporting" service providers have very old and unhealthy ways, for example eating too much sugar, not enough veg, ready food microwaved, all laden with sugar, heavy sauces etc, and cake with each meal!! That usually is provided in respite too!!! What chance to conscious people who care for their loved ones have to maintain the healthy diet at respite times, when their healthy choices are undermined by Social Services workers who do not have any knowledge of the relationship and reasons, etc, they think they do a right thing, while in fact damaging the hard work the carer may be putting into the care.	The care and support needs of individuals (and support needs of their carers where applicable) receive will be based on person centred assessments.
14	Policy is cost driven, rather than CARE driven, for people who desperately require care and a quality of life.	Assessment are person centred which takes account of the individual's needs and circumstances, ensuring that services are proportionate to need.

How important is it for the Council to consider the resources it has available to support the most vulnerable residents and reduce overall dependency on social services?		
Number	Comment:	Council response:
15	It is essential that we end the culture of dependency exists in some parts of social services but also our own internal culture of channelling into existing services. Regardless of the financial difficulties the council is experiencing we have a duty to be a place that encourages, enables and empowers rather than being the white knight that tries to solve everyone's problems. We should be encouraging people to consider their own resources and how they can use what they have to meet their own needs with our support rather than expecting us to do everything. Resources are limited but even if they weren't I think it's still important that we encourage people to take responsibility of their own lives. Of course there are people who will need more help and it's important that we use resources responsibly in those instances but for others we need to start having different conversations and expecting people to work with us rather than letting them expect us to do everything and pay for it.	No response required.
16	Strange wording for this question. Consider the resources – very important! Reduce etc – how can that be done if people need social services – only by increasing their problems. You need to investigate ISO standards – ASAP.	No response required.
17	Look after the vulnerable adults in the community.	The policy aims to promote fairness of service provision according to individual assessed need.

		Assessment will be person centred which takes account of the individual's needs and circumstances, ensuring that services are proportionate to need.
18	I think that council should let people decide what they want to do – if they chose to go without social services, and rely on the help of family, it is their choice. It is strange how service users are described as “capable” of making their own choices when that suits social services, and the same person then is “not capable” of making their own choices, when the social services say so. The family is always the best source of support for the loved ones in need, the system should be designed to support the needs of family/service users as and when “required” and only if required, unlike right now, often times forced upon the people who do not wish that assistance, or that type of assistance. It becomes a policing issue, people do not feel free to take care of their loved ones and fear the social services! That is wrong approach – you need to offer the assistant, not force the assistance.	No response required.
19	The needs and requirements of the most in need of support in the borough should be prioritised above other services in a borough that wishes to consider itself a “Labour” caring authority.	No response required.
Public Consultation Meeting held at Trem Y Mor		
Number	Comment:	Council response:

20	Parent noted that social worker did not know that policy was being updated.	All social workers were briefed regarding the changes to the policies, with consultation at team meetings. All social workers will be issued with the policy if agreed.
21	Parent stated that copies of both policies should have been sent out to people.	Copies were given out at council day centres. Letters were sent to all service users which provided a link to all documents online. Paper copies were also made available at civic centre receptions and CVS offices.
22	Why does my son need another assessment, he has what he has for life that is never going to change!	Most have a review annually by law. The reviewer (Social Worker or Community Well-Being Officer) will look at individual circumstances and care and support to determine outcomes are being met.
23	Do you have a social worker for us all?	All will have a social worker or Community Well-Being Officer allocated for a review.
24	Where are all the staff coming from, you are giving us reason to be worried!	People were offered to stay behind to discuss any issues on an individual basis.
25	You can't get hold of a social worker and they can't return your calls, you get a review if you're lucky!	People were offered to stay behind to discuss any issues on an individual basis.
26	What is the criteria?	The Social Services and Well-being (Wales) Act 2014 sets out criteria against which people are assessed.
27	It is a misconception that we have an annual review and sometimes we are not aware is it even taking place. What is the timescale of getting a copy of the review?	People were offered to stay behind to discuss any issues on an individual basis.
28	It is hard work caring for our kids, how will my son/daughter get anywhere if I am not well? Social Workers visit and they don't know the legislation, I asked what the responsibility is, is it the person or the Council's budget? The reply was both. You should be there for carers as well, we have to fight for everything!	People were offered to stay behind to discuss any issues on an individual basis.

29	The emphasis is about taking things away.	It's not about cost cutting, wording in the policies will need to be amended to clarify this. The Act is very clear if there is an assessed need the Local Authority has a duty to meet that assessed need. Eligibility criteria is set by Welsh Government.
30	So you will have to employ more social workers, can't you just send a letter to ask if our circumstances have changed? I haven't seen a social worker for five years!	We can't send letters out as we must legally undertake a review.
31	There is a lack of access to social workers when transferring to Adult Services, if you are just about managing then its ok.	There is a Pathways to Adulthood Team and Route 16 Team in place which seeks to ensure a smooth transition between services.
32	We have a Direct Payment package of 128hrs per week, my son lives next door. If the financial costs (care) is more than residential placement am I expected to meet the extra cost for my son to live at home which is his choice. I know I'm very lucky and it is costing a lot of money which is why he should be reviewed more.	It was not possible to comment on individual cases. All people were offered to stay behind to discuss individual concerns on a one to one basis.
33	It's my son's human right to live at home, it is more expensive for "X" to live at home than in a care home.	No response required.
34	My mother has had an assessment which was carried out by a social worker and an occupational therapist, my mother has advanced dementia, they asked her questions which she doesn't know the answers to.	It was not possible to comment on individual cases. All people were offered to stay behind to discuss individual concerns on a one to one basis.
35	We don't trust anyone anymore, couldn't you put someone on your Committee who doesn't have anything to gain?	The purpose of the consultation is for the public, families and those that receive services is to help inform our policies.
36	Carers Coffee Mornings would be an ideal place to air our issues.	Policies were taken to Carers Coffee Mornings to discuss.

37	How will you be implementing the Act?	We are already implementing the Act.
38	Going back to social workers we have to go through lots of layers, some don't have a clue and can't always reach one urgently.	Each team has a duty social worker so there will be someone to contact if support is needed.
39	Who can we contact if social worker is off sick or on holiday?	Each team has a duty social worker so there will be someone to contact if support is needed.
40	How many social workers do you have?	Between the teams there is around 100, being a mixture of social workers and well-being officers; they have an average caseload of around 25.
41	My child mysteriously fell off the list when she was 12, she has had no contact with a social worker.	It was not possible to comment on individual cases. All people were offered to stay behind to discuss individual concerns on a one to one basis.
42	What is the role of Community Well-Being Officer?	We have around 20 community well-being officers the difference being is that social workers are registered and have a social work degree. CWO's are very experienced people that work in Adult Services.
43	When is the respite policy being reviewed?	This will be in the late summer and there will another 90 day consultation around that policy.
44	Will a holistic assessment ignore those with dementia?	No.
Public Consultation Meeting held at Bospoked		
Number	Comment:	Council response:
45	If we are getting something now will we be losing it?	Legislation requires that we re-assess and review. We cannot promise that there will be no changes, however if changes occur they will be done in conjunction with all involved.

46	When do assessments take place?	When the next assessment or review is due it will be undertaken in line with new policies.
47	Who, where and when does the assessment take place, my last assessment was 2017.	You should be reviewed annually by a social worker or a community well-being officer.
48	Will the reviews be done in-house?	Yes.
49	I challenged an assessment, if I don't comply told that services will be suspended. Saying one thing and writing something different.	It was not possible to comment on individual cases. All people were offered to stay behind to discuss individual concerns on a one to one basis.
50	Parents raised concerns regarding social work assessments and social workers recording what they think – not being fully aware of needs. Social Workers need to listen to carers as well as the service user.	It was not possible to comment on individual cases. All people were offered to stay behind to discuss individual concerns on a one to one basis.
51	I downloaded the document online, it sounds like the Local Authority will only offer the service that they can afford – Direct Payments – I don't want a PA.	Sometimes a person may wish to access service(s) that are more costly than the service(s) identified by the Council as available and capable of meeting their assessed needs and agreed desired outcomes. In these cases, the person will be offered, through the use of Direct Payments, the opportunity of accessing a more expensive service than the services identified by the Council.
52	Details need to be put out in the open to families [referred to a 2016 report re Domiciliary Care], there was a lack of staff training, it is hard to challenge an assessment. All services should be treated independently.	Noted that could not comment on report as it was written many years ago and it hadn't been read by those in attendance. The report mentioned was not relevant to the consultation.
53	We need to comment on the here and now, the law is changing all the time and we are trying to meet new needs – technology is not being used enough. NPT provide marvellous care.	No response required.

54	My 2 brothers use Direct Payments to attend Polestones and we have had choice.	No response required.
55	We haven't seen our social worker in months, when we phone up we can't get through.	It was not possible to comment on individual cases. All people were offered to stay behind to discuss individual concerns on a one to one basis.
56	Our children enjoy coming to day service - you are stressing the service users out when you send them home with letters.	We did not intend to distress anyone. We issued copies of the policy to people attending day services so that we could inform and provide information to as many people as possible.
57	I have difficulties in contacting staff because they are working part time.	All teams have a duty officer, if you need to speak to someone urgently then please ring the duty officer.
58	When someone is assessed and if a carer can only do "X" amount of hours, how can that be over ruled?	The Local Authority would establish what a carer can and wants to do, then look at other services in the community. If there was an unmet need then the Local Authority would have to meet that need. An adult does not have to look after another adult.



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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

17th October 2019

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

Matter for Information

Wards Affected: All Wards

REVIEW OF COMMUNITY SUPPORT SERVICES – LOCAL AREA COORDINATORS

Purpose of the Report:

This report endeavours to inform Cabinet that there will be an extension of the remit of Local Area Coordinators from their current geographical areas to cover the wider Local Authority.

Executive Summary:

There are currently 6 Local Area Coordinators (LACs) employed by Neath Port Talbot Local Authority. These LACs, in their current set up, only cover 27 out of 42 wards. A review of the service has been undertaken and there is scope to expand the LAC resource to the wider county so that all wards have the positive benefit of LAC input.

Background:

Over the last 3 years, LACs have been integrated into the structure of Adult Social Care's Community Support Services. LACs were, and continue to be, identified as integral assets in our local communities in

offering early intervention and prevention support to vulnerable individuals, across all ages and demographics. They work closely with community organisations, the private sector, community groups and the public sector. They also offer support in tackling everyday challenges our citizens might face in ways that are sustainable and not reliant on statutory services. The main purpose of the LAC post is to:

1. Provide advice, information and support in the community to individuals of all ages and across service types and their families / carers.
2. Support individuals on a 1:1 basis who may be facing complex life situations (and who may be disabled, older or have mental health issues, and their families / carers) enabling them to:
 - determine and pursue their vision for a good life,
 - identify their own strengths and needs,
 - stay safe, strong, connected and contributing as valued citizens
 - have a voice/self-advocate
 - build resilience,
 - find local, practical, non-service solutions to problems, and
 - access, coordinate and control the required supports/services/resources, to the extent that they desire, to get there.
3. To build strong partnerships with communities, agencies and services to develop and increase their capacity to include and meet the needs of people – who may be disabled, older or have mental health issues – and their families / carers.
4. To ensure there is widespread understanding of Local Area Co-ordination, to implement supporting initiatives and provide advice, information and appropriate data to ensure that opportunities for further development are maximised.

The remit and scope of the LACs over the last three years has expanded. Initially NPT only had two LACs; we now have the

availability of six. This has meant greater flexibility and availability across the county. When used effectively, LACs have shown their value in building the resilience in our communities and working closely with community champions/assets to connect those with the highest needs in NPT with the information, support, and guidance needed, tackling issues such as social isolation, food poverty and housing.

A management overview of the current LAC capacity and arrangement has taken place, specifically to consider the possibility of expanding the current boundaries covered by the LACs so that the whole of the county can benefit from the added social value of having a LAC in their area.

Please see Appendix 1 for a breakdown on where each LAC will be placed, by ward. With this expansion, there will be no dis-benefit to any citizen as there is no proposal to “take away” LAC support from any community. Rather, arrangements will be put in place to extend the boundaries of the LACs. There is no concern that their support to the community will be diluted given the expansion of boundaries, as the necessary support and structures will be put in place to ensure the way in which they work is efficient and effective in meeting the needs of each of their areas. The LACs will be expected to link in with each of their local GP clusters to build on the existing relationships with our Health colleagues, as well as other public services, such as Police, Education and Fire and Rescue. Furthermore, where they don't already exist, LACs will develop links with the local elected Members in order to ensure there is joined up working and good lines of communication with our local Councillors. LACs will also have the support of the Community Connectors team and the Community Independence Service in each of the wards to ensure residents are getting the right service, in the right format (i.e. 1:1 or group), at the right time.

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:

The recommendation has no spatial impact on our valleys communities. The LACs will have a natural and positive impact on the community as they will offer early intervention and prevention support improving the overall wellbeing of all citizens.

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”

Furthermore, LACs will develop links with the local elected members in order to ensure there is joined up working and good lines of communications with our local counsellors.

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:

Not Applicable

Appendices:

Appendix 1 – Ward Breakdown per LAC

List of Background Papers:

None.

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LAC WARDS

<u>LAC</u>	<u>WARDS COVERED</u>
CB AD	<ul style="list-style-type: none"> • Cymmer • Glyncorrwg • Gwynfi • Bryn & Cwmavon • Pelenna • Aberavon • Baglan • Margam • Sandfields East • Sandfields West • Port Talbot • Taibach
JC EJ	<ul style="list-style-type: none"> • Briton Ferry East • Briton Ferry West • Cimla • Neath East • Neath Noth • Neath South • Tonna • Aderdulais • Bryncoch North • Bryncoch South • Cadoxton • Coedffranc Central • Coedffranc North • Coedffranc West • Dyffryn
IR KR	<ul style="list-style-type: none"> • Blaengwrach • Crynant • Glynneath • Onllwyn • Seven Sisters • Resolven • Alttwen • Cwmllynfell • Godre'graig • Gwaun-Cae-Gurwen • Lower Brynamman • Pontardawe • Trebanos • Ystalyfera • Rhos

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

17th October 2019

Report of the Director of Social Services, Health & Housing –
Andrew Jarrett

SECTION A – FOR DECISION

WARD(S) AFFECTED: ALL

NEATH PORT TALBOT YOUTH JUSTICE AND EARLY INTERVENTION ANNUAL PLAN 2019-2020

Purpose of the Report

The report presents the background and summary of the content of the Neath Port Talbot Youth Justice and Early Intervention Service (WBYJ and EIS) draft Annual Youth Justice Plan 2019-2020 (Appendix 1).

The report is seeking Member approval for the Neath Port Talbot Youth Justice and Early Intervention draft annual Youth Justice Plan 2019-2020 to be commended to Council. After approval the Neath Port Talbot Youth Justice & Early Intervention Service Management Board will submit the final version to the Youth Justice Board.

Background

Youth offending services/teams (YOS/Ts) are statutory multi-agency partnerships that have a legal duty to co-operate in order to secure youth justice services appropriate to their area funded from a variety of sources including UK Government, Welsh Government (WG) and the statutory partners. (i.e. the local authority, police, probation and health).

The production of a Youth Justice Plan is a statutory duty of the Local Authority under Part 3, Section 40 of the Crime and Disorder Act 1998.

The plan sets out:

- a) how youth justice services are to be provided and funded, and
- b) How the youth offending service established by the local authority is to be composed and funded, how it will operate and what function it is to carry out.

The Crime and Disorder Act 1998, Section 39(1) placed a duty on each local authority, acting with its statutory partners (police, probation and health) to establish youth offending teams in their local area to deliver youth justice services. Section 38(3) of the Act placed a duty on the local authority and its statutory partners to make payment towards the expenditure incurred in providing youth justice services. The purpose of the NPTYJ and EIS is to ensure that youth justice services are available across the Neath Port Talbot area.

The Youth Justice Plan contains information relating to: a summary of achievements; structure and governance; resources and value for money; partnership arrangements and; risks to future delivery against the youth justice outcome measures.

Financial Impact

There is no financial impact on the local authority resulting from this year's plan. However, there may be some efficiencies that can be realised through the year. It was recognised that the remand costs to NPT were high last financial year and as a result of this peak the remand strategy is being reviewed to guard against any possibility of unnecessary remands to the secure estate from the courts.

The levels of grant funding available to YOT's, like many other grant funded services are uncertain for the coming years.

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 youth justice plan should have a positive impact on wider services provided by the Council by bringing down the number of children and young people in trouble with the police. This will in turn reduce the need for other services involvement as a result of their behaviors escalating. Whilst the plan contains areas of service development it can be viewed as business as usual. The equality impact screening has been completed with the conclusion that a full assessment is not required.

Acknowledging children and young people as a priority group in their own right, the service focuses on diverting children and young people away from the youth justice system as much as possible. In line with the YJB and WG Youth Offending Strategy and the national priorities contained in the attached plan, the children and young people we engage with are seen as children and young people first and young people involved in offending behaviour second. Service delivery prioritises helping children and young people avoid criminal records that can hinder them reaching their potential in future years.

Valleys Communities Impacts:

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 implications on the Council's workforce.

Legal Impacts

There are no legal impacts associated with this report.

The production of a youth justice plan is a statutory duty of the local authority under Part 3, Section 40 of the Crime and Disorder Act 1998.

Risk Management

The response to the HMIP inspection of the Youth Justice and early Intervention service and the resulting action plan deals with all risk management issues and are addressed in the report and in the report presented at scrutiny in September 2019.

The Council has a legal duty under Section 17 of the Crime and Disorder Act 1998 to carry out all its various functions with "due regard to the need to prevent Crime and Disorder in its area". The planned actions contained in the Youth Justice Plan aim to have a positive impact on preventing and reducing crime.

Section 26 of the Counter Terrorism and Security Act 2015 places a duty on specified authorities in the exercise of their functions to have "due regard to the need to prevent people from being drawn into terrorism". The

multi-agency youth justice team through the intensive work undertaken with highly vulnerable young people within the youth justice system and at risk of offending aims to have a positive impact to prevent them being drawn into terrorism.

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”

Furthermore, the YJEIS will develop links with the local elected members in order to ensure there is joined up working and good lines of communications with our local counsellors.

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 public consultation on the youth justice plan; however the plan has been circulated to partners through the management board and the community safety partnership for comment. In September 2019 we identified a young person champion who represented young people on the management board and will represent them on the junior local children safeguarding board. We hope to increase this representation of young people on both boards. Engagement and participation is a key priority for the YJEIS.

Feedback is routinely sought from young people victims and parents and this feedback has also been used to influence planned service delivery.

Recommendations

Members are asked to support the NPT Justice and Early Intervention Youth Justice Plan 2019-2020 for commending to Council for approval.

Reasons for Proposed Decision

To enable the NPT Youth Justice and Early Intervention Service to undertake its duties to deliver youth justice services in line with the Crime and Disorder Act 1998. Services include preventing children and young people from entering the youth justice system, supervising young people in the community, the secure estate, supporting families and victims in partnership with other agencies.

Implementation of Decision

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

Appendices

Appendix 1 - Draft NPT Youth Justice and Early Intervention Plan 2019-2020;

Appendix 2 - First Stage Impact Assessment

List of Background Papers

None

Officer Contact

Ali Davies, Principal Officer, NPT Early Intervention & Youth Justice Service a.davies8@npt.gov.uk

List of abbreviations used in this report:

YJEIS: Youth Justice and Early Intervention Service.

NPT: Neath Port Talbot.

YOT: Youth Offending Team

WBYJ: Western Bay Youth Justice

HMIP: Her Majesty's Inspectorate of Probation

CPS: Crown Prosecution Service.

ETE: Education Training and Employment.

NEET: not in education Employment or Training.

ASB: Anti-Social Behaviour.

CSE: Child Sexual Exploitation.

ISS: Intensive Support and Surveillance.

HSB: Harmful Sexual Behaviour.

CE: Criminal Exploitation.

HOS: Head of Service.

PSCO: Police Community Support Officer.

YJB: Youth Justice Board.

PNC: Police National Computer.

IT: Information Technology.

QA: Quality Assurance.

STI: Sexually Transmitted Infections

PPE: Promoting Positive Engagement

CAMHS: Child and Adolescent Mental Health Service.

SLCN: Speech Language and Communication Needs

NVR: Non Violent Resistance

PSR: Pre-Sentence Report

OCN – Open College Network

PIAP – Post inspection action plan

**NEATH PORT TALBOT YOUTH JUSTICE & EARLY
INTERVENTION SERVICE**

ANNUAL PLAN

2019-2020

Tudalen205

Neath Port Talbot Youth Justice and Early Intervention Service

Annual Youth Justice Plan July 2019/2020

Section

1. Introduction and Context
2. Review of 2018/2019
3. Structures and Governance
4. Resources and Value for Money
5. Partnership Arrangements
6. Key Challenges and Risk to Future Delivery against Youth Justice Outcomes Measures.
7. National and Local Priorities 2019/20.

Appendices

1. NPT Youth Justice Operational and improvement plan

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1. Neath Port Talbot Youth Justice and Early Intervention Strategic Plan 2019- 2020.

2019 -2020:

1. Introduction and Context

The principle aim of the Youth Justice and Early Intervention Service (YJ&EIS) is to prevent offending and re-offending by children and young people who are under 18 years of age. Section 39 (1) and Section 38 (1,2) of the Crime and Disorder Act requires that statutory partners which includes the Local Authority, Police, National Probation Service and Health co-operate to provide multi-agency Youth offending services to prevent offending by children and young people.

Neath Port Talbot Youth Justice and Early Intervention Services (NPT YJ&EIS) are incorporated within the Children's Services directorate of the council. Our early intervention and prevention model deployed within Children Services means that support can now be delivered at the earliest prevention stages, or equally, sustained beyond the young person's Court Order, with the overarching aim to support young people to achieve their potential and to prepare them to make a successful transition to adult and working life.

Neath Port Talbot Youth Justice and Early Intervention Service is further required to meet the statutory requirements for Youth Justice including National Standards and national inspection regimes, overseen by the Youth Justice Board and Ministry of Justice. It must continually seek to balance the risks and vulnerabilities of young people with the risk that this poses to the public and wider communities, while managing the overall ambition of improving outcomes for young offenders, their families, victims of crime and communities.

A Youth Justice Strategic Plan is required under the provisions of the Crime & Disorder act 1998. Standard requirements are outlined annually and the Plan should be approved locally by the Youth Justice Management Board prior to submission to the Youth Justice Board. The Western Bay Youth Justice and Early Intervention Service disaggregated in April 2019 therefore the new

Youth Justice Strategic Plan will run from 2019 -22 and will be refreshed annually. It links with and contributes to the principles and priorities of the strategic Service plans of key partner agencies.

Since 2011 National Outcome measures for Youth Justice are:

- Reductions in the number of young people aged 10-17 who are entering the Youth Justice system for the first time (First Time Entrants);
- Reduce young people's reoffending;
- Reduce the number of young people sentenced to custody.

NPT YJ&EIS continues to monitor performance against National and Welsh performance indicators as well as contribute to local priorities to meet the needs of Neath Port Talbot young people, their families, victims of crime and their communities.

In addition, the service aims to respond to the findings and feedback from the HMIP Inspection which took place in October 2018. Improvement and action plans have been approved by the Youth Justice Management Board and are carried forward into the NPT YJ&EIS.

2. Review from 2018-2019

Review of 2018/2019, shows there is an increase in Youth Offending figures in NPT 2018-2019 and an increase in the number of offences.

Neath Port Talbot

Young People Offending

2018/19	2017/18
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39	28
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Offences

2018/19	2017/18
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96	92
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First Time

Entrants

These are local figures as during the last 4 years the YJB published figures are for Western Bay.

2018/19	2017/18
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23	8
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Custody

2018/19	2017/18
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2	4
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**NPT Rate per
1000**

0.15	0.3
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**Wales Rate
per1000**

0.16	0.29
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For the rate per 1000 of the population the only mid-year estimates available for NPT are from 2011.

The rate therefore for Neath Port Talbot is 0.15 and 0.3. The Wales population mid-year estimates are from 2017.

The rate for Wales is 0.16 and 0.29

Referral Orders

2018/19	2017/18
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21	
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11

Youth Rehabilitation**Orders**

2018/19	2017/18
2	7

Reoffending

Reoffending figures are produced by the YJB and not produced locally. Historically the figures were produced as Western Bay of which Neath Port Talbot was part of.

	Western	
	Bay	Wales
July 16 - Jun 17	51.50%	46.90%
July 15 - Jun 16	47.40%	47.90%

First Time Entrants

Since 2014, Neath Port Talbot was part of the Western Bay Youth Justice and Early Intervention Service and has not had our own First Time Entrant data published by the Youth Justice Board due to the amalgamation of the service.

Now that we have disaggregated, in order to calculate the figures as if the service had remained as a separate region, local reports have been used to establish an approximate trend for the new service.

2015/16	2016/17	2017/18	2018/19
26	20	8	23

This set of figures can be compared favourably with historical figures published by the Youth Justice Board as in 2008/09 Neath Port Talbot had 225 First Time Entrants. The 2019/20 figures will be the first full year figures produced from PNC that will determine the new baseline for Neath Port Talbot.

Reoffending

As discussed in the First Time Entrants section, Neath Port Talbot has been reformed this year and data has not been published since 2014 for the service. The only data available for reoffending is for the Western Bay Youth Justice and Early Intervention Service of which Neath Port Talbot was part of. The data published by the Youth Justice Board indicates that during the most recent 12 month rolling cohort the percentage reoffending has increased to 51.5% which is above the Welsh average.

	Western Bay	Wales
July 16- Jun17	51.5%	46.9%

July 15-Jun 16	47.4%	47.9%
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Although the percentage of those reoffending has increased, the number of offenders in the cohort has decreased together with the numbers of those who have reoffended and their further offences.

	Western Bay cohort	Western Bay reoffenders	Western Bay reoffenses
July 16- Jun17	169	87	278
July 15-Jun 16	230	109	362

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These figures can also be compared favourably with historical Neath Port Talbot figures when, for a 12 month rolling cohort in 2008/09 Neath Port Talbot had almost double the number of offenders in the cohort that Western Bay currently has.

	NPT cohort	NPT reoffenders	NPT reoffences
Apr 08 – Mar 09	334	98	274

Due to the large number in the cohort in 2008/09 this resulted in the percentage reoffending of 29.3% which is significantly lower than the most recent Western Bay figure. We will therefore need to wait for the first set of data for Neath Port Talbot to be published to determine our new baseline.

Custody

2015/16	2016/17	2017/18	2018/19
4	2	4	2

The custody figures are currently at a low number compared with an historical figures of 18 custodial sentences in Neath Port Talbot in 2008/09.

The last 10-17 year old population figure for Neath Port Talbot was for 2012. If this figure is used the table below shows the rate per 1000 for the area.

2018/19 NPT approx	South Wales	Wales	England and Wales
0.16	0.19	0.16	0.30

These are approximate figures which show Neath Port Talbot has a better rate per 1000 than South Wales and England and Wales. This figure will be more accurate once the disaggregation of the region is established in the YJB returns.

There were no custodial remands for Neath Port Talbot during 2018/19.

However, serious offences and/or group offences can cause a spike in figures and a significant increase in remand costs which are based on bed nights and placement type which is dependent on the young persons' age and vulnerability. To mitigate this, qualified experienced staff and management, support this unpredictable and potentially high cost area of work for the local authority, through attendance at Court, and effective liaison with countrywide youth offending teams and Courts; as well as ongoing monitoring and management of young people transferred into NPT, who are often high risk and /or vulnerable and who are managed in the community under Intensive Surveillance and Support.

Reducing reoffending amongst young people subject to a Court Order remains a challenge year on year as these young people are likely to be more persistent and entrenched in their offending behaviour and have multiple, complex needs, requiring specialist input, assessment, risk management and support from experienced and suitably qualified practitioners in the multi-agency teams. Since disaggregation, the structure of NPT YJ&EIS is under review and more social workers have been employed to shore up the service with the skills needed to ensure that the service meets this cohort of young people with complex needs.

Resources and Interventions

NPT YJ&EIS has access to a wide range of group work and one-to-one programmes to meet the diverse needs of young people accessing our service. Last year, new resources were purchased to support the targeting of interventions and in particular, awareness raising around national and local concerns in relation to knife crime. A female focused offending behaviour programme is a further additional resource purchased last year to support our work with young females embroiled in offending, which supports exploration of the impact of lifestyle choices and options by continued offending as well as supporting discussions around CSE, healthy relationships and the long term outcomes and lifestyle impact associated with relationships with other young people who offend.

Over the next year, an analysis of the needs of young people accessing NPT YJ&EIS alongside the recording of unmet need within the Pathways and Planning section of Asset Plus, will support the service in ensuring we have access to the right interventions to support young people to make better choices and behavioural changes.

There are currently a number of group based interventions being developed in conjunction with partner agencies including:

1. The Phoenix project (MAWW Fire Service)
2. The K9 project (South Wales Police)
3. English and Maths tuition for young people who are NEET or young people excluded from their current provision (Hillside Secure Unit, Cefn Saeson and the YJEIS)

Young People not in Education Training and Employment

Engaging young offenders in education, training or employment is a key factor in preventing young people's reoffending and their resettlement. This has become a greater challenge in recent years reflecting the changes to the cohort of young people in the Youth Justice System who now increasingly have complex and multiple needs and who are more entrenched in offending than in the past. These young people are often the hardest to engage and sustain in full time ETE.

Alongside this, the NPT Education Training and Employment (ETE) practitioner reports fewer training providers and college places being available to young people in the Youth Justice System because of the risks they pose and /or they fail to meet the qualification requirements for courses. Nationally, research indicates that young offenders have often experienced disrupted education, have low levels of literacy and numeracy, and high levels of special education needs.

Education, Employment and Training: 2018/2019

In NPT we have one Youth Justice ETE practitioner who was appointed to provide ongoing support for these young people. The principal Officer for Youth Justice is linking in with NAASH (Neath and Afan Secondary Heads), the local College and Swansea University. Our ETE practitioner links with the Engagement and Progression Co-ordinator, the NEETS Multi Agency Group and the Engagement Provider Support group, ASD Steering Group, The operational manger attends the Youth Engagement Strategy Group and we also meet with Pupil Parent support and the Senior Wellbeing Manager every two months to discuss individual cases.

The YJEIS is also developing links with Hillside Secure Children's Home to try and develop an education centre as part of the planned resource centre so that programmes of education with accreditation can be offered as an alternative to exclusion for specific periods of time. The biggest challenge for this is having a premises/ resource centre which is suitable for the intervention that we are undertaking.

We have also made links with the local alternative education provision to look at a collaborative project between staff at the school in Hillside and NPT YJ&EIS. We will be developing this further as the school returns in September.

A total of 18 young people's orders ended during the period April 2018 - March 2019. 14 YP were in ETE at end of their order, of those, 3 were in part time ETE (One YP of school age was NEET at end of their Order, twice during the year).

A total of 24 young people's orders ended during the period April 2017 - March 2018. 15 YP were in ETE at end of their order, of those, 3 were in part time ETE (One YP above school age was NEET at end of their Order, four times during the year).

A total of 24 young people's orders ended during the period April 2016 - March 2017. 18 YP were in ETE at end of order, of those, 6 were in part time ETE (One YP of school age was NEET at end of their Order, twice during the year).

Restorative justice:

Restorative justice approaches and opportunities for victims of youth crime continued to be a focus in 2018/19. All victims of youth crime are invited to participate in the criminal justice process in accordance with the Victim Code. This includes:

- 1) A letter of apology or explanation from the young person
- 2) Attending a Referral Order Panel Meeting where the victim can meet the young person and explain the impact their offending has had on them
- 3) A Restorative Justice Conference where the victim can meet the young person and explain the impact their offending has had on them
- 4) The victim of the offence having a say in what type of reparation they would like the young person to complete and can be indirect to benefit the local community and/or direct to the victim of the offence

There are enhanced entitlements as set out in the Victims Code of Practice for victims in the following categories because they are more likely to require enhanced support and services through the criminal justice process. In the Neath Port Talbot YJEIS, the victim liaison officer liaises with the Youth Justice Service Police Officer to ascertain whether a victim should be considered under one of the following categories and has established links locally to fulfil these duties.

- 1) Victims of the most serious crime
- 2) Persistently targeted victims
- 3) Vulnerable or intimidated victims

NPT has a portfolio of reparation projects that are developed locally with partner agencies including housing providers, parks, schools, the environmental department, charities and local churches.

NPT has one Youth Justice Victim Liaison officer who facilitates restorative meetings and conferences and ensures the impact on victims is considered in young people's offending behaviour programmes. 27 victims received restorative outcomes including direct or indirect reparation in 2018/19. All victims of crime are consulted in relation to restorative options; however, engagement is voluntary and not all victims chose to engage in this process following initial consultation. The service has good links with Victim Support including signposting and liaising with provision for supporting young victims.

Restorative principles are applied in Referral Order Panels. Referral Order Panel volunteers are recruited from local communities and receive restorative justice training as part of the programme. Recruitment for Referral Order panel volunteers took place earlier this year and in July 2019, 5 volunteers underwent the training programme, providing valuable community involvement.

NPT offers all young people engaging in restorative justice the opportunity to complete an Agored Cymru unit called Restorative Justice (EC61CY002) Level 1 (credit value 1).

HMIP Inspection report March 2019

This Inspection focused on the quality of assessment and risk management and effective management oversight. The report was critical of the previous regional arrangements and highlighted concerns regarding safeguarding, recording of information, and lack of information being provided to the management board. The inspectorate issued an organisational alert such was the level of concern.

The background to the regional Youth Justice Arrangements:

Bridgend, Neath Port Talbot and Swansea Youth Offending Teams had been a merged service since 29 May 2014 when the first WBYJ and EIS Management Board was held and all local management boards ceased to exist. The previous Management Board was chaired by Neath Port Talbot County Borough Council's Director of Social Services Health and Housing, and had a membership in line with the requirements of the Crime and Disorder Act including cabinet members from all three local authorities.

It is well documented that the root causes of crime are multifaceted and tackling these factors requires input from a range of agencies and services at both a strategic level (planning & delivering local service provision) and a practical level (planning & delivering interventions).

Following the publication of the inspection report by HMIP in March 2019 following an inspection of the service in October 2018, on the 1st April 2019 Western Bay Youth Justice and Early Intervention Service disaggregated and NPT now hosts a stand-alone service for youth offending and early intervention. A new management board has been created which serves NPT alone.

The rationale for disaggregation is that the YJS teams need to focus on their own geographical areas and the demographic of those areas, providing services for the young people of Neath and Port Talbot. Following publication of the final HMIP report in March 2019 and combined with the planned exit of Bridgend, it was felt that the best way forward was to return to single Youth Justice Teams.

The YJEIS is on an improvement journey, draft action and improvement plans have been presented to the Management Board and are being finalised, they will also be presented to the West Glamorgan Safeguarding Board. The YJEIS are being monitored by the YJB and are working to strengthen the service in terms of concerns raised by the inspectorate. Moving forward NPT will need to evidence its ability to deliver the statutory functions laid out in the Crime & Disorder Act and subsequent legislation independently of the other two localities.

The Director of Social Services will have overall governance of the disaggregation for NPT YJ&EIS (Youth Justice and Early Intervention service.) The service is headed by a Principal Officer and strategic lead who reports to the Head of Children Services.

The inspectorate focused on Asset plus assessment training, and risk management meetings established to support risk management planning. Inconsistencies in effective management oversight and in the distribution of expertise and skills across the regional teams were also noted as well as the need for the voice of the victim and the voice of the young person to be more visible, which the service aims to address in the coming year.

The direction of travel for the NPT YJEIS going forward has to be effective management of public protection issues in all cases as well as strong processes for managing risk, and effective and closer links with children's social services and early

intervention services. Findings and action plans to address areas for improvement were shared with and are monitored by the Neath Port Talbot Youth Justice and Early Intervention Management Board.

Asset Plus

Asset Plus was introduced as a new national assessment framework for all Youth Justice /Youth Offending Services in 2016. NPT YJ&EIS delivered the three day training course via the Managing Director of Silver Bullet Business Training to all asset plus authors in June 2019. Asset plus is now fully implemented in NPT to meet this national requirement. The quality of the asset assessments is being dip sampled and quality assured by the management team at the YJEIS.

Ongoing support and refresher training as well as training for new staff will be necessary throughout the coming year to ensure this is fully embedded. This has already been booked.

3. Structure and Governance

"Youth Offending Teams aim to prevent and reduce offending, reoffending and anti-social behaviour amongst children and young people.

In Neath Port Talbot we strive to achieve this aim through the delivery of the right high-quality services provided at the right time for and informed by children, young people, parents and carers, victims and the wider community and partners. These services will be provided cost effectively by a diverse, competent and well supported staff group."

We are striving to include the young person's voice in the delivery of our services; participation and consultation is an integral feature of the service. A young person involved in serious offending was introduced to the bike maintenance project where a bike was repaired for charity and then the young person was then able to repair one for himself; in response to this the young

person said "I am so glad I got arrested, the YJS has changed my life all I want to do is ride my bike and stay out of trouble it's me and my bike now." Another young person who attended the first emergency services fun day and took part in the first aid activities, wants to now join the ambulance service, we will be ensuring that the wishes and feelings of the young people using our services will be heard and represented.

July 2019 included a review of the board terms of reference and membership of the management board, the post inspection action plan has highlighted the need for robust quality assurance, audit reporting and developing of a quality assurance framework we will be reporting audits into the management board each quarter along-side the performance management information. Swansea and Neath Port Talbot are also setting up a subgroup to review all policies and procedures to ensure that they are fit for purpose. There is an expectation drive from board members and Social services committee members to have evidence of what difference audits are making to quality.

Youth Justice is located within Neath Port Talbot Children Services, Health and Housing Directorate. Service delivery is in the Youth Justice Service building, geographically located in Port Talbot. The service is led by the Principal Officer who is the strategic lead for the service, there is an Interim Operational Manager and two Senior Social Work practitioners who head a team of Social Workers, Intervention Workers, ETE worker, Police Officer, Probation Officer, Speech and Language Therapist, Victim Worker, Substance Misuse workers, Information Officer and Business Support). We have some limited CAMHS support, but we are closely working with our health colleagues to look at how we could utilise a primary health care worker in the team and establish how this could be funded. This post would be to begin to support the primary health needs of our young people and be a support service for their emotional health and wellbeing. A joint working party with Swansea Bay University Health Board has been set up to progress this work stream.

The Youth Justice Principal Officer is managed by the Head of Children Services. The Principal Officer is also part of the Children Services Principal Officer group who meet weekly as the managers of Children Services. The Principal Officer provides strategic oversight and operational direction for the service led by the Head of Children Services.

A Youth Justice Management Board (NPT YJMB) is in place which is chaired by the Director of Social Services. There is senior representation from partners from National Probation Service, Police, Police and Crime Commissioner and Health, Education, Housing, Safeguarding and Early Help. There are also invited board members, including Barnardos, The Family Courts and Careers Wales. The Board meets bi monthly but this is now going to be moved to monthly to ensure that the improvement plan remains a priority for all board members. The management board takes responsibility for agreeing agency contributions to Youth Justice Services and monitoring the budget and grant conditions. It reviews Youth Justice Performance, monitors Improvement Plans and advises on national and local Youth Justice issues to ensure that the statutory Youth Justice duties and responsibilities are met, and that key Youth Justice Outcomes are delivered.

Youth Justice is delivered directly to young offenders, directly by the YJEIS under the umbrella of children services, most aspects of the service being centrally managed by specialist Youth Justice Staff, including Intensive Supervision and Surveillance, (ISS) Custody, Bail and Remand and victims, the bureau and Youth Justice Interventions.

The Neath Port Talbot Youth Justice and Early Intervention Service provides support to vulnerable young people and their families to reduce their escalation into specialist services or into statutory services in relation to young offenders, Children Looked After and care leavers. The inclusion of the multi-disciplinary Youth Justice Service staff in this integrated model enables the sharing of expertise and transferable skills that benefits all targeted practitioners in the service and allows for a more co-ordinated response to the individual children and young people who often have multiple, complex needs.

The YJB, the Welsh YJS managers and YCS provide operational guidance and policy support to the YJEIS, to ensure effective Youth Justice Service delivery. The senior managers, Head of service and chair of the Management board are responsible for strategy performance, quality assurance and the coordination and delivery of Youth Justice Provision to the Courts.

4. Resources and Value for money:

NPT exceeds the minimum staffing requirements set out in the Crime and Disorder Act 1998 for a multi-agency youth offending team. Currently the Youth Justice Service management team consists of a Principal Officer (who reports directly to the Head of Children's Services), one operational manager, 2 senior practitioners, a business support manager and an information officer. A number of these posts are currently filled on an interim basis and discussions are taking place, to ensure that these posts are permanently filled in the forthcoming months to ensure the ongoing stability of the service. In total there are 22 practitioners and administration staff. As well as generic Youth Justice Officers, who are social work trained or alternatively qualified, the service includes a speech and language therapist, 2 substance misuse workers, an education worker, a seconded police officer (1 FTE) and probation officer (0.3FTE).

The National Probation Service (NPS) resource into the Youth Justice Service is determined using a National formula; there has been no overall reduction in the resource for 2019/2020. In 2018/19, there was one full-time equivalent post across Western Bay that was delivered via two part-time posts (previous shared post across NPT and Swansea); following disaggregation of the service in April 2019, the full-time equivalent post was split across the three localities with the provision in NPT at 0.3 FTE of a post. At the time of disaggregation, it was felt that separate probation officers would ensure dedicated and protected time was received within each locality; however, this has presented challenges given the dual

aspects of their role and with the NPT Probation Officer now taking up post in Swansea, it is hoped that this will offer greater flexibility across the services as workload dictates.

Staffing contributions from other partners are under review. The YJS are working closely with Health (SBUHB & CAMHS) to better understand the emotional health and wellbeing needs of young people known to the service to determine the resource contribution required from health long-term. The YJS are undertaking a data exercise to support this piece of work. The current resource available to the service remains the same and includes dedicated psychiatry and psychology time for case consultation (which enables referrals into CAMHS for assessment to be expedited where required), as well as access to a monthly sexual health clinics held onsite at the YJS.

The addition of two further social work posts at the outset of the financial year, has ensured that social work capacity within the service is strengthened to allow for smaller caseloads to manage the complex and high risk young people known to our service; recruitment to these posts has taken place.

NPT Youth Justice Service recruits, trains and supports volunteers from the community to act as Youth Offender Panel volunteers to meet the requirements of Referral Orders made in the Youth Court, to participate in Bureau panel for out-of-court disposals and act as Appropriate Adults at the Police station. There are currently approximately 9 Youth Offender Panel volunteers, 2 Youth Bureau Panel volunteers and 2 Appropriate Adult volunteers. A large proportion of the staff group have recently undergone Appropriate Adult refresher training to support the latter function during the working day and outside of working hours, this function is supported by the NPT Emergency Duty Team.

Numbers of young people coming into the Youth Justice system have now been relatively consistent for the last three years, compared to the much higher numbers seen previously in line with the national trend. Policy changes and greater diversion and restorative justice opportunities for more minor or first time offending mean that young people coming into the formal Youth Justice system are now more likely to be more entrenched offenders and often have multiple, complex needs requiring

more specialist and intensive support to help them turn their lives around or those young people who have committed one-off serious offences.

The budget is illustrated below for 2019/20. Grants received from the Youth Justice Board (YJB), Police and Crime Commissioner (PCC) and Promoting Positive Engagement (PPE) remain fixed at the same levels as 2018/19. Statutory partners have indicated levels of continuing contribution and funding in kind for 2019/20. The Police Service and the National Probation Service continues to maintain its level of contribution at this time and the contribution from Health contribution is currently under review. Funding is reviewed annually and is likely to remain a challenge for all agencies in the coming years as services continue to be delivered in a difficult financial climate.

Funding

From the April 1st the grant funding originally received from the YJB is now paid directly to Neath Port Talbot.

The Crime and Disorder Act 1998, Section 39(1) placed a duty on each local authority, acting with its statutory partners (police, probation and health) to establish youth offending teams in their local area to deliver youth justice services. Section 38(3) of the Act placed a duty on the local authority and its statutory partners to make payment towards the expenditure incurred in providing youth justice services. The purpose of the new NPT YJEIS is to ensure that youth justice services are available across the local authority.

YJEIS budget
2019/2020
 Costs and Contributions

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Agency	Staffing Costs	Payments in kind	Other delegated funds	Total
Police	0	0	0	0
Police and Crime Commissioner	0	0	35,800	35,800
Probation	0	0	0	0
Health	0	0	4,280	4,280
Local Authority	373,500	0	40,140	413,640
Wales Assembly Government	193,486	0	0	193,486
YJB	217,000	0	0	217,000
Other	0	0	0	0
Total	783,986	0	80,220	864,206

The service remains based at a single site in Port Talbot. The pursuit of an alternative premise to house the current workforce and allow for the development of a resource centre is a key priority for the service moving forward. Progressing this is a challenge and is dependent on the availability and in turn, suitability of vacant buildings in the area as well as financial constraints.

5. Partnership Arrangements

Effective partnerships are in place with statutory partners and as a single authority service, NPT YJEIS sits on the community safety board and we report into this board on a quarterly basis. Both at strategic and operational levels and with local anti-social behaviour strategies and initiatives.

Youth Justice is represented on key strategic forums and other relevant forums that contribute to a co-ordinated and effective delivery of services. These include:

- Court Users group and Family Justice Board.
- Multi-Agency Public Protection strategic group
- Integrated Offender Management Strategic Board
- Channel Panel to prevent radical extremism
- Safeguarding Children's Board as a board member
- LSCB sub – groups including practice review groups.
- The Principal Officer for the YJS is the chair of Better futures partnership for HSB and CSE cases

Police, Probation and Health (CAMHS) and WCADA each second staff to the multi-agency NPT YJEIS deliver interventions to young offenders and contribute to the Youth Justice budget together with the local authority Children Services and Police and Crime Commissioner (PCC) to ensure national Youth Justice Indicators and government priorities are met alongside locally identified priorities.

The Service works closely with partners on key issues including Troubled Families agenda; Early Help strategy; Child sexual exploitation, LAC young people involved in offending; homelessness and accommodation needs of young offenders; substance misuse; young people who are NEET; young people with SEND; remand management; overnight detention of young people arrested and refused bail; and reports on key issues to Children's Services Management team; Social Services Health and Housing Cabinet and scrutiny panels; the community safety partnership, and West Glamorgan Safeguarding Children Board.

The resettlement of young people leaving custody continues to be a key priority for the Service for 2019-20 and will be overseen by Youth Justice senior managers, working with partners to ensure employment and training; accommodation needs, substance use and mental health support and effective transitions for this often vulnerable and /or high risk group and of young people.

Young people's substance use services are commissioned from WCADA both for consultation, and direct treatment interventions to Youth Justice and Early Intervention Service.

Youth Justice works closely with the National Probation Service (NPS). Young People are referred into Multi Agency Public Protection Arrangements (MAPPA) for oversight of risk management. This process engages professionals with expertise and

understanding of children and young people as well as criminal justice, and has been able to engage in developing bespoke arrangements for the small number of children and young people who present a significant risk to the public in the County.

The service links with the County's Integrated Offender Management arrangements which is a multi-agency strategic and operational initiative designed to identify and offer enhanced support to offenders presenting high risk of serious re-offending. Although the majority of the offenders identified are adults, liaison is in place to ensure effective Information sharing and identification of high risk young people. Our Youth Justice Police Officer is responsible for identifying cases that meet IOM cohort criteria and for liaising with IOM management to determine adoption. This is achieved using intelligence within NPT YJEIS and South Wales Police.

The Operational manager for the YJEIS represents Children's Services on the multi-agency Channel forum which identifies and provides support to vulnerable young people at risk of radicalisation, as part of the government 'Prevent Strategy' aimed at preventing extremist radicalisation and terrorism.

Young people and gang activity has emerged as a concern in the last 12 months including an increase in young people subject to Court Orders being moved to NPT from London Manchester and Liverpool, to escape gang violence, and awareness of 'County Lines' – cross border serious gang led offending. Responses to this emerging issue are being explored with Police and partners to develop a countywide joined up strategy. Gang activity and concerns are currently monitored through the Youth Justice Risk management arrangements on individual cases, and information is shared between Police and Youth Justice and relevant agencies on wider gang activity.

Further developments for Youth Justice in 2019/20 in partnership with The Police and crime commissioner's Office, South Wales Police and Children's Services will include developing responses to young people in the Criminal Justice System who are responsible for domestic violence, responding to the criminal exploitation of young people, and responding to the national agenda of addressing serious and violent crime including Knife and gun crime.

6. Key Challenges and Risks to Future Delivery

Key challenges and risks to future delivery have been highlighted throughout the Plan and are summarised here:-

First Time Entrants

Low levels of First Time Entrants has been achieved since 2009 reflecting the national picture as young people are engaged outside of the formal Youth Justice system wherever possible, through diversion and restorative justice opportunities. Numbers have levelled out and reductions will prove more of a challenge as some young people who have been diverted previously may reoffend more seriously or persistently. Continued efforts and resources will be required by Police and Youth Justice to maintain the progress achieved. This includes ensuring effective assessment of risk and need and the provision of diversionary opportunities; monitoring of outcomes to help us understand the reasons for any increases; and the delivery of prevention and early help with local partners to families identified as vulnerable and/or at risk where partnership resources are reducing.

Reduce Reoffending

Reducing young people's reoffending continues to prove a challenge despite greater numbers of young people being diverted away from the criminal justice system for less serious offending. Those young people who do escalate do so invariably with more entrenched offending behaviour, and often have multiple complex needs. These young people require increased contact levels and specialist input from experienced and trained practitioners to prevent further offending and achieve positive outcomes. Sustained specialist input to young people with complex needs and high levels of risk remains a priority in

2019/2020. Further evaluation of quality and effectiveness of interventions and reoffending data is required to improve targeting of resources and have a positive impact on future reoffending rates.

Reduce use of Custody

Significant reductions in custody rates have been achieved in 2018/2019 although percentage improvement remains a challenge year on year, being harder to achieve when overall disposals are falling. In common with the national trend young people who are looked after and BME young people continue to be over-represented in the custodial population. The service is working with wider Children's Services and our partner agencies to ensure access to effective resettlement support and improve outcomes for these young people. In NPT poverty and social inequality is also a factor to consider alongside substance and drug misuse. The increase in county lines and criminal exploitation along the M4 corridor from Newport to Swansea make our young people in Neath Port Talbot especially vulnerable. The remand population remains unpredictable and the duration of remands can vary. A small number of younger children committing serious offences or an offence involving a group of young people can have a major impact on resources

The financial risk to the local authority

Young people who are aged 16 and under are placed in Secure Training centres (STC) or Secure Children's Homes (SCH) which are costlier than Youth Offender Institutes (YOI); this is closely monitored by the Youth Justice Service to ensure the appropriate designated authority is named at Court and that there is close liaison and verification with Children's services placements and finance teams to ensure that risks are mitigated. We are in a more fortunate position in that our Welsh secure unit is based in Neath Port Talbot and therefore, we can ensure strong working relationships with the RI who is also the Head of Children's Services and therefore is fully sighted on all of the issues regarding Hillside. The Principal Officer was also the previous Principal Manager of Hillside Children's secure unit and therefore fully understands the financial implications and the opportunities for outreach work between Hillside and the YJEIS.

Young People in Education and Training

Performance in relation to ensuring young offenders are engaged in Education, Training and Employment has dipped over time and remains a challenge to achieve and sustain for young people in the Youth Justice Service. There is enhanced support from our Youth Justice Education Training & Employment practitioner in the YJEIS team. There is regular monitoring of the cohort of young people who are not engaged in ETE to help us understand the reasons for this and to identify areas and strategies for improvement.

Restorative Justice

There will be a continued focus in 2019/20 on development of Restorative Justice projects to provide victims of crime with a range of relevant options to support the opportunity for their inclusion in the Justice Process while providing young offenders with an effective deterrent experience.

Maintaining Effective Risk Management and Management Oversight of Youth Justice and Implementation of Asset plus:

Improvements in risk management and assessment quality are an integral part of the post inspection action plan and we have made sure that is a primary focus of our work going forward. The QA of asset plus and risk management oversight remain key priorities for 2019/20. In addition, the embedding of Asset plus requires further and on-going refresher training across the service in 2019/20; again this forms part of the post inspection action plan.

Local Risk Management:

Whilst there are three key agencies forming the “responsible authority” for MAPPA (i.e. police, prisons and probation), NPT YJEIS has a duty to cooperate. Over the past 18 months this has been an area where efforts have been concentrated through the pilot of the ECM approach. However, there is still a need to concentrate on this area and the recognition that some of our high risk cases are not subject to statutory orders but within the cohort subject to out of court disposals.

County Lines, violence and knife crime are becoming more prevalent and this needs to be responded to appropriately on a multi-agency basis. Through CSP and IOM approaches there is a growing understanding and willingness to work together as the most common re-offence is that of violence.

As already highlighted we need to address reoffending. The reoffending toolkit has been developed from the findings of the deep dive audit completed in 2016. The approach lends itself to the implementation of trauma informed practice and all staff have been trained in this approach. This will continue to be a focus amongst the YJEIS staff group. The service are holding regular development days; these have been used to address the post inspection action plan to date, but going forward these will be used for communication of key developments and the sharing of practice.

Staff development this year will focus on how we address knife crime prevention, utilise AIM 2 and how it complements the Better Futures service level agreement. There may be lessons to be learnt over the next 12 months from the Wrexham YOS service as our nominated partner in practice.

In response to potential violent offending and the risks of knife crime the service has developed an awareness raising package for schools.

Vulnerability management safeguarding and wellbeing.

As with risk management, safeguarding relies on robust and accurate assessment and listening to what the child or young person is saying. This is a priority area that alongside risk management is a primary focus of the service. The service needs to address the gap in evidencing wellbeing outcomes. This work is currently being completed with health colleagues and although we are at early stages I feel confident that the development of the service will address this.

We have reviewed safeguarding systems in the service, this highlights areas of duplication etc. and informs the service if there are gaps in relation to practice relating to the safeguarding of our children and young people. A quarterly safeguarding audit is in draft but not complete at the time of writing this plan. A safeguarding spread sheet has been developed which tracks and analyses referrals, reason for referrals and outcomes; thus giving a clear picture of the safeguarding needs of our young people in the service.

The Chair of the NPT YJEIS Management Board Service is the Chair of the Western Bay Safeguarding Children Board (WBSCB) giving a robust strategic link to the safeguarding needs of children and young people known to the service. There are lessons to be learnt from child practice reviews and serious incidents within the community where the service has been supervising the child or young person who has become a victim or harmed themselves. A member of the management team is on the child practise review sub group of the safeguarding children board as well as the quality and performance sub group. The relationship between the service and safeguarding teams is good across the region and the "step up, step down" approach to meeting the needs of children and young people has improved over the last year as services are increasingly joining up to provide seamless services avoiding duplication.

Safety and wellbeing cannot be seen in isolation of the services we provide to victims and their need to feel safe. We are very much part of NPT children services and regularly attend all identified safeguarding meetings professional strategy meetings and so on.

Victim Engagement and Restorative Interventions.

Positive victim involvement is always a priority for the service and with the opportunity to redesign the service on a local footprint, comes the opportunity to review the role of the victim worker improving links with reparation and enabling more visible outcomes for victims, our prevention workers, and their direct links to the reparation officer. It is anticipated that this will increase the number of victims accepting direct reparation.

Our restorative approaches training course developed with Agored Cymru continue to be available especially for schools, early intervention services and residential settings.

Workforce development

In addition to areas of training and management oversight already covered, the drive this year is to ensure everyone has a clear role, good supervision and quality appraisals. Following the inspection, supervision arrangements were found to be lacking. This can have an impact on staff well-being and a knock-on effect on direct delivery. Supervision has now been reviewed and the proper process and arrangements area in place. Everyone has supervision in line with the NPT supervision policy and appraisals will form a part of that process going forward. Taking into account the amount of change and uncertainty experienced by staff, the poor inspection report and the general lack of information that the staff group felt they had, we need to concentrate on the health and well-being of our staff, and this is covered in our development days and will

form part of everyone's appraisal. This area will be kept a priority and feeds into the management team. The building of staff morale is essential to maintain staff commitment, reduce sickness and maintain staff continuity.

Participation

Engaging young people in decision making and accepting responsibilities for their actions and future is critical to developing skills as constructive members of their community; Article 12 of the UNCRC establishes the right of young people to participate where decisions are being made that affect their future.

We aim to develop a young person's sub group of the management board. An independent member of the management board has met with 3 young people and will be meeting with more. We have identified a young person who is going to be a YJS champion, and is attending the management board development days with support from his worker. Eventually we will want our young people sub group to represent the whole area of service delivery i.e. pre-court, post court and exit planning.

As with previous years, victim feedback gathered by volunteers over the phone evidenced an overall satisfaction with the service and a growing positive view of restorative approaches; however, the numbers giving feedback in the new NPT service have not been measured as yet. We will be collating these going forward.

Parenting groups have recently been re- established in NPT and the first ones are beginning in September 2019. There was hugely positive feedback about the NVR parenting course when we were a regional service. The previous key messages were around the need for consistency of messages given by the parenting worker, case manager, childcare social workers and schools. One of the aims of the parenting group for NPT YJ&EIS is to reduce the mixed messages that the parents can receive from professionals and improve consistency per se. There are four workers at NPT YJ&EIS trained in providing the NVR course.

Staff retention in NPT YJEIS is not problematic, we are a long standing and established service with experienced and committed practitioners. Therefore the levels of distribution of youth justice expertise across the service and the close collaboration with Children services are a firm base on which to develop the NPT YJEIS service. What now needs to be done is the embedding and permanent recruitment of long standing temporary appointments, so that the staffing structure meets the needs of the service.

We have increased our numbers of social work practitioners, given responsibility to a principal officer to lead the service, and are going to be recruiting a consultant social worker using one of the existing senior practitioner post to develop our social work team further.

Probation, Education, South Wales Police and our intervention workers, including Speech and Language therapist, substance misuse workers, Bail support worker, volunteer coordinator, victim support worker and reparation and transition officers are all key players in the multi -agency service approach and we will keep developing these services to meet the complex needs of our young people.

Administration support and business management is a crucial element of the service and integral to the success of our work alongside performance and information management. This part of the business needs extra support and resource to manage the amount of work that is generated including administratively supporting the management board.

Training, monitoring and support are provided by the senior management team and our local authority training department to ensure required standards are met.

Staff recruitment and retention in NPT YJEIS

Retention of qualified social work staff in NPT YJ&EIS and the impact of this for maintaining effective Youth Justice Practice do not appear to be a risk to delivery at this juncture, although it is important to recognise that resources must be allocated to meet the additional training and necessary management support needs of new and/or inexperienced staff within NPT YJEIS.

Recruitment processes have been undertaken and we have recently employed two new social workers. We will be ensuring that the temporary posts in situ at present will be made permanent and recruit to those posts. The job description and person specification for all posts in the YJ&EIS going forward will be specific about the skill set and expertise required, which should help attract the more qualified and experienced staff.

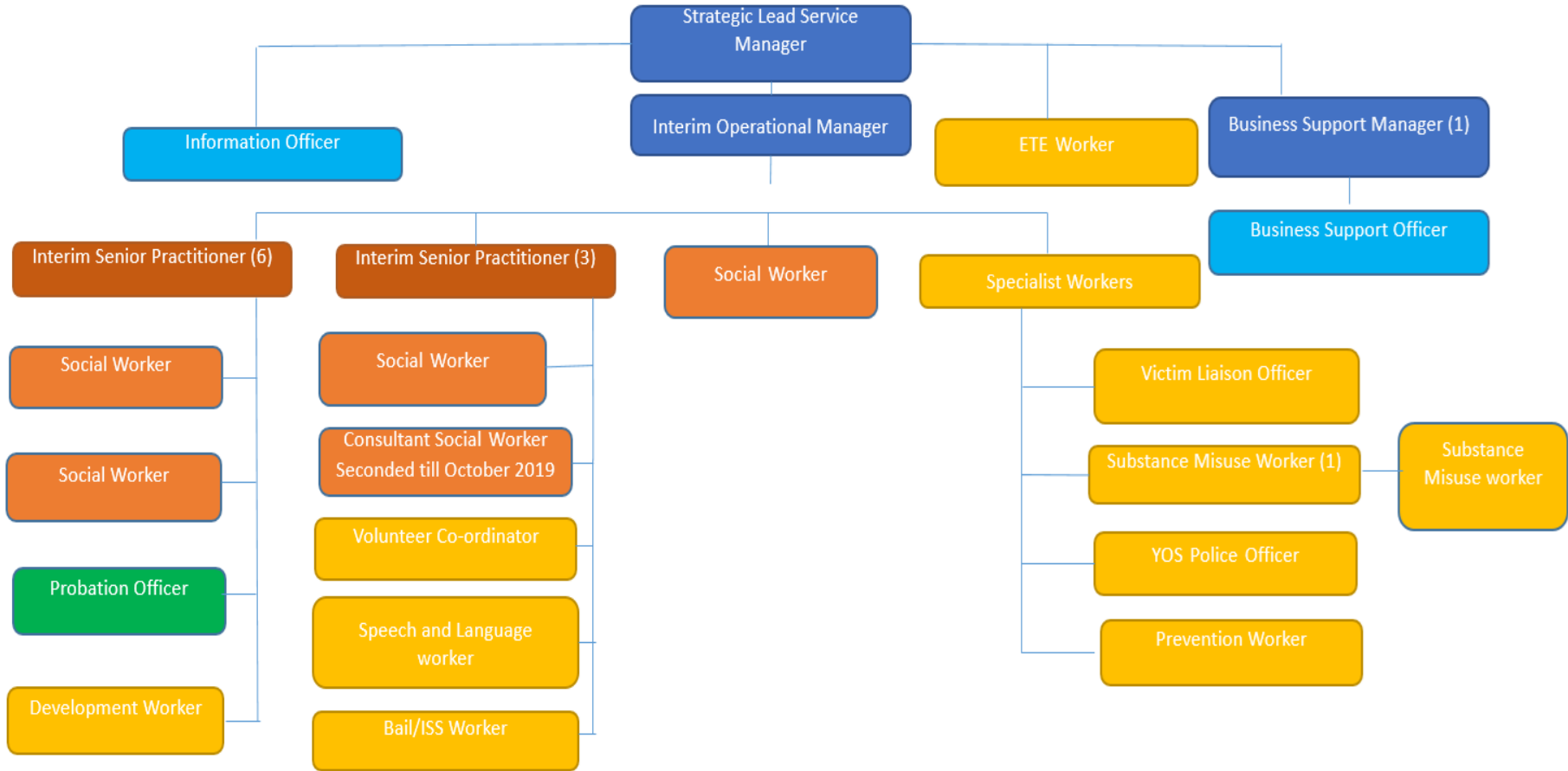
The NPT HR and the senior management team are fully engaged with supporting the teams including delivering induction and training and development days, guidance, gatekeeping, alongside quality assurance and management reports to track progress. The strategic lead is full engaged with the LSCB, CSP and subgroups to ensure that the YJ&EIS are fully represented in all external and partnership arenas.

Planned restructure

A final permanent structure of the NPT YJ&EIS is going to be formalised by the end of 2019 and will require effective leadership and close links with HR to ensure safe and effective practice is maintained. It is anticipated that the changes made to date will continue but with the posts being made permanent. The current interim structure is set out below following disaggregation in April 2019.

Neath Port Talbot Youth Justice and Early Intervention Service

Staff Structure



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7. Youth Justice National and Local Priorities 2019/20

The Service continues to ensure core statutory Youth Justice delivery to young people and families, pre-court and court services, and meet national and local priorities. These are outlined below and key actions are detailed in the Youth Justice Service operational plan 2019-20, which is monitored through the Neath Port Talbot Youth Justice Management Board and Children Services, this plan sets out local priorities incorporates actions from the recent Inspection findings. These priorities are set out in the operational and improvement plan which is included in the appendices of this report.

National Youth Justice Priorities:

- To reduce the number of First time entrants to the Youth Justice System who are aged 10-17
- To reduce young people's proven re-offending
- To reduce the number of young people who are sentenced to custody.

Local priorities:

- Reduce disproportionality and ensure that outcomes and the experience of BME young people in the Youth Justice system are proportionate and fair
- Prevent the criminalisation of Looked After children in the Youth Justice system
- Ensure that young offenders are supported to engage in education, training or employment.

- Prevention and safeguarding of young people at risk of gang involvement and child sexual exploitation
- Youth Justice quality assurance of assessment, planning and interventions for young People in the Youth Justice System
- Services to victims and restorative justice opportunities
- Workforce development to ensure effective and quality youth justice service delivery
- Service development to improve responses to young people affected by domestic abuse.

Priority areas:

1. OUT OF COURT DISPOSALS

Aims:

- Out of Court disposals are consistently applied & effective in diverting young people from Court where appropriate
- Recommendations from the Laming Review are implemented

The lead services for this priority are:

Youth Justice and Early Intervention Service

CS/Police

By when: October 2019.

Expected outcomes would be:

- Reduce FTE
- Safeguard Young people in the Youth Justice System
- Reduce LAC in the YJS

2. APPROPRIATE ADULT AND PACE TRANSFER.

Aims:

- Young people at the Police station are safeguarded
- Prevent overnight detention at the Police station for children arrested and refused bail
- Prevent offending and reoffending of LAC

The lead services to meet this priority are:

Youth Justice

Children services.

South Wales Police

By when: March/ April 2020

Expected outcomes would be:

- Reduce reoffending
- Reduce the use of Custody

3. SERVICES TO THE COURTS.

Aims:

- Ensure effective representation and Youth Court Practice
- Confidence of the Courts and Public is maintained and justice is served to victims and communities.

The lead services to meet this priority would be:

YJS EIS – on -going.

South Wales Police.

Expected / desired outcomes would be:

Reduction in custody

Appropriate interventions

Increased use of Bureau

More reparation and community based interventions

Partnership working to support young people and their families.

Better use of court time.

4. PREVENTION AND EARLY HELP**Aims:**

- Families are offered early help to prevent escalation into specialist services.
- Services are joined up to ensure most positive outcomes for young People and their families
- Children in the care system are not disadvantaged in the YJS
- The promotion of equality and diversity in the YJS

The lead services to meet this priority are:

Police/Youth Justice and the courts.

Intensive Support and Surveillance workers

By When? March 2020

The expected/desired outcomes would be:

Reduce offending.

Promote equality and diversity

Positive partnership working.

Reduction of FTE.

Families feel supported.

5. REDUCE PROPORTIONALITY.**Aims:**

- Ensure that outcomes and the experience of minority groups including BME young people in the YJS are proportionate and fair

- Include the active offer of the Welsh Language for all our young people who require it.
- Ensure that young people whose first language is Welsh are able to communicate to their YJS worker in their chosen language

The lead services to meet this priority are:

YJEIS Management team

By when: October 2019

The expected outcomes are

- Reduce reoffending
- Asset plus implementation
- YJ Quality Assurance.
- Promote equality and diversity.

6. EFFECTIVE ASSESSMENT AND RISK MANAGEMENT

Aims:

- Ensure that public protection risk and vulnerability are managed effectively.
- Reduce risk to victims and communities.

- Prevent radicalisation
- All managers involved in overseeing the quality of performance in YJEIS work do so to a consistently high standard within the team.
- There is a shared understanding of good quality assessment planning and intervention for young people in the YJS
- Reduce reoffending
- Ensure young offenders are engaged in ETE.
- Equality & diversity in the YJS
- Reduce the use of custody
- Increase restorative justice opportunities

The lead services to meet this priority are:

YJEIS

Children Services

7. EDUCATION TRAINING AND EMPLOYMENT

Aims:

- Information is shared to ensure effective risk management of serious sexual or violent offences in schools and colleges
- Young people with SEN needs are supported

Young people are engaged in ETE and supported to improve employability

The lead services to meet this priority are:

NPT YJEIS ongoing

Children Services and Education.

By When? This is ongoing and is an integral form of good practice.

The expected / desirable outcomes would be:

- Reduce reoffending
- Reduce the use of custody
- Increase employment and training opportunities
- Reduce permanent exclusions.

- Provide alternative education facilities i.e maths and English tutoring for YJ young people.
- Ensure that the educational needs of our young people are properly assessed.
- Unpaid work & reparation provide learning opportunities for young people.

8. RESTORATIVE JUSTICE

Aims:

- Resettlement
- Able to demonstrate that the victim perspective is apparent and influential wherever relevant and it contributes to Assessment
- Planning Intervention and Supervision of Young people in the Youth Justice system
- Young people make amends to victims and /or make a positive contribution to their community in as direct and relevant way as possible
- Unpaid work & reparation provide learning opportunities for young People

The lead services to meet this priority are:

NPT YJEIS.

By When? December 2019 and then ongoing as an integral part of good practice.

The expected / desirable outcomes are:

- Reduce reoffending
- Reduce the use of custody
- Resettlement
- Equality and diversity
- Hear the victim's voice as well as the young person.
- Ensure that communities are part of the restorative approach and that 'they' Get something back.

9. GROUP PROGRAMMES**Aims:**

- A range of effective programmes is available across NPT to address Young peoples' offending behaviour
- Ensure that there we provide robust programme options available to the Courts to support sentencing options

Lead services to meet this priority:

YJEIS

By When? September 2019

Expected /desirable outcomes.

Reduce offending behaviours.

Reduce the use of custody.

Address the reasons for offending behaviours.

Providing group activities and interventions to address the behaviours and reasons for our young people who are engaged in or on the fringe of offending behaviours.

Confidence building and life skills coaching for our young people.

Enable and support the courts to provide suitable sentencing options

Improved outcomes for young people.

10. ASSETPLUS**Aims:**

- Implementation of national Asset plus assessment framework
- Ensure effective assessment and risk management
- Reduce the use of custody

- Effective remand management
- Resettlement support

Lead service to meet this priority:

YJEIS

By when? September 2019, then ongoing as an integral part of good practice.

Desired/expected outcomes.

Robust risk assessment and risk management.

Safeguarding needs identified

Mandatory Quality assurance.

Comprehensive assessment process.

11. CUSTODY & REMAND MANAGEMENT

Aims:

- maintain low custody rates

- To ensure that unnecessary Remands are avoided
- To Improve outcomes for young people
- Good Information sharing to enable improved outcomes for young people

Lead service to meet tis priority:

Youth Justice and Early intervention service.

South Wales Police.

By when: December 2019.

Expected / desired outcomes.

- Safeguarding young people
- Reduce reoffending
- Reduced the use of custody
- Ensure that substance misuse service delivery arrangements are effective in delivery to YP in the NPT YJEIS.

12. PREVENTION & SAFEGUARDING OF YOUNG PEOPLE AT RISK OF GANG INVOLVEMENT OR SEXUAL EXPLOITATION

- Information is shared between agencies to reduce risk to communities and to safeguard young people
- Young people at risk are identified and supported to prevent risk of gang embedment or gang exploitation
- Young people in the Youth Justice system with substance misuse needs receive an appropriate intervention proportionate to the risk this poses to themselves, their family, & the public.

Lead agencies to meet this objective.

Youth Justice and Early Intervention Service.

South Wales Police

NPT Children services.

Barnardo's Better Futures.

By when? Ongoing, continuous work stream and integral to good practice.

Expected / desired outcomes:

Timely appropriate and thorough information sharing, to address the risks of CSE HSB and criminal exploitation, county lines and knife crime.

Robust safeguarding actions and strategies to address exploitation risks.

Partnership working with children services safeguarding, the community safety partnership and Prevent and Chanel panel, Probation and the police.

13. WORKFORCE DEVELOPMENT

- Ensure workforce development in Services for Young People which prioritises a focus on Youth Justice.
- To ensure that all staff understand Youth Justice Responsibilities to young people and families, the Courts and victims of youth crime
- To ensure the perception of staff of importance of youth justice as a priority is clear
- Ensure that there is an effective distribution of YJ expertise across the service to ensure that teams are equipped to deliver YJ responsibilities to a required standard and in line with national standards.

Lead service to meet this priority

Youth Justice and Early Intervention team.

Senior management team

Head of service.

By when: restructure to be completed by January 2020

Training plan to be completed by December 2020

Expected / desired outcomes:

A fully staffed service who are trained to meet the needs of our young people.

A positive and motivated workforce whose well-being needs are also a primary consideration.

A jointed up service with children's services to assess and manage risk and safeguarding needs of our young people.

14. YOUTH JUSTICE SERVICE CONTRIBUTION

- Ensure staff are aware of the relevance and importance of the youth justice contribution to wider services and of the youth justice 'journey'.
- To provide performance data that supports a wider understanding of trends and themes and of impact of YJ contribution
- Understanding of the contribution and value of YJS partners to the YJ EIS
- Ensure Youth Justice is a signed up member to the wider LSCB, CSP and partnership boards and committees across the piste and that we make a valid contribution to those fora.

Lead service responsible for meeting this priority.

Senior management YJEIS.

Children services HOS.

Chair of the management board/ director of social services

By when- Ongoing and integral to the role and function of the YJEIS.

Expected / desired outcomes:

Increase the profile of the YJEIS.

To be an integral part of the strategic picture and strategic developments across the LA.

To improve partnership working.

To contribute effectively to local and national developments in Youth Justice.

15. DOMESTIC ABUSE

- Service engagement with young people involved in domestic abuse
- To increase confidence in identifying domestic abuse in relation to young people in the YJEIS
- To ensure evidence of identification of domestic abuse in assessment and planning
- To establish quality, recognised domestic abuse interventions to meet the needs of individuals and families
- To ensure understanding and a clear evidence base in relation to the needs of young victims of domestic abuse and to support improved outcomes

Lead service to meet this priority.

Youth Justice and early intervention service.

Children services.

Police

By When: immediate and ongoing as an integral part of managing risk, safeguarding and good practice.**Expected/ desired outcomes.**

To ensure our young people are kept safe and where domestic abuse is an issue it is responded to appropriately.

To ensure appropriate interventions for the victims of domestic abuse.

To work with our partner agencies to address issues of domestic abuse whether our young people are victims or perpetrators.

To contribute effectively to MARRAC and MAPPA where domestic abuse forms part of the profile of our young people.

Ali Davies

Principal Officer NPT YJEIS. 4/09/2019

This plan covers a twelve-month period only and is written to meet the needs of many audiences in addition to the official bodies requiring its completion and submission.

Signed: **Date:**
Chair YOS Management Board

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Appendix 1

Post Inspection Operational and improvement plan.



NPT YJEIS Action
and Improvement pl

Mae'r dudalen hon yn fwiadol wag

Impact Assessment - First Stage

1. Details of the initiative

Initiative description and summary: Neath Port Talbot Youth Justice and Early Intervention Annual Plan 2019-2020
Service Area: Children Services
Directorate: 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				<p>The annual plan will cover vulnerable young people within the youth justice system and at a risk of offending; services include prevention, supervising young people in the community and supporting families and victims in partnership with other agencies.</p> <p>The production of the new annual report is a statutory duty of the Local Authority under Part 3, Section 40 of the Crime & Disorder Act 1998.</p>

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						The annual plan builds upon previous reports and there are no changes to the nature or scope of services to be provided.
Disability		x				The annual plan builds upon previous reports and there are no changes to the nature or scope of services to be provided.
Gender Reassignment		x				The annual plan builds upon previous reports and there are no changes to the nature or scope of services to be provided.
Marriage/Civil Partnership		x				The annual plan builds upon previous reports and there are no changes to the nature or scope of services to be provided.
Pregnancy/Maternity		x				The annual plan builds upon previous reports and there are no changes to the nature or scope of services to be provided.
Race		x				The annual plan builds upon previous reports and there are no changes to the nature or scope of services to be provided.
Religion/Belief		x				The annual plan builds upon previous reports and there are no changes to the nature or scope of services to be provided.
Sex		x				The annual plan builds upon previous reports and there are no changes to the nature or scope of services to be provided.
Sexual orientation		x				The annual plan builds upon previous reports and there are no changes to the nature or scope of services to be provided.

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				There are opportunities for all young people that engage with the Youth Justice and Early Intervention service to use the Welsh Language, in line with Welsh Language Standards.
Treating the Welsh language no less favourably than English		x				There are opportunities for all young people that engage with the Youth Justice and Early Intervention service to use the Welsh Language in line with Welsh Language Standards.

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):

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	Yes	No	Details
Long term - how the initiative supports the long term well-being of people	x		The Annual Plan provides framework for staff to work within to engage with young people covered by the Youth Justice and Early Intervention service, ensuring they are seen as children and young people in the first and involved in offending second. The plan will provide priorities helping children and young people avoid criminal records that can hinder them reaching their potential in future years.
Integration - 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.
Involvement - how people have been involved in developing the initiative	x		A young person champion is identified and represents young people on the management board and will represent them on the junior local safeguarding board. Feedback is routinely sought from young people victims and parents which is used to influence planned service delivery.
Collaboration - how we have worked with other services/organisations to find shared sustainable solutions	x		We have collaborated with the Management Board and community safety partnership in developing the plan.
Prevention - how the initiative will prevent problems occurring or getting worse	x		The Plan contains information relating to: a summary of achievements; structure and governance; resources and value for money; partnership arrangements and; risks to future delivery against the youth justice outcome measures.

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

A full impact assessment (second stage) is not required	<input checked="" type="checkbox"/>
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) is required	<input type="checkbox"/>
Reasons for this conclusion	

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	Name	Position	Signature	Date
Completed by	Alison Davies	Principal Officer, NPT Early Intervention & Youth Justice Service	A.Davies	
Signed off by	Keri Warren	Head of Children Services	K. Warren	

Mae'r dudalen hon yn fwiadol wag

Social Care, Health and Wellbeing Cabinet Board

**PROVISIONAL - 2019/20 FORWARD WORK PLAN (DRAFT)
SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD**

MEETING DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
5 Dec 19	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
	Trem y Mor Regulation and Inspection of Social Care (Wales) Act 2016 RISCA 2016	Monitoring	Topical	Sue Bradshaw/ Angela Thomas
	Community Wellbeing Team Regulation and Inspection of Social Care (Wales) Act 2016 RISCA 2016	Monitoring	Topical	Sue Bradshaw/ Angela Thomas
	Commissioning Care and Support Services in an Extra-care Scheme	Decision	Topical	Chele Howard/Angela Thomas
	Complaints Annual Report	Monitoring	Annual	Leighton Jones/ Andrew Jarrett
	Respite Policy Post-Consultation	Decision	Topical	Chele Howard/Angela Thomas
	Inter-Agency Agreement with City and County of Swansea for the provision of a Speech and Language Service.	Decision	Topical	Keri Warren

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Eitem yr Agenda10

Social Care, Health and Wellbeing Cabinet Board

MEETING DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
30 Jan 20	Carers Information & Consultation Strategy Annual Progress Report	Information	Annual	Chele Howard/ Angela Thomas
	Action Plan Care Inspectorate for Wales	Information	Topical	Angela Thomas
	Community Wellbeing Team Inspection Report	Information	Topical	Angela Thomas
	Direct Payments Report (Item on Direct Payments also going to Scrutiny Committee)	Decision	Topical	Angela Thomas

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Social Care, Health and Wellbeing Cabinet Board

MEETING DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
12 Mar 20	Supporting People Programme Grant Contracts 19/20	Decision	Annual	Gareth Evans/ Angela Thomas
	Commissioning of Adult Advocacy Services	Decision	Annual	Gareth Evans/Angela Thomas
	Quarterly Performance Indicators	Monitoring	Quarterly	Angela Thomas/Mike Potts/David Harding

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