



BWRDD GOFAL CYMDEITHASOL, IECHYD A LLES Y CABINET

*Yn syth Yn dilyn y Pwyllgor Craffu ar
DYDD IAU, 12 MAWRTH 2020,*

YSTAFELLOEDD PWYLLGOR A/B – CANOLFAN DDINESIG CASTELL-NEDD

1. Penodi Cadeirydd
2. Datganiadau o fudd
3. Cofnodion y Cyfarfod Blaenorol (*Tudalennau 3 - 8*)
4. Blaenraglen Waith 2018-19
5. Gwasanaeth i Oedolion, Plant a Phobl Ifanc - Adroddiad Prfformiad y 3ydd Chwarter (Ebrill 2019 - Rhagfyr 2019) (*Tudalennau 9 - 24*)
6. Strategaeth Gofalwyr Castell-nedd Port Talbot (*Tudalennau 25 - 72*)
7. Diweddariad Blynyddol ar Gynllun Comisiynu Lleol Cefnogi Pobl (*Tudalennau 73 - 102*)
8. Polisi Gwahanu Hillside (*Tudalennau 103 - 132*)
9. Eitemau brys
Unrhyw eitemau brys (boed yn gyhoeddus neu wedi'u heithrio) yn ôl disgrisiwn y Cadeirydd yn unol ag Offeryn Statudol 2001 rhif 2290 (fel y'l diwygiwyd).

10. Mynediad i gyfarfodydd
Yn unol â Rheoliad 4 (3) a (5) Offeryn Statudol 2001 Rhif 2290, gellir gwahardd y cyhoedd ar gyfer yr eitem fusnes ganlynol a oedd yn debygol o gynnwys datgelu gwybodaeth eithriedig fel a ddiffinnir ym Mharagraff 14 Rhan 4 Atodlen 12A o Ddeddf Llywodraeth Leol 1972.

Rhan 2

11. Cytundeb Prydles gyda Chyngor Castell-nedd Port Talbot ar gyfer y Gwasanaethau Gwirfoddol o 1 Ebril 2020 - 31 Mawrth 2023
(*Tudalennau 133 - 144*)
12. Y Gwasanaeth Adnewyddu ac Addasu Tai yn Ad-dalu arian y Grant Cyfleusterau i'r Anabl (*Tudalennau 145 - 156*)

**S.Phillips
Prif Weithredwr**

**Canolfan Ddinesig,
Port Talbot**

5 MAWRTH 2020

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)*

COFNOD A BENDERFYNIADAU GWEITHREDOL
BWRDD GOFAL CYMDEITHASOL, IECHYD A LLES Y CABINET
DYDD IAU, 30 IONAWR 2020

Cabinet Members:

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

Swyddogion yn bresennol:

A.Jarrett, A.Thomas, J.Hodges, K.Warren, C.Davies a/ac J.Woodman-Ralph

Swyddfa Archwilio Cymru:

Cynghorwyr: C.Galsworthy

1. **PENODI CADEIRYDD**

Cytunwyd y byddai'r Cynghorydd P.D. Richards yn cael ei benodi'n Gadeirydd ar gyfer y cyfarfod.

2. **COFNODION Y CYFARFOD BLAENOROL**

Y dylid cymeradwyo cofnodion y cyfarfod blaenorol a gynhaliwyd ar 19 Rhagfyr 2019.

3. **BLAENRAGLEN WAITH 2018-19**

Y dylid nodi'r flaenraglen waith ar gyfer 2019/2020.

4. **GWASANAETHAU CYMDEITHASOL, ADRODDIAD BLYNYDDOL
CWYNIION A CHYNRYCHOLIADAU 2018-2019**

Penderfyniad:

Y dylid nodi'r adroddiad.

5. **AILFODELU'R GWASANAETHAU I OEDOLION**

Penderfyniad:

Y dylid rhoi caniatâd i'r Pennaeth Gwasanaethau i Oedolion ddechrau ymgysylltu a chyfathrebu â'r gweithlu Gwasanaethau i Oedolion.

Rheswm dros y Penderfyniad:

I sicrhau bod gennym Wasanaeth i Oedolion sy'n gallu ateb anghenion cyfnewidiol a galwadau ein poblogaeth leol a sicrhau bod y gweithlu'n cael cyfle i lywio a hysbysu'r gwaith o wneud penderfyniadau mewn perthynas â'r model at y dyfodol.

Rhoi'r Penderfyniad ar Waith:

Caiff y penderfyniad ei roi ar waith ar ôl y cyfnod galw i mewn o dridiau.

Ymgynghori:

Mae'r adroddiad yn gofyn am ganiatâd i ymgynghori â staff am ailfodelu Gwasanaethau i Oedolion. Byddai ymgynghori ynghylch unrhyw newidiadau i'r gweithlu yn unol â'n gofynion cyfreithiol a'n polisiau adnoddau dynol mewnol a byddai'n cynnwys adran adnoddau dynol y Cyngor a chynrychiolwyr undebau.

6. **TREFNIADAU CYTUNDEBOL AR GYFER GWASANAETHAU DYDD
ARBENIGOL A CHARTREFI GOFAL ARBENIGOL A GOMISIYNIR YN
ALLANOL**

Penderfyniad:

Y dylid nodi'r adroddiad.

7. **CYTUNDEB AMALASIANTAETH (CYDWEITHREDOL) YN YMWNEUD A DARPARU GWASANAETH THERAPI LLEFERYDD AC IAITH RHANBARTHOL**

Penderfyniadau:

1. Y dylid caniatáu awdurdod dirprwyedig i'r Pennaeth Gwasanaethau Plant a Phobl Ifanc i gytuno telerau terfynol y Cytundeb Rhyngasiantaethol gyda Dinas a Sir Abertawe ar gyfer darparu gwasanaeth therapi iaith a lleferydd rhanbarthol ar gyfer Cartref Diogel i Blant Hillside a'r Gwasanaeth Cyfiawnder Ieuencid ac Ymyrraeth Gynnar;
2. Ar ôl cytuno ar delerau terfynol y Cytundeb Rhyngasiantaethol, dylid caniatáu awdurdod dirprwyedig i'r Pennaeth Gwasanaethau Plant a Phobl Ifanc i sefydlu contract gyda Dinas a Sir Abertawe hyd at 31 Mawrth 2021;
3. Y dylid penodi Dinas a Sir Abertawe fel y sefydliad arweiniol ar gyfer prynu'r gwasanaeth hwn gan Fwrdd Iechyd Prifysgol Bae Abertawe ac arwain y dasg o reoli'r contract rhanbarthol.

Rheswm dros y Penderfyniadau:

I alluogi'r Cyngor i ateb y galwadau am wasanaethau Therapi Iaith a Lleferydd a sicrhau bod cytundeb cyfreithiol-rwymol yn ei le sy'n nodi'r telerau cymeradwyedig ar gyfer gweithio mewn partneriaeth â Dinas a Sir Abertawe.

Rhoi'r Penderfyniadau ar Waith:

Caiff y penderfyniad ei roi ar waith ar ôl y cyfnod galw i mewn o dridiau.

8. **MYNEDIAD I GYFARFODYDD**

PENDERFYNWYD: Y dylid eithrio'r cyhoedd ar gyfer yr eitemau busnes canlynol yn unol ag Adran 100(A) (4) a (5) o Ddeddf Llywodraeth Leol 1972 oherwydd eu bod yn cynnwys y tebygolrwydd o ddatgelu gwybodaeth eithriedig fel y diffiniwyd ym Mharagraff 14 o Ran 4 o'r Ddeddf uchod.

9. **TREFNIADAU CYTUNDEBOL AR GYFER PLANT A PHOBL IFANC**

Penderfyniadau:

1. Y dylid caniatáu awdurdod dirprwyedig i'r Pennaeth Gwasanaethau Plant a Phobl Ifanc i sefydlu contractau gyda:
 - Barnardos ar gyfer darparu 'Gwasanaeth Dyfodol Gwell'
a
 - Dinas a Sir Abertawe ar gyfer darparu 'Gwasanaeth Wynebu'r Her';
2. Y dylid rhedeg y contractau hyd at 31 Mawrth 2021 gyda'r opsiwn os yw'n ofynnol i ymestyn hyd at 31 Mawrth 2022.

Rheswm dros y Penderfyniadau:

I sicrhau bod fframwaith cyfreithiol-rwymol yn ei le rhwng y partïon ac i barhau â'r gwasanaethau hanfodol hyn.

Rhoi'r Penderfyniadau ar Waith:

Caiff y penderfyniadau eu rhoi ar waith ar ôl y cyfnod galw i mewn o dridiau.

10. **CONTRACTUAL ARRANGEMENTS FOR SERVICES FUNDED BY THE HOUSING SUPPORT GRANT**

Penderfyniadau:

Yn ddarostyngedig i gadarnhad Llywodraeth Cymru ynghylch dyrannu Grant Cymorth Tai i Gyngor Bwrdeistref Sirol Castell-nedd Port Talbot:

1. Y dylid caniatáu awdurdod dirprwyedig i'r Pennaeth Gwasanaethau i Oedolion i sefydlu contractau gyda:
 - a. Caer Las Cymru
 - b. Cyfiawnder Tai Cymru
 - c. Calan DVS
 - d. Hafan Cymru
 - e. Thrive
 - f. Grŵp Tai Coastal Housing
 - g. Platfform

2. Y dylai'r contractau redeg hyd at 31 Mawrth 2021, yn ddarostyngedig i gyfnod rhybudd o 3 mis.

Rheswm dros y Penderfyniadau:

I sicrhau bod fframwaith cyfreithiol-rwymol yn ei le rhwng y partïon ac i barhau â'r gwasanaethau hanfodol hyn.

Rhoi'r Penderfyniad ar Waith:

Caiff y penderfyniad ei roi ar waith ar ôl y cyfnod galw i mewn o dridiau.

11. **Y GWASANAETH ADNEWYDDU AC ADDASU TAI - ADRODDIAD GWASANAETH**

Penderfyniad:

Y dylid nodi'r adroddiad.

CADEIRYDD

Mae'r dudalen hon yn fwriadol wag



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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

11th March 2020

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

Matter for Monitoring

Wards Affected: All

Report Title: ADULT and CHILDREN & YOUNG PEOPLE SERVICES – 3rd QUARTER (April 19 – December 19) PERFORMANCE REPORT

Purpose of the Report:

1. The purpose of this report is to provide Members with Performance Information and Complaints & Compliments Data for both Adult and Children & Young People Services for the 3rd Quarter Period (April 2019 – December 2019). This will enable the Social Care, Health & Well Being Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary:

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

number of Compliments and Complaints received by the Directorate during the 3rd Quarter Period (April 2019 – December 2019).

Background:

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

Financial Impacts:

4. No Implications.

Integrated Impact Assessment:

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

Valleys Communities Impacts:

6. No Implications.

Workforce Impacts:

7. No implications.

Legal Impacts:

8. No implications

Risk Management Impacts:

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

Crime and Disorder Impacts:

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

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

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

Counter Terrorism Impacts:

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

Violence Against Women, Domestic Abuse and Sexual Violence Impacts:

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

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

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

Consultation:

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

Recommendations:

16. Not applicable.

Reasons for Proposed Decision:

17. Not applicable.

Implementation of Decision:

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

Appendices:

19. Appendices listed as follows: -

- a. **Appendix 1** – Children & Young People Services 3rd Quarter Performance Report (April 2019 – December 2019).
- b. **Appendix 2** – Adult Services 3rd Quarter Performance Report (April 2019 – December 2019).
- c. **Appendix 3** – Children & Young People Services 3rd Quarter Complaints and Compliments Report (April 2019 – December 2019).
- d. **Appendix 4** – Adult Services 3rd Quarter Complaints and Compliments Report (April 2019 – December 2019).

List of Background Papers:

20. None.

Officer Contacts:

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

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

Mae'r dudalen hon yn fwriadol wag



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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Performance Indicators





Neath Port Talbot Council

Appendix 1 - Children & Young People's Services – Quarterly Performance Report - Quarter 3 - 2019/20



Print Date: 20-Feb-2020

How will we know we are making a difference (01/04/2019 to 31/12/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
CHILDREN AND YOUNG PEOPLE SERVICES					
CP/011 - PAM/028 - Measure 24 - Percentage of child assessments completed on time	97.76	93.72	98.57	94.00	 Green
1,860 out of 1,887 in Quarter 3, 2019/20 compared to 1,672 out of 1,784 in the same period 2018/19. Despite there being some fluctuation we remain considerably higher than the All Wales Average of 88.9%. Senior Officers are continuing to work with team managers and their teams to ensure all assessments are completed on time. It is pleasing to see that continued efforts have shown a slight increase since the last quarter.					
PI/239 - % of children supported to live with their family.	62.73	68.57	67.21	68.40	 Amber
623 out of 927 in Quarter 3 2019/20 compared to 698 out of 1018 in the same period 2018/19. The All Wales Average is 64.7%. Children's Services remain vigilant in ensuring that children who remain at home with support continue to do so.					
PI/241 - % of re-registrations of children on the local authority child protection register	6.21	8.39	13.04	5.40	 Red
12 out of 92 in Quarter 3 2019/20 compared to 13/155 in the same period 2018/19. All Wales Average 5.1%. This performance indicator is subject to fluctuation. The number of children who are subject to Child Protection Planning has reduced and this is down to positive relationships with partners and multi-agency planning along with working closely with the children and their families.					
PI/242 - Average length of time (in days) for all children who were on the child protection register during the year.	288.30	271.50	269.70	248.90	 Red
269.7 days in Quarter 3 2019/20 compared to 271.5 days in the same period 2018/19. All Wales Average is 253.3 days. The Child Protection population has been carefully monitored over the past year and this has resulted in a focus, amongst other things (dual registration; those over 15 years; category; conversion rates from strategy discussion to Section 47 enquiries etc.), on those children and young people on the register for more than nine months (270 days). A significant amount of those removed from the register had been registered for over 12 months (360 days), hence the increase in the average number of days on the register. Where a child needs to remain on the register they will and there is the expectation across all teams that plans are reviewed and other processes initiated sooner, such as Pre-Proceedings (PLO), where change is neither made or sustained at the second review. There is an added factor to the increase in the average time spent on the register in that a child's name could be removed from the register at 3 months (90 days). This point in time is not deemed appropriate in that to de-register a child at this point questions the need for them to be on the register in the first place, thus most children in NPT now stay on the register until the second review at 9 months (270 days), therein another possible reason for the increase in average number of days spent on the Child Protection register. The Child Protection register is monitored weekly for variations, themes, trends etc.					



Cyngor Castell-nedd Port Talbot
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Performance Indicators




Neath Port Talbot Council

Appendix 2 - Adult Services - Key Performance Indicators - Quarter 3 - 2019/20



Print Date: 07-Feb-2020

How will we know we are making a difference (01/04/2019 to 31/12/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
Organisation					
CP/031 - PAM/012 - Percentage of households successfully prevented from becoming homeless	73.53	54.37	52.41	58.00	 Red
<p>250 out of 477 cases were successfully prevented. Of those successful cases, 33 have been able to remain in their home with the remaining being found alternative accommodation that is suitable and affordable, minimising the likelihood of a repeat threat of homelessness. Of the 227 unsuccessful cases, 87 were withdrawn due to no contact or at the request of the applicant. The remaining 140 were cases where the eviction could not be prevented for various reasons e.g. landlord may want to sell, property unaffordable with no means of increasing income, arrears too substantial and historical to arrange repayment with landlord. Of the 227 unsuccessful cases 80 were single people which is likely to be a reflection on welfare benefit restrictions for single people particularly under 35, and a lack of affordable one bedroom units of accommodation.</p> <p>Housing Options has secured one year funding for a dedicated prevention officer which will work with RSL's (Registered Social Landlords) and privately rented homes landlords to try and assist households at a much earlier stage than currently. If the prevention is successful then the number of applicants presenting to the service at the point of receiving notices, having substantial arrears should decrease. This post will be in place for 1st April, or as near as possible, allowing for the recruitment process.</p> <p>(2018-19 All Wales full year data is 67.8%)</p>					
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	230.60	241.01	190.50	230.00	 Green
<p>(186 of 35,433) Reduction in time to deliver a Disabled Facility Grant can be largely attributed to a reduction in the waiting list for an Occupational Therapy assessment.</p> <p>(2018-19 All Wales full year data is 207).</p>					
CP/048 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	2.29	4.64	7.50	2.70	 Red
<p>(97 of 12,929). The increase in the number of people waiting in hospital is linked to the difficulties the department is experiencing sourcing sufficient domiciliary care packages. The commissioning team continue to work closely with providers to find solutions to address the demand for domiciliary care. The changes to the remit of the in-house domiciliary care service (Community Wellbeing Team), which includes providing domiciliary care for individuals that the Local Authority have challenges in sourcing support for, is also anticipated to improve performance.</p> <p>(All Wales 2018-19 full year data is 4.9).</p>					
PI/284 - PI/1 - Number of adults who received advice or assistance from the information, advice and assistance service during the year	2243.00	1843.00	2018.00		
<p>There has been a slight increase in the number of people who received advice and assistance from the service compared to the same period last year. Our Multi Disciplinary Team (MDT) will scrutinise cases to ensure that all cases are dealt with appropriately and are receiving the correct information and advice as required.</p>					
PI/474 - Measure 20a - Percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	25.53	10.26			
<p>In April 2019 the way in which reablement data was recorded changed, and information was merged with Homecare data. As a result of this we are unable to accurately report reablement information for this period.</p>					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
PI286 - PI/3 - Number of assessments of need for support for carers undertaken during the year	220.00	211.00	175.00		
The Carers service undertake assessments on behalf of the LA, however many carers do not take up the offer of assessment. All identified carers will, however, receive information and advice from the service to support them in their role.					
PI288 - PI/3(i) - Of which; the number of carers assessments that led to a support plan	7.00	6.00	0.00		
The number of carers assessments which led to a support plan is zero compared to 6 in the same period last year. However, all identified carers are offered an assessment, a large number of carers refuse this offer for various reasons but in all instances, carers are provided with information, advice and assistance.					
PI289 - PI4 - Number of carer assessments that were refused by carers during the year	90.00	67.00	73.00		
The PI has slightly increased since last year, however all identified carers are given information and advice on the help and support they can receive if needed.					
PI307 - Measure 18 - The percentage of Adult at Risk enquiries completed within 7 days		89.57	89.91		
508 of 565) This PI has increased when compared to last year. This is a reflection of the changes in practice and policies, also embedding the responsibilities of safeguarding across the spectrum of care homes and associated employees. (This data was reported from Qtr.4 2017/18)					
PI309 - Measure 20b - The percentage of adults who completed a period of reablement and have no package of support 6 months later	21.28	67.18			
In April 2019 the way in which Reablement data was recorded changed, and information was merged in with Homecare data. As a result of this we are unable to accurately report Reablement data for this period.					

Mae'r dudalen hon yn fwiadol wag



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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Performance Indicators

Neath Port Talbot Council

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



Print Date: 20-Feb-2020

How will we know we are making a difference (01/04/2019 to 31/12/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
CHILDREN AND YOUNG PEOPLE SERVICES					
PI/260 - Children & Young Peoples Services - % of complaints at Stage 1 that were upheld/partially upheld	27.78	28.57	25.93		
<p>There was a slight decrease in the number of complaints received during the first three quarters of 2019/20 when compared to 2018/19 from 28 to 27. 1 complaint was upheld and 6 Stage 1 complaints were partially upheld. The complaints team work closely with front-line managers, including providing weekly monitoring reports, along with 'upheld' summaries to ensure complaints are managed appropriately. Any required lessons learned are communicated accordingly.</p> <p>Upheld/Partially Upheld Analysis - Quarter 3 - 1 partially upheld - Quality of service (communication issue); complainant was unhappy with procedure in relation to safeguarding investigation, which were not upheld; however, the Directorate recognised communication could have been better and apologised for this.</p>					
PI/261 - Children & Young Peoples Services - % of complaints at Stage 2 that were upheld	0.00	33.33	0.00		
<p>There was 1 Stage 2 complaint received during the 3rd Quarter 2019/20 which is currently on-going. This is an improvement on the same period 2018/19 (3). There continues to be a strong emphasis on a speedier resolution at 'local' and 'Stage 1' levels.</p>					
PI/262 -Children & Young People Services - % of complaints dealt with by the Public Services Ombudsman that were upheld					
<p>There were no ombudsman investigations during the 3rd Quarter 2019/20.</p>					
PI/263 - Children & Young People Services- Number of compliments received from the public	10.00	26.00	29.00		
<p>There was a slight increase in the number of compliments in comparison with previous years. The Complaints Team continue to raise the profile for the need to report such incidences.</p>					

2019/20
 22/01/2020
 Audited



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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Performance Indicators

Neath Port Talbot Council

Appendix 4 - Social Services, Health & Housing (excluding CYPS) - Compliments and Complaints - Quarter
3 - 2019/20



Print Date: 31-Jan-2020

How will we know we are making a difference (01/04/2019 to 31/12/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
Organisation					
PI/264 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 1 that were upheld/partially upheld	45.45	36.00	66.67		
(12 of 18) There was a significant decrease in the number of complaints received during the third quarter of 2019/20, when compared to 2018/19, from 25 to 18. 5 complaints were upheld and 7 Stage 1 complaints were partially upheld. The Complaints Team work closely with front-line managers, including providing weekly monitoring reports, along with 'upheld' summaries to ensure complaints are managed appropriately. Any required lessons learned are communicated accordingly.					
PI/265 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 2 that were upheld/partially upheld	100.00	0.00	100.00		
There was 1 complaint at Stage 2 during this period which was partially upheld. There continues to be a strong emphasis on a speedier resolution at 'local' and 'Stage 1' levels.					
PI/266 - Social Services, Health and Housing (excluding CYPS) - % of complaints dealt with by the Public Services Ombudsman that were upheld					
There were no ombudsman investigations during this period.					
PI/267 - Social Services, Health and Housing (excluding CYPS) - Number of compliments received from the public	52.00	35.00	28.00		
The number of compliments has decreased; when compared to the previous years. This can be attributed to a reluctance in reporting from services receiving praise and thanks. The Complaints Team will continue to raise the profile for the need to report such incidences.					

Additional
 Information
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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

12th March 2020

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

Matter for Decision

Wards Affected: All wards

NEATH PORT TALBOT CARERS STRATEGY

Purpose of the Report:

To inform Members of the draft Neath Port Talbot Carers Strategy and seek approval to undertake a 90 day public consultation.

Executive Summary:

Identifying carers, helping them to maintain their caring role and have a life outside of caring is essential. The draft strategy sets out how Neath Port Talbot Council ('the Council') and its partners can work together towards achieving these aims.

Background:

It is important to recognise the crucial role that informal carers have in preventing the need for additional care and support for the individuals they care for. Provision of services to prevent carers from developing a need for support themselves is a Directorate priority.

Under the Social Services and Well-being (Wales) Act 2014, a carer is *“a person who provides or intends to provide care for an adult or a disabled child. In general, professional carers who receive payment should not be regarded as carers for the purposes of the Act, nor should people who provide care as voluntary work.”*

There are more than 20,000 unpaid carers living in Neath Port Talbot, representing approximately one-in-seven of the entire population, which is the highest proportion of any area in Wales and England. This figure also only relates to those who identify themselves as unpaid carers. There are many more people caring for family members or friends who do not regard themselves as ‘carers’.

At a national level, Welsh Government has set the following three priorities for carers:

- Identifying and recognising carers
- Providing information, advice and assistance
- Supporting life alongside caring

This strategy seeks to engage with local carers to identify what actions, interventions and support is needed to meet these priorities.

The co-production of a strategy and action plan in conjunction with carers provides the Council, partners and stakeholders with the opportunity to identify and develop a framework for supporting carers.

A five-year West Glamorgan Regional Carers Strategy is being developed and it is expected that co-production workshops will be jointly held to ensure that the needs of Neath Port Talbot carers are reflected more widely at a regional level.

The aim of the Neath Port Talbot Carers Strategy is to make sure that support meets the need of our local carers.

Financial Impacts:

Any new developments will be subject to a financial assessment to ensure that responses are within the available financial resources.

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.

It is concluded that overall the draft strategy will have a neutral impact on protected characteristics. The purpose of the strategy is to help support Neath Port Talbot's unpaid carers. It will also ensure long term sustainability of services in line with the Well-being of Future Generations (Wales) Act 2015. The Integrated Impact Assessment will be refreshed following the consultation to take into account any new information.

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.

Legal Impacts:

The draft strategy 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 carers' need for 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:

None

Consultation:

The draft strategy is required to be subject to public consultation.

Recommendations:

It is recommended that Members grant permission for Officers to undertake a 90 day public consultation on the proposed Carers Strategy attached at Appendix 1 and 2 to this report.

Reasons for Proposed Decision:

- To provide Neath Port Talbot carers with a say over what local interventions, services and support will help them maintain their caring role
- To ensure a sustainable range of good quality support is available to meet the needs of the unpaid carers of Neath Port Talbot

Implementation of Decision:

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

Appendices:

Appendix 1 – NPT Draft Carers Strategy.

Appendix 2 – Easy Read Document.

Appendix 3 – Integrated Impact Assessment.

Appendix 4 – Consultation Document.

List of Background Papers:

Social Services and Wellbeing (Wales) Act 2014 and associated Regulations (Part 3 Code of Practice):

<https://gov.wales/sites/default/files/publications/2019-05/part-3-code-of-practice-assessing-the-needs-of-individuals.pdf>

Officer Contact:

For further information on this report item, please contact:

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Mae'r dudalen hon yn fwriadol wag

NPT Carers Strategy Document

Front cover design

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Introduction

Carers are a vital part of Neath Port Talbot's communities. Their role needs to be recognised by carers themselves, the wider population, health and social care providers, and the various public, private and third sector organisations who can provide support. This will help ensure that carers receive the right information, advice, support and assistance at the times that they need it to be able to continue their vital commitment.

What is a Carer?

The Welsh Government defines a carer as ***“anyone of any age, who provides unpaid care and support to a relative, friend or neighbour who is disabled, physically or mentally ill, or affected by substance misuse.”***

Caring can impact on all parts of a carer's life, and often carers ignore their own needs. It can be very rewarding but it can also be demanding, tiring and stressful.

Caring can impact on:

- The ability to access and stay in employment
- Financial resources
- The health and emotional well-being of the family unit
- The ability to access social and recreational activities
- Wider relationships with family and friends

For young carers it can also impact on their:

- Experiences of childhood
- Health and well-being
- Education and career opportunities
- Family and peer relationships
- Sense of identity

We also recognise that being a carer can impact on life after caring:

- Adjusting to changing relationships when caring at home is no longer viable
- Social isolation and lack of confidence after a bereavement
- Redefining their identity and purpose
- Having a higher risk of needing care services themselves

Vision Statement

In Neath Port Talbot we support the Ministerial Advisory Group vision for carers in Wales which is one where all carers are identified, recognised and supported for the invaluable care and commitment they provide.

Our Aim

We will work together so that all carers are fully informed, involved, valued and receive:

- The right support
- At the right time
- In the right place



Our Objectives

We will

- ✓ Support the early identification of carers, including self-identification
- ✓ Ensure carers receive relevant and timely information and advice about their caring role
- ✓ Develop the workforce to understand carers' needs, improve identification of carers and value their contributions
- ✓ Involve carers in local and individual care planning
- ✓ Enable carers to fulfil their educational and employment potential
- ✓ Provide personalised support for carers and those receiving care
- ✓ Support carers to remain safe and healthy
- ✓ Deliver equality of services across Neath Port Talbot by commissioning carers services in a joined up way
- ✓ Ensure that carers rights are recognised at the same level as the cared for person

National Context

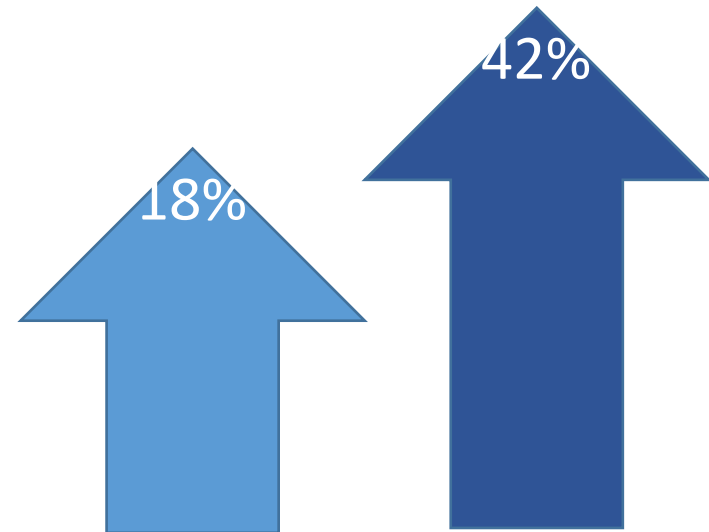
The Social Services and Well-being (Wales) Act 2014 is the legislation that providers of social care and support must follow, and gives carers the same right to have their needs assessed as those they care for.

The Act outlines the way in which local authorities should carry out carer’s assessments and needs assessments for the cared for person. It shows how local authorities determine who is eligible for support, the obligations on local authorities, and how local authorities should charge for both residential care and community care.

Local Context

The adult population of Neath Port Talbot is expected to grow over the next 10 years. **Between 2020 and 2030 it is projected there will be:**

	2019	2020	2021	2025	2030
People aged 0-17	28,600	28,790	29,000	28,910	28,040
People aged 18-24	10,150	9,860	9,530	9,300	9,970
People aged 25-34	17,660	17,530	17,350	16,610	15,160
People aged 35-44	17,360	17,580	17,850	18,380	18,280
People aged 45-54	18,810	18,390	18,070	17,140	17,490
People aged 55-64	19,140	19,430	19,510	19,390	17,920
People aged 65-69	8,540	8,460	8,490	8,840	9,480
People aged 70-74	8,000	8,120	8,210	7,790	8,180
People aged 75-79	5,660	5,810	6,000	6,990	6,770
People aged 80-84	3,960	4,010	4,040	4,620	5,650
People aged 85 and over	3,920	4,030	4,140	4,690	5,710
Total population aged 18 and over	113,190	113,210	113,190	113,760	114,630
Total population	141,790	142,000	142,190	142,670	142,670



Neath Port Talbot has the largest proportion of its population providing unpaid care in the whole of Wales and England, standing at more than 14%, or one person in every seven. This includes nearly 1-in-20 people providing 50 or more hours of unpaid care per week; for many this is in addition to employment or attending school.

Total population (ONS 2018)	142,906	
Provides care	20,308	14.2%
Provides 1 to 19 hours unpaid care a week	10,097	7.1%
Provides 20 to 49 hours unpaid care a week	3,261	2.3%
Provides 50 or more hours unpaid care a week	6,950	4.9%



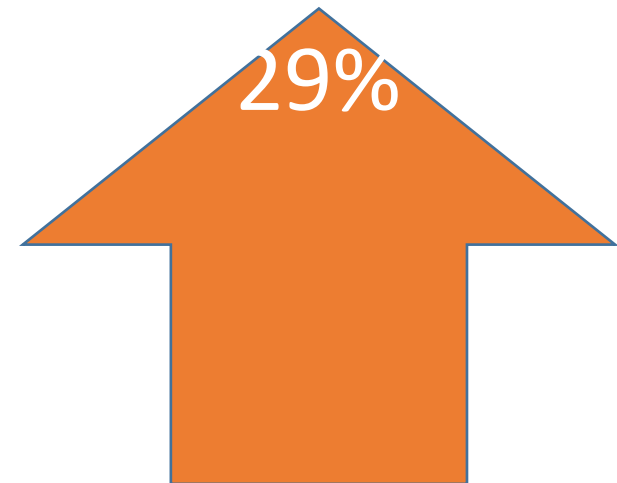
One in seven residents stated they are an unpaid carer

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Age profile and projections¹

The table below shows the projected number of carers by age group living in Neath Port Talbot. Whilst it is currently estimated that the number of young carers will see a small decline over the next decade reflecting a falling birth rate, it is projected that the number of older carers will increase significantly, with those aged 75 and over rising by 29%.

Year	Age Group (years)						All ages
	0-15	16-24	25-64	65-74	75-84	85+	
2020	412	1,062	13,771	3,418	1,714	368	20,745
2021	411	1,052	13,744	3,444	1,752	378	20,781
2025	409	1,039	13,507	3,428	2,026	429	20,838
2030	391	1,121	13,002	3,641	2,167	522	20,844

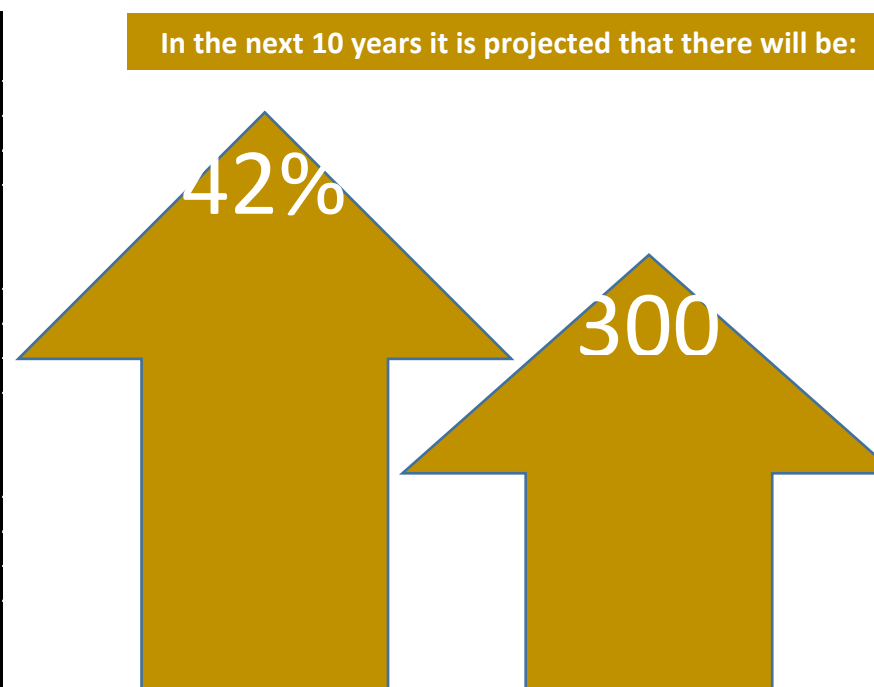


¹ Source: Daffodilcymru.org.uk Projecting the need for care services in Wales

Age profile and hours of unpaid care per week

Looking at those people aged 16 years and over providing unpaid care, we can see that it is projected that the next decade will see a fall of around 1% in those providing up to 19 hours of care per week, and the number providing 20-49 hours per week will stay at current levels. However, the number providing 50+ hours of unpaid care per week is estimated to rise by 4%. This reflects the view that the number of people with more complex needs is expected to rise, leading to additional carers providing more care each week. This is illustrated most starkly by the **estimated 42% increase between 2020 and 2030 in the number of people aged 85 and over providing 50+ hours of care per week.**

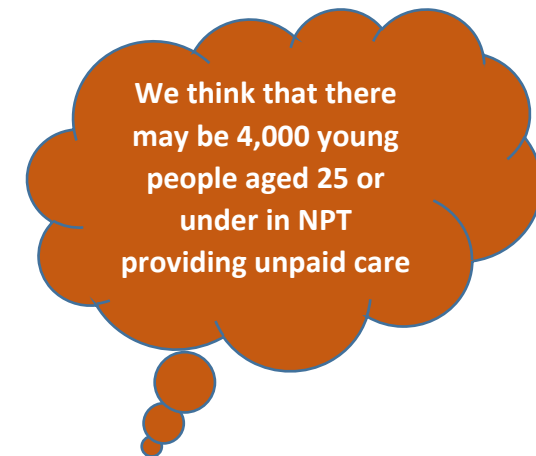
	2019	2020	2021	2025	2030
People aged 16-24 providing 1-19 hours of unpaid care	757	743	736	727	784
People aged 25-64 providing 1-19 hours of unpaid care	7,561	7,557	7,542	7,412	7,135
People aged 65-74 providing 1-19 hours of unpaid care	1,267	1,270	1,280	1,274	1,353
People aged 75-84 providing 1-19 hours of unpaid care	431	440	450	520	556
People aged 85 and over providing 1-19 hours of unpaid care	81	83	85	97	118
1-19 hours	10,097	10,093	10,093	10,030	9,946
People aged 16-24 providing 20-49 hours of unpaid care	181	178	176	174	188
People aged 25-64 providing 20-49 hours of unpaid care	2,317	2,316	2,312	2,272	2,187
People aged 65-74 providing 20-49 hours of unpaid care	485	486	490	488	518
People aged 75-84 providing 20-49 hours of unpaid care	226	231	236	273	292
People aged 85 and over providing 20-49 hours of unpaid care	52	53	55	62	75
20-49 hours	3,261	3,264	3,269	3,269	3,260
People aged 16-24 providing 50+ hours of unpaid care	144	141	140	138	149
People aged 25-64 providing 50+ hours of unpaid care	3,900	3,898	3,890	3,823	3,680
People aged 65-74 providing 50+ hours of unpaid care	1,658	1,662	1,674	1,666	1,770
People aged 75-84 providing 50+ hours of unpaid care	1,022	1,043	1,066	1,233	1,319
People aged 85 and over providing 50+ hours of unpaid care	226	232	238	270	329
50+ hours	6,950	6,976	7,008	7,130	7,247
<i>Total population aged 16 and over providing unpaid care</i>	<i>20,308</i>	<i>20,333</i>	<i>20,370</i>	<i>20,429</i>	<i>20,453</i>



Young carers

Neath Port Talbot Young Carers Service provides support to Young Carers up to the age of 25 years, while the youngest they currently support is aged just 7 years old. Daffodil estimates there are around 400 young carers aged 0-15 years and 1,100 aged 16-24 years in NPT providing unpaid care each week. However, based on work by the NPT Young Carers Service we think the figure could be as high as 10% of the young people living in Neath Port Talbot. This means that there could be around 4,000 people aged 25 or under providing unpaid care each week.

Children aged 0-15 years providing:	2019	2020	2021	2025	2030
1-19 hours of unpaid care per week	306	308	308	306	292
20-49 hours of unpaid care per week	51	51	51	51	49
50+ hours of unpaid care per week	52	53	52	52	50
Total	409	412	411	409	391
Children aged 16-24 years providing:	2019	2020	2021	2025	2030
1-19 hours of unpaid care per week	757	743	736	727	784
20-49 hours of unpaid care per week	181	178	176	174	188
50+ hours of unpaid care per week	144	141	140	138	149
Total	1,082	1,062	1,052	1,039	1,121



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National Priorities

National Carers' Priorities as identified by Welsh Government

The following have been identified by Welsh Government as being the national priorities for carers:

1. Identifying and recognising carers
2. Providing information, advice and assistance
3. Supporting life alongside caring

How do we meet the priorities?

Identifying and recognising carers – Fundamental to the success of delivering improved outcomes for carers is the need to improve carers' recognition of their role and to ensure they can access the necessary support. It is vital that we help educate people to recognise themselves as carers and that we are able to identify carers at an early stage.

Official figures indicate that 14% of our population provides unpaid care, but we know this figure is based on the Census so it only reflects those people who self-identified as carers. Many more people do not class themselves as carers when they are looking after a relative or friend.

It shouldn't always be the carers' responsibility to say they are a carer; in many cases carers don't see it themselves.

What we are going to do

- Map the number of carers and young carers identified and supported compared with population estimates and projections
 - There are thousands of carers living in NPT but only a fraction are known to Social Services
- Raising awareness amongst social workers
 - We will bring in **Carers Champions** in each of our social work teams who will act as a resource for colleagues on issues relating to carers; promote good practice through leading by example; and signpost colleagues and carers to appropriate support services
- Raising awareness amongst GPs / hospitals
 - **GP Carer Friendly Accreditation Scheme:** this recognises those practices that offer support to carers including through flexible appointments. We have signed up a number of practices and will continue to further this work
 - NPT Carers Service employs a Health Liaison Worker to work with Health colleagues, implement the GP Accreditation Scheme, identify carers on NPT Hospital wards and signpost them to support hospital discharge
- Raising awareness in schools

- Work in partnership with schools, colleges and community based youth projects to identify young carers and increase awareness and understanding of the caring roles carried out by young people
- Carers Assessments
 - Carers no longer have to request an assessment, local authorities must actively offer assessments where they believe a carer has a need for support
 - We are introducing a single assessment process. This will ensure that people contacting the Gateway Team or the NPT Carers Service are identified as carers and offered support in a simple streamlined process
- Carers ID Card
 - This is a simple way to support recognition of carers and offer benefits, local discounts, priority appointments and emergency support
- Protecting young carers from inappropriate caring responsibilities
 - Social workers undertake Young Carers Assessments to ensure appropriate support is offered
- Identify young people who need a transition assessment but are not receiving children's services
 - This seeks to improve support for young adult carers to enable them to make positive transitions between the ages of 16-24. This will identify the types of practical and emotional support that can enable a young adult carer to achieve a positive outcome
- Proactive communications to the wider public to identify and, where appropriate, assess the needs of carers across NPT
- The Young Carers Service has a project which works with schools and other partners to provide support to young carers
 - Young Carers ID Card so that pupils with caring responsibilities are better recognised and supported by their schools

Measures

- Develop a systematic approach to delivering awareness raising sessions to young people in order to identify and support young carers
- Number of young people participating in awareness raising sessions within NPT
- All young carers to be offered an appropriate assessment of their caring responsibilities and its impact upon them in order to ensure their needs are being met and support offered where appropriate
- Increase in identified carers
- Increase in carers referred to carer support services
- Increase in the number of carers assessments offered

Providing information, advice and assistance – it is important that carers receive appropriate information and advice where and when they need it and in an appropriate format

People want simple, clear information with no jargon. Getting information, advice and assistance should be as easy as possible with minimum fuss and paperwork. This includes information regarding the person being cared for.



What we are going to do

- GP Accreditation Scheme. NPT Carers Service's Health Liaison Worker has linked in with GP practices so that they get better at identifying people with caring responsibilities, including offering flexibility over appointments. This will continue across all GP clusters
- Work will also continue to identify carers in hospital settings (e.g. those becoming carers for unwell family members)
- Promote understanding of Carers' Assessments and the benefits of receiving them
- Welfare Rights to work with carers and the cared for in order to maximise benefits available
- Advocacy services
- Work in partnership with GP practices to promote events and activities to improve carers health and well-being
- Improve the newsletter with carers having their own section to share what they know regarding activities, events, etc.
- Increase promotion about what's happening for carers and what support is available

Measures

- Number of young carers who state the support from the Young Carers Service has helped them
- Ensure young carers know where to go for support and what they can expect from the NPT Young Carers Service
- Increase in carers who say they find it easy to get information, advice and assistance (IAA)
- Increase number of those accessing carers support

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

Carers have told us that having time for themselves is often the thing they miss out on most. The term ‘respite’ usually referred to the cared for person staying in a care home for days, or sometimes weeks, at a time. This has caused its own problems. For example, peak times have meant that not everyone could be accommodated on exactly the dates they were looking at. For some it simply wasn’t practical – the cared for person might not even want a short stay in a care home; while carers can sometimes feel guilty about leaving a relative with others for an extended period of time. We recognise that respite needs to be as flexible as possible for those in need of a break.

What we are going to do

- Respite Policy
 - We have introduced a new policy which will give carers more choice of how they have their breaks
 - We will monitor the uptake by type of break to inform future commissioning of services
 - Further develop befriending and sitting services (to support social activities and health appointments)
 - To provide respite that is meaningful to the person being cared for; this includes day service provision
- Emotional support and engagement – support programmes should include both an educational and therapeutic component to be most effective (Dickinson et al, 2017)
- Promoting carers within partner organisations and other employers
- Early intervention and prevention, use of technology to assist caring responsibilities, e.g. telecare/monitoring to support working carers and family members caring at a distance
- To provide opportunities for carers to meet to network and provide mutual support
- Continue to work with the third sector to strategically plan support to carers
- Engagement with carers to understand what matters to them

Measures

- Ensure the voices of carers and young carers are included in the development of any carers services that are relevant to them
- Young carers to have a guaranteed seat on NPT Youth Council to ensure the views of young carers are brought forward to decision makers within NPT
- Number of young carers who state an improvement in their confidence and self-esteem after accessing support
- Number of young carers who feel less anxious and more able to cope with difficult situations
- Number of young carers who feel they can deal with their feelings better
- Provide young carers with an age appropriate tailored package of support, including the opportunity to socialise with other young carers and have a break from their caring role
- Number of carers and young carers who state their views and opinions were listened to
- Increased satisfaction levels from carers
- Working carers will feel better supported
- Hold regular Carers Coffee Mornings so carers can meet with senior social work staff

As a carer I will...

- ✓ *Feel valued and respected*
- ✓ *Benefit from tailored services and timely information and support that is flexible to meet my needs and the person I care for*
- ✓ *Be recognised as a carer, listened to and heard*
- ✓ *Stay healthy and achieve a standard of life that I am happy with*
- ✓ *I have a choice about whether I wish to provide care, and how much care I'm willing to and able to provide ensuring the person being cared for has an optimistic future.*

Outcomes for Carers

Outcome based on objectives	How measured	Target performance	Source of evidence
Carers are identified (including self-identification)	Number of carers registered (known to Social Services, Health/GP practices)	Increase	
Carers have completed a carers assessment	Number of carers assessments Waiting time from referral to assessment	Increase Decrease	
Carers have received an annual review	Number of reviews	Increase	
Carers have received respite care	Number of weeks of respite care	Increase	
Carers are in receipt of Direct Payments	Number of carers receiving Direct Payments	Increase	
Carers are in receipt of training and support	Carers awareness training taking place in health, social care and independent providers	Increase	
Carers are involved with care planning	Feedback	Increase of positive comment	
Carers are taking advantage of education and employment opportunities			
Carers are receiving an equitable and consistent service	Consistent offer across NPT Carers in receipt of services as a result of assessment	Increase	
Carers services are invested in	Expenditure on carers services/support	Increase	

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**Easy Read Version
of
Neath Port Talbot Council's
Draft Carers Strategy 2020**



What is the Strategy about?



The strategy describes the three national priorities to support unpaid carers to maintain their caring role:

- ✓ Identifying and recognising carers
- ✓ Providing information, advice and assistance
- ✓ Supporting life alongside caring



The strategy and action plan will tell us how the Council and its partners will make sure unpaid carers are supported.



The strategy and action plan will apply to people who already provide unpaid care as well as those who do so in the future, whatever their age.



This strategy is a draft written by carers, and staff from Neath Port Talbot Council and other agencies. We would like to know your views to develop a final action plan.



We welcome feedback from all. We will keep individuals, their families, carers and others updated via forums including carers meetings, and information on the Council's website.

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

We want to make sure that unpaid carers in Neath Port Talbot have the right amount of help to meet their support needs.

An unpaid carer is someone who looks after a family member, partner or friend with a health or social care need, and the care they give is unpaid.

We want to work with carers to identify the type of support they need to help them in their caring role, under the three broad priorities set by Welsh Government.

This is people's chance to shape the carers strategy and action plan.

Our Aim

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

This strategy sets out how the Council and its partners will work towards achieving the Welsh Government's three priorities for carers and will check that what we do has a positive impact on carers.

Who will be affected by this strategy?

All people that have a caring role now and also those who may become a carer in the future.

How will the Council collect views and opinions?



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



Focus group meetings will be arranged during the consultation. It will be an opportunity to inform the final plan, ask questions and give your views.



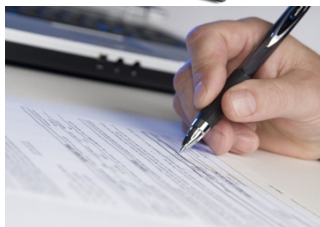
Paper copies of the strategy and feedback form will be available in Neath Civic Centre and Port Talbot Civic Centre reception areas, as well as respite and pan-disability day services.



On the Council's website:

www.npt.gov.uk/haveyoursay

Or email us: CCU@npt.gov.uk



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

Neath Port Talbot Council
Social Services Commissioning Unit
Neath Civic Centre
Neath SA11 3QZ

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 February 2020

1. Details of the initiative

	Title of the Initiative: Draft Neath Port Talbot Carers Strategy
1a	Service Area: Adult Services and Children & Young People Services
1b	Directorate: Social Services, Health and Housing
1c	Summary of the initiative: To work with unpaid carers and other stakeholders to develop a strategy that enables the Council to meet the Welsh Government's priorities for carers.
1d	Who will be directly affected by this initiative? Current and future unpaid carers.
1e	When and how were people consulted? Permission is being sought to carry out a 90 day consultation, consisting of various means including co-production workshops carers, partners and other stakeholders.
1f	What were the outcomes of the consultation? N/A.

2. Evidence

What evidence was used in assessing the initiative?

Social Services routinely collects data as part of the assessment/review process of individuals and carers, which is reported annually to Welsh Government.

In addition to the number of people accessing 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 about carers known to Social Services:

Age group	Female	Male	Total
19		1	1
20s	3	5	8
30s	21	7	28
40s	35	11	46
50s	92	27	119
60s	63	37	100
70s	44	31	75
80s	31	27	58
90s	2	4	6
Total	291	150	441

Ethnicity	Female	Male	Total
OTHER	1		1
OTHER BLACK	1	1	2
WELSH	49	27	76
WHITE BRITISH	75	27	102
WHITE IRISH		1	1
WHITE OTHER	1	1	2
Not stated	164	93	257
Grand Total	291	150	441

Town	Female	Male	Total
ABERDARE	1		1
AMMANFORD	8	9	17
CARDIFF	1		1
NEATH	129	64	193
PONTARDAWE	22	5	27
PORT TALBOT	114	64	178
PORTH		1	1
PORTHCAWL	1		1
SWANSEA	15	7	22
Total	291	150	441

From the tables above it can be seen that two-thirds of the carers which we have information on are female; more than half of carers (54%) are aged 60+ years. Limited ethnicity data shows that the carers' ethnicity is not recorded in 58% of cases.

The vast majority of carers live in Neath or Port Talbot, however there are some who live 'out of county'.

It should be noted that the 441 carers for whom Social Services has details is only a fraction of the more than 20,000 people who have self-identified as carers in Neath Port Talbot at the time of the last Census (2011).

The NPT Carers Service maintains a database of carers for their own mailing and other purposes, and this numbers around 3,400 people.

3. Equalities

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

Protected Characteristic	+	-	+/-	Why will it have this impact?
Age			X	Data shows that a high number of carers have a protected characteristic by virtue of their age.
Disability			X	Data shows that people with complex needs due to their disability are likely to require respite.
Gender reassignment			X	Access to support services is unlikely to be solely due to a person's gender identity. However, personal circumstances relating to a person gender identity may have an impact on how support is delivered or the level/type of support required.
Marriage & civil partnership			X	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.
Pregnancy and maternity			X	It is possible that someone providing unpaid care may be, or become, pregnant which could 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 support needs.
Race			X	Access to support is unlikely to be solely due to a person's race. However, personal circumstances relating to a person race may have an impact on how support is delivered or the level/type of support required.
Religion or belief			X	Access to 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 support is delivered or the level/type of support required.
Sex			X	Council data shows that two-thirds of the carers known to us are female.
Sexual orientation			X	Access to 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 support is delivered or the level of support required.

Tudalen51

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

By undertaking a consultation process we will be able to better understand how a person’s protected characteristics impacts them in maintaining their caring role and how we work with carers to achieve the Welsh Government’s three priorities. The strategy’s intention is to help further improve support for carers by having a strategic framework and action plan setting out how we will achieve the three priorities.

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

Tudalen52

Public Sector Equality Duty (PSED)	+	-	+/-	Why will it have this impact?
To eliminate discrimination, harassment and victimisation	X			The draft strategy helps to ensure that carers have a life alongside caring, which supports the Council in meeting its PSED.
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 draft strategy on those carers with eligible support needs on PSED has been fully considered and it has been assessed that overall this strategy will have a positive impact.

This strategy aims to support carers' wellbeing by enabling them to have a break from their caring role, and provide information, advice, assistance and support according to their needs. This also supports the wellbeing of the cared for person as it helps to reduce carer breakdown, which can result in crisis and the cared for person requiring a long term placement outside of their home (e.g. residential care). The action plan, to be developed, will help to ensure the Council meets its PSED.

The consultation will enable people to highlight any unintended consequences of the strategy that may have a negative impact on PSED requirements.

4. Community Cohesion/Social Exclusion/Poverty

	+	-	+/-	Why will it have this impact?
Community Cohesion	X			<p>The strategy contributes to the overall aim to “Build Safe and Resilient Communities”, which by definition is intended to have a positive impact on community cohesion in general.</p> <p>Access to respite and other services will support carers and the cared for to be active members of their communities and socialise with others by enabling them to have a life alongside caring. Therefore this strategy will have a positive impact on community cohesion and social exclusion.</p> <p>Any charge for services will be in line with the Council's charging policy, which is compliant with legislation. As such, only those people who can afford to pay for a service will be expected to do so. One of the actions of the strategy is to help carers</p>
Social Exclusion	X			
Poverty	X			

				to maximise any available benefits they may be entitled to. Therefore, the strategy will have a positive impact on poverty.
--	--	--	--	---

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 strategy should have a positive impact. The consultation will enable people to highlight any unintended consequences of the strategy that may have a negative impact.

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.

Tudalen 54

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 strategy 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 will help the long term wellbeing of carers by providing support to maintain their caring role.
ii. Prevention – preventing problems occurring or getting worse	Supporting carers helps prevent carer breakdown and helps to prevent or reduce the impact of caring on their own wellbeing.

iii. Collaboration – working with other services internal or external	The draft strategy enables us to make best use of our partnerships to meet Welsh Government’s three priorities, for example third sector, GP surgeries and hospitals.
iv. Involvement – involving people, ensuring they reflect the diversity of the population	Various representatives have been involved in the development of the draft strategy, including carers, staff across Adults, Children’s and Education services, Carers Services, CVS and Health. The draft strategy will be subject, with Members’ approval, to a full 90 day consultation to gain stakeholder input, opinion and feedback.
v. Integration – making connections to maximise contribution to:	The aim of the draft strategy is to help support unpaid carers to maintain their caring role. Respite care and other support / services / interventions for carers contribute to preventing, reducing or delaying the need for additional carers support. It also supports sustainability of the carer’s ability to continue to care and as such helps to prevent crisis and carer breakdown, which can lead to the cared for person requiring statutory support. The draft strategy therefore contributes towards the objective of improving the well-being of those who live in the county borough and to develop the economy.
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.
Other public bodies objectives	Create safe, confident and resilient communities, focusing on vulnerable people. Encourage Ageing Well.

8. Monitoring Arrangements

Provide information on the monitoring arrangements to:

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

The 90 day consultation will enable people to highlight any unintended negative consequence of the strategy, which will then be considered when determining whether to continue to recommend the strategy.

9. Assessment Conclusions

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

	Conclusion
Equalities	The consultation process will help us to better understand if a person's protected characteristics impact on them in relation to their caring role and how we can work with carers with protected characteristics to achieve the three priorities.
Community Cohesion/ Social Exclusion/Poverty	<p>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.</p> <p>As noted above the strategy should have a positive impact. The consultation will enable people to highlight any unintended consequences of the strategy that may have a negative impact.</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 strategy 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 strategy is written on the assumption that there will be no further financial or human resources available to Adult Services throughout the life of the strategy 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>
Biodiversity	The draft strategy has no impact on biodiversity.
Well-being of Future Generations	The draft strategy contributes to the five ways of working as it relates to carers.

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 strategy is to help support unpaid carers to maintain their caring role and have a life alongside caring. With Members' permission, the draft will be subject of a 90 public consultation with a wide range of stakeholders. Should any negative impacts come to light these will be addressed and brought to Members' attention.

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?
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 Head of CYPS	Annually from 2020	There is at least no reduction in the number of staff able to deliver the Council's Services, through the medium of the Welsh language. Enable staff to attend Welsh language training.
Complete new IIA after consultation	Commissioning Officer - Policy & Strategy	July 2020	Completed IIA taking account of data/information obtained throughout the consultation process.
As the strategy and action plan are 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 strategy and action plan on all those unpaid carers receiving support remains positive.

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11. Sign off

	Name	Position	Signature	Date
Completed by	Andrew Potts	Commissioning Officer		
Signed off by	Angela Thomas	Head of Service/Director		



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Carers Strategy



Consultation Paper

Building Safe and Resilient Communities

CONTENTS

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1. Background

Neath Port Talbot Council is committed to supporting its most vulnerable citizens, including supporting unpaid carers to have a life outside of caring.

The draft strategy has been developed as a discussion paper for people who provide unpaid care, those who receive support from a carer, and those partners and organisations who provide support to carers.

2. What is the aim of the Carers Strategy?

Welsh Government has set out three national priorities for carers:

- Identifying and recognising carers
- Providing information, advice and assistance
- Supporting life alongside caring

We want to know how we can achieve these priorities for the people of Neath Port Talbot.

3. What are the aims of this consultation?

The aims of the consultation are to:

- Make sure that all interested parties are aware of the Council's draft strategy
- Make sure that people have all the information they need to come to an informed opinion
- Encourage people to give their views on the document (outlined in section 2)
- Make sure people know how to submit their views
- Collect feedback and consider this before a final decision is made

4. When will the consultation take place?

The Council will be collecting feedback for 90 days from XX April to XX June 2020 (see Section 6 for how to give your views).

As well as this document, Council officers will be visiting partners and services throughout the consultation period to explain the proposals face-to-face with service users, carers and other stakeholders. This will be a chance to ask questions and give views about how best to support unpaid carers.

After the consultation ends, all of the feedback will be analysed and a report will be presented to the Council's Cabinet. That report will set out the proposals and recommendations taking into account the feedback from the consultation.

5. Questions & Answers

There are a number of ways that you can submit questions and comments about this draft strategy during the consultation period (see Section 6). However, here are answers to some questions you may have:

Q: What is an unpaid carer?

A: A carer is anyone of any age, who provides unpaid care and support to a relative, friend, or neighbour who is disabled, physically or mentally ill, or affected by substance misuse.

Q: How will the Council agree if I need support in my caring role?

A: All existing and potential carers will be offered a carer's assessment. Based on their individual needs they will receive the most appropriate support or be signposted accordingly.

Q: What does the Council hope to get out of this consultation?

A: We want to know what advice and support carers need to help them maintain their caring role and reduce the impact of caring on their own wellbeing. With your help, we will develop an action plan to ensure carers get the advice or support they need.

6. How will the Council collect views and opinions?

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

i. Face-to-face meetings with service users and their carers

Meetings will take place during the consultation. These will be an opportunity to find out more about the draft strategy, ask questions and give your views.

ii. Team Staff Meetings

Officers will attend social work staff meetings to raise awareness.

iii. One to one meetings

Individual meetings with service users and their carers / families will be arranged where requested.

iv. Advocacy

If required, an independent advocacy service will be made available to service users and carers.

v. Display and Suggestion Box

There will be an information display giving details of the draft strategy at Civic Centre receptions, Trem Y Mor Respite Service and Pan-Disability Day Services, together with a suggestion box where questions, letters and completed feedback forms can be deposited.

vi. Consultation Portal

The “Have Your Say” section on Neath Port Talbot Council’s website will allow you to view all supporting documents, make comments and provide feedback via the Internet: <https://www.npt.gov.uk/5907>

vii. Meetings with partner agencies, groups and forums

We will be discussing the proposal at meetings with key partner agencies, service user groups, carer forums and other stakeholder forums.

viii. In writing

You can write to us or complete the Feedback Form at the end of this booklet. Letters and forms can be put into the suggestion box or can be posted to:

Carers Strategy

Carers Strategy Consultation
Neath Port Talbot Council
Social Services Commissioning Unit
Civic Centre
Neath
SA11 3QZ

Or email CCU@npt.gov.uk

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

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

An **unpaid carer** is someone who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.

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

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

Alternative Formats

This information is available in a range of formats including Welsh. All documents can also be accessed via the Council's website: <https://www.npt.gov.uk/5907>
To make a request for another format, please ask one of the Respite or Day Centre Staff who will pass your request on to the Commissioning Unit, or email us directly at: CCU@npt.gov.uk

8. Feedback form

Neath Port Talbot Council			
Carers Strategy Consultation			
Feedback Form			
If you would like to comment on this proposal, please complete this form and post it in the questionnaire box or post it to:			
Carers Strategy Consultation Neath Port Talbot Council Social Services Commissioning Unit Civic Centre Neath SA11 3QZ			
If you wish to receive a response to any questions raised on this form please supply your name and address:			
Name:			
Address:			
		Postcode:	
Please indicate your interest in this strategy (please ✓):			
I am a Service User	<input type="checkbox"/>	<input type="checkbox"/>	
I am related to a Service User	<input type="checkbox"/>	<input type="checkbox"/>	
I am a carer for a Service User	<input type="checkbox"/>	<input type="checkbox"/>	
I am a member of staff at a Service	<input type="checkbox"/>	<input type="checkbox"/>	
Other (please specify)			

Carers Strategy

Getting advice or support

How easy or difficult do you find it to get information about what social care and support you can have? Please tick ✓ one box only:

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

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

Carers Strategy

To what extent do you agree or disagree with the draft strategy? Please tick ✓ one box only:

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

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

Strategy impact

Do you think that the strategy would have a positive or negative impact on unpaid carers and those they care for? Please tick ✓ one box only:

Positive	Negative	Don't know

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

Resources

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

Please tick ✓ one box only:

Very important	Fairly important	Not very important	Not important at all	Don't know

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

Action Plan

We want meet the Welsh Government's three national priorities for carers and develop an action plan. Do you agree with what we propose to do?

Please tick ✓ one box only:

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

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

Gaps

Is there anything you feel we have missed that should be included in the strategy?

Please provide further comments or suggestions in the box below:

Advice and support for carers

What do you think advice and support should consist of?

Please tick ✓ all that apply:

- Respite so that you can have a short break from your caring role
- Information / help with applying for benefits
- Better awareness / recognition of your role as a carer (e.g. by your school / employer / other people)
- General information / advice

Carers Strategy

Emotional support

Meet other carers for mutual support

Other (please specify below)

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

Any other comments
Please provide further comments or suggestions in the box below:

About You

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

Age: (please ✓ one answer)

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

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

<input type="checkbox"/> Fluent speaker & writer	<input type="checkbox"/> Fluent speaker	<input type="checkbox"/> Learner
<input type="checkbox"/> Fairly fluent speaker & writer	<input type="checkbox"/> Fairly fluent speaker	<input type="checkbox"/> Little or no knowledge

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

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

Yes No Prefer not to say

Ethnic origin: (please ✓ one answer)

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

Sex (please ✓ one answer)

Male Female Transgender Prefer not to say

Carers Strategy

Religion/Belief: (please ✓ one answer)

- Christian Buddhist Hindu Jewish Muslim
 Sikh No religion Prefer not to say Any other religion

Any other religion (please specify):

Sexual Orientation (please ✓ one answer)

- Heterosexual Lesbian Gay Bisexual Prefer not to say

Nationality (please ✓ one answer)

- Welsh Scottish English British
 Irish Prefer not to say Other

Other (please specify):

THANK YOU FOR YOUR TIME



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL SOCIAL SERVICES HEALTH & HOUSING CABINET BOARD

12th March 2020

REPORT OF THE HEAD OF ADULT SERVICES – A. THOMAS

Matter for Monitoring

Wards Affected: All wards

Annual Update on the Supporting People Local Commissioning Plan

Purpose of the Report:

To present the Supporting People Local Commissioning Plan Annual Update (the "Annual Update") (Appendix 1).

Executive Summary:

Each year the Council produces an annual update on the Supporting People Local Commissioning Plan 2017/20 ("the Plan") (Background Paper 1).

The Annual Update provides an overview of service developments in 2019/20, activity and outcomes data, needs analysis, information from consultation exercises and the commissioning priorities for 20/21.

Background:

Each year the Council develops an Annual Update on the Plan (please see Background Paper 2 and 3). This Annual Update provides detail

on the current supply of Supporting People Programme Grant (“SPPG”) funded services in the county borough as well as analysis of needs and outcome statistics.

The document also provides key partners and stakeholders with details of the Councils strategic direction in regards to planned commissioning activity for the following year. Commissioning priorities for 2020/21 include the recommissioning of Mental Health and Domestic Abuse services (permission to undertake this work was granted by Members in March 2018, please see Background Paper 2).

In April 2019, SPPG, Homelessness Prevention Funding and Rent Smart Wales Enforcement Grant merged into a single Housing Support Grant (“HSG”).

In line with Welsh Government (“WG”) requirements, a new HSG commissioning strategy will be developed in 2020. This commissioning strategy will set out the strategic direction in regards to how Neath Port Talbot County Borough Council (the “Council”) will achieve the HSG aims. A draft commissioning strategy will be presented to Members later in the year, with a request to undertake formal public consultation on the document.

Financial Impacts:

At the time of writing this report, WG have confirmed the Council’s indicative HSG settlement for 2020/21 as being £4,937,993. This is a standstill settlement from 2019/20.

Taking forward the commissioning priorities within the Annual Update will be in line with the available grant. The procurement processes will ensure that the Council contracts with providers that are able to offer best value for money and that the total HSG spend will not exceed that available to the Council.

Integrated Impact Assessment:

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

Individual Integrated Impact Assessments will be undertaken as part of any commissioning activity linked to the Plan. Information from these assessments will inform the development and commissioning of services.

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:

The contents of this report do not have any impact on the Council's workforce.

Legal Impacts:

The contents of this report do not have any legal impacts.

Risk Management Impacts:

The Annual Update in itself does not have any risk management impacts, however the services purchased from SHG will have the following impacts:

Crime and Disorder Impacts:

Activity outlined in the Plan should have a positive effect on the below Crime and Disorder Impacts:

- 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

This is due to the Plan supporting achievement of the WG outcome measure of 'promoting personal and community safety'.

Violence Against Women, Domestic Abuse and Sexual Violence Impacts:

Activity outlined in the Plan should have a positive effect on the below 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.

This is because a number of services purchased with HSG relate to the provision of domestic abuse support.

Consultation:

There is no requirement for external consultation on this item.

Recommendations:

To note the contents of the Supporting People Local Commissioning Plan Annual Update.

Reasons for Proposed Decision:

Not applicable.

Implementation of Decision:

No decision required.

Appendices:

Appendix 1: Supporting People Local Commissioning Plan Annual Update

List of Background Papers:

Background Paper 1: Supporting People Local Commissioning Plan:
https://www.neathporttalbothousing.co.uk/uploads/docs/docs_1487070669.pdf

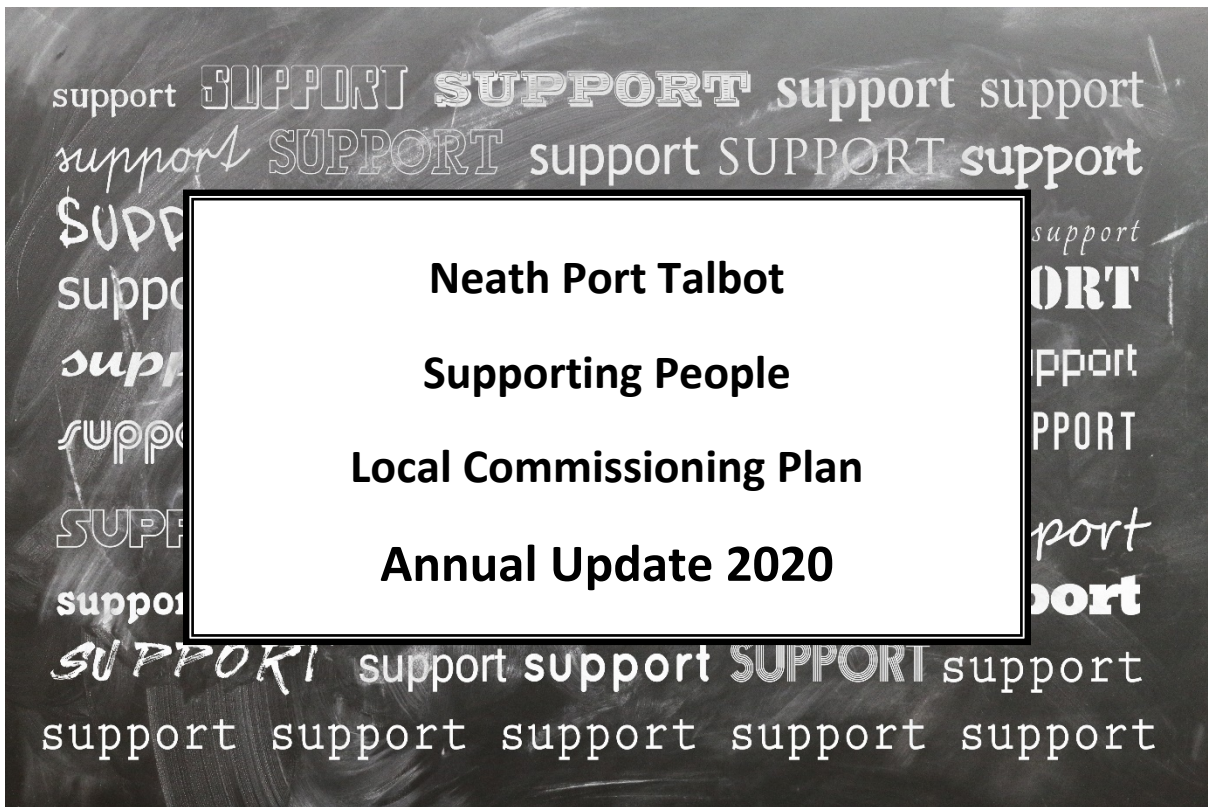
Background Paper 2: 2018/19 Contractual Arrangements for the Supporting People Programme Grant
<http://modern.gov.npt.gov.uk/ieListDocuments.aspx?CId=322&MId=7624> (agenda item 11, restricted paper)

Background Paper 3: Annual Update on the Supporting People Local Commissioning Plan and 2019/20 Contractual Arrangements for the Supporting People Programme Grant
<http://modern.gov.npt.gov.uk/ieListDocuments.aspx?CId=322&MId=8358> (agenda item 8, restricted paper)

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Contact

This Local Commissioning Plan is available for download on Neath Port Talbot Council's website www.npt.gov.uk

If you require a hard copy or need this information in larger print or in an alternative format (including in the Welsh Language), please contact the Supporting People Team on **01639 763159** or email supportingpeople@npt.gov.uk

Introduction

This document should be read in conjunction with the 3-year Supporting People Local Commissioning Plan (2017/20) and the Annual updates of 2018 and 2019.

Programme Changes – Housing Support Grant (HSG)

Changes to the Supporting People Programme came into effect as at 1st April 2019 following a Welsh Government Funding Flexibilities Pathfinder Project, where a Ministerial decision was made to form two grants from the Early Intervention, Prevention and Support Grant work, separating the housing-related grants from non-housing elements for all Local Authorities.

The two established grants were:

1. **Children and Communities Grant (CCG)** which encompasses Flying Start, Families First, the Legacy Fund, Promoting Positive Engagement for Young People, St David's Day Fund, Communities for Work Plus, and Childcare and Play; and
2. **Housing Support Grant (HSG)** which encompasses Supporting People, Homelessness Prevention and Rent Smart Wales Enforcement.

Welsh Government have set clear expectations that both the CCG and HSG should work in a seamless fashion, providing integrated services where appropriate.

The Housing Support Grant is an early intervention grant programme to support activity which focuses on homelessness prevention - preventing people from becoming homeless, stabilise their housing situation, or help potentially homeless people to find and keep accommodation.

It supports vulnerable people to address the sometimes multiple problems they face, such as debt, employment, tenancy management, substance misuse, mental health issues, violence against women, domestic abuse and sexual violence.

Support is person centred, aimed at supporting people to secure and maintain sustainable housing, helping to improve their health and well-being and/or helping them progress into, or nearer to, a job or training opportunities.

The Housing Support Grant has a clear and shared Vision, is underpinned by strong values and its strategic objectives include how it works with and complements other Welsh Government Programmes.

Housing is a key priority area in the Welsh Government's *Prosperity for All* National Strategy, which sets out the vision that:

“We want everyone to live in a home that meets their needs and supports a healthy, successful and prosperous life”.

The Housing Support Grant supports the aim of working together to prevent homelessness and where it cannot be prevented, ensuring it is rare, brief and un-repeated. To do this, there is a need to tackle the root cause of homelessness and work to enable people to stay in their own homes longer. Therefore, the Housing Support Grant seeks to secure:

“A Wales where nobody is homeless and everyone has a safe home where they can flourish and live a fulfilled, active and independent life”.

The Programme continues to be influenced by a number of key national legislative drivers for change, including:

- Housing (Wales) Act 2014
- Social Services and Wellbeing (Wales) Act 2014
- Wellbeing of Future Generations (Wales) Act 2015
- Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
- Renting Homes (Wales) Act 2016
- Supporting People Programme Practice Guidance 2018

As well as a number of local strategies, including:

- Shaping NPT – Neath Port Talbot Council’s Corporate Plan 2018-22
- Neath Port Talbot Council’s Homelessness Strategy 2018-22

Local vs National Programme

In 2018/19,

- A total of 3,341 periods of Housing Related Support were provided to 2,714 individuals in Neath Port Talbot (387 more than the previous year).
- Floating support was provided to 2,834 individuals, with 1,963 starting support and 1,646 ending support in the same year.
- Fixed support was provided to 507 individuals, with 201 starting support and 198 ending support.

Welsh Government figures have indicated that more than 57,000 people each year are supported through the Supporting People Programme to live as independently as they can and aims to prevent problems by providing help as early as possible.

These include older people, vulnerable young people, care leavers, families fleeing domestic abuse, people with mental health problems, people with learning disabilities, people with substance misuse problems and more.

The Supporting People Programme funds Housing-Related Support Services that include homelessness hostels, domestic abuse refuges, supported accommodation projects and floating support to people in their own homes.

Over three quarters of a million lives have been transformed through the Supporting People Programme in Wales since 2003.

Welsh Government have invested over £124.4m in the Programme annually, and for 2018/19 Neath Port Talbot County Borough Council has had the responsibility of administering a Programme Grant worth around £4.7m. This means that Neath Port Talbot has just under a 4% share of the total Supporting People Programme Budget across Wales.

- **We received £4.7m of Supporting People Programme Grant (SPPG) from Welsh Government in 2018/19, representing 3.7% of national funding**
- **We used the grant to fund 17 organisations to deliver 23 housing related support services**
- **These 23 services provided support to 2,714 vulnerable adults during the year, an increase of 14% on the previous year**

The Programme has provided 57,643 Contracted Units of Support across the 22 Local Authorities (All-Wales), of which Neath Port Talbot provides 1,048* of those Contract Support Units – which equates to approximately 2% of the total number of Support Units in Wales.

**2018/19 contracted units*

Commissioning Activities / Service Developments 2019/20

The following summarises the commissioning activity during 2019/20, with some of this work continuing into 2020/21.

Learning Disability Services

At the time of writing the last annual update, the Authority was out to tender for a Framework for Supported Living Services for Adults with a Learning Disability in the Neath Port Talbot Unitary Authority Area.

This framework went live in May 2019 and 26 Service Providers were successful in obtaining a place on the framework and are likely to remain on the framework for a period of 2 years (to 2021), with the option to extend for a further 24 months (up to 2023).

The framework allows both the Council and Abertawe Bro Morgannwg University Health Board (ABMU Health Board) to purchase new supported living schemes or recommission existing supported living schemes, including those schemes for people who may be considered as having complex and/or challenging needs or for people in receipt of continuing healthcare.

Mental Health Services

Work has commenced in re-commissioning Mental Health Services and a Joint West Glamorgan Mental Health Engagement Exercise was held at the end of September 2019 facilitated by the Regional Development Co-ordinator, to obtain the views of both current and former Service Users.

Also as part of Commissioning activity, a Mental Health Market Engagement Workshop was held with current and prospective Suppliers in early October with the aim of bringing together Key Stakeholders and Partners to discuss and consider new housing related support service models for people with Mental Health issues in Neath Port Talbot.

Aside from this, a separate consultation exercise via questionnaire was undertaken in September with current Support Staff from the following Organisations:

- Local Area Co-ordinators
- The Housing Options Service (Generic Homelessness Support)
- The Wallich (Generic Floating Support)
- Family Housing Association (Current Support Provider for Mental Health)
- Platform (Current Support Provider for Mental Health)

Gypsy and Traveller Services (Pilot Study)

Neath Port Talbot County Borough Council in 2019 commissioned the Wales School for Social Care Research based at Swansea University to undertake a study of the needs of the local Gypsy and Traveller Community. The research was funded via virement monies to the Supporting People Programme from Communities for Work+.

Neath Port Talbot has the third largest Gypsy and Traveller Community in Wales and the purpose of the study was to provide the Local Authority with a much better picture of the local community's needs and it is intended that information obtained from the research will be used to strategically plan services, where there are gaps in service provision.

The Study was undertaken alongside a Pilot Project which has consisted of dedicated Staff (from the Authorities Local Area Co-ordination Team and The Wallich) working across the two main Gypsy and Traveller sites in Neath Port Talbot to provide support and advice to the community, as well as working with identified Gypsy and Travellers living in bricks and mortar accommodation. Thrive (Domestic Abuse Agency) have also recently commenced working across the sites delivering the EDGE Project to address and support the needs of Roma, Gypsy and Traveller Women providing emotional support and assistance in accessing services within the local community.

The aim of the Pilot Project included:

- Offering positive engagement with the local community including providing opportunities to obtain direct feedback on strategies / changes that impact on the local community
- A more co-ordinated and robust approach to identifying the needs (both support and housing) of the local Gypsy Traveller Population including those living in bricks and mortar accommodation
- Providing better wellbeing outcomes (including health) to Gypsy Traveller Children, Young People and their Families
- Increasing school engagement and early years parenting support
- Enabling signposting and referral to relevant services to help those requiring support to maintain a tenancy and remain independent with the home

Domestic Abuse Services

Work is ongoing in this area, following a recently published report by a Consultant commissioned by local Domestic Abuse Organisations to identify a suite of domestic abuse service proposals, which will help meet the needs of clients in the area.

The proposed models aim to provide equal access to a range of accommodation and domestic abuse support options, for individuals and families with varying levels of risk and need. The proposals are intended to provide a continuous and seamless transitional level of support through service provision and providers.

Support for Male Victims of Domestic Violence

Data indicates that 1 in 8 men will experience domestic abuse in their lifetime and over 500,000 men every year suffer abuse from their partner.

A project has been set up to specifically support male victims of domestic violence with support provided by a male support worker.

The Project will offer the following provision:

- Emotional support
- Support with benefits
- Help reporting incidents
- Support finding accommodation
- Support with parenting
- Group work
- Men's Sheds contacts

The project will span the whole of the Neath Port Talbot Borough via Floating Support and it is intended that this work will continue into the next financial year.

Substance Misuse Services

In 2018, 131 people who received a Supporting People funded service identified alcohol and/or substance misuse as an area in which they needed support. Furthermore, Support Providers have reported that substance use amongst clients being supported is rising.

Although many existing Supporting People funded services will be supporting people with substance misuse issues, currently there is no Supporting People Programme Grant allocated for the delivery of specialist substance misuse housing related support in the Neath Port Talbot area. This lack of Supporting People Programme Grant funded provision was identified in the Council's Homelessness review published in December 2018.

In response to this identified need, the Local Authority has been working with the Welsh Centre for Action on Dependency and Addiction (WCADA) to develop a service to address this need. As the Council has not commissioned a service of this type previously, Officers believe that it is important to undertake first a pilot of the proposed model. The pilot will be reviewed between 6 and 9 months after implementation. Results of this review will help Officers to identify if directing funds into a specialist floating support service is the best way to meet the intended outcomes and if so, what the final model should look like.

The pilot will deliver a localised housing related support service that complements and works alongside a number of other community based services. It is intended that the service will help people at risk of homelessness to maintain their tenancy and reduce repeat episodes of homelessness. This will be achieved by WCADA delivering a tier 1 and tier 2 substance misuse outreach service. Services to be delivered as part of the pilot will include;

1. One-to-one support - personalised around the specific needs of the person;
2. Community hubs – offering drop-in support and appointment based services to individuals and groups;
3. “Light touch” support – consisting of information advice and assistance (IAA), signposting and support in addressing specific one-off issues.

The Council’s Homelessness Strategy 2018-22, which was developed in response to the Homelessness Review, recognises the need for specialist individualised targeted support for people with complex needs.

It is believed that services of this type will help prevent people from experiencing repeat episodes of homelessness. The proposed pilot aims to respond to the identified gaps in provision and support the implementation of the Homelessness Strategy.

[Mental Health Dual Diagnosis Support](#)

A Mental Health Dual Diagnosis Service has been set up as a Pilot to provide short-term intensive support to enable individuals to secure and maintain a tenancy.

The Service will provide a range of social, emotional and practical support for people with Mental Health issues including co-occurring drug and/or alcohol problems.

Support will be provided for a period of 3 months with an option to signpost individuals on to longer term services, where appropriate.

The post will support between five and eight individuals at any one time, depending on the complexity of needs.

This post will be funded into the next financial year until the point of re-commissioning Mental Health Services.

[Private Rented Sector Enforcement Officer](#)

A Private Rented Sector Enforcement Officer post has been created in order to help raise standards within the Private Rented Sector. The post was joint-funded between Rent Smart Wales Enforcement, Housing Support Grant and Homelessness Prevention Grant.

The post will continue to provide education, training and advice to agencies and local lettings agents that manage property within the County Borough. The post was responsible for re-establishing Neath Port Talbot's Private Landlord Forum to address local issues relating to the Private Rented Sector and with an aim to improve Housing Conditions locally. The post will continue to facilitate this Forum on an ongoing basis.

There is an intention of the post to also develop a Private Rented Information Pack on property standards, environmental health and trading standards legislation and available grants. As well as develop policies and procedures from an Environmental Health perspective to ensure complaints relating to property conditions with the Sector are dealt with consistently and strategically, to ensure safe, good quality housing is provided to tenants.

In continuing the good work, this post will receive funding for a further 12 months from 1st April 2020.

Needs Analysis

A needs mapping exercise is undertaken annually in conjunction with the various Supporting People funded service providers, the purpose of which is to identify the needs of service users and analyse the profile of individuals accessing services.

This information helps provide a better understanding of the priorities for service development in the coming year.

The following table provides a summary of service demand according to lead, secondary, and tertiary need. Generic homelessness prevention, and women experiencing domestic abuse are the highest lead needs for people accessing Supporting People services.

	Lead Need	Secondary need	Third need	Total (% of total no supported)	
Families with support needs	2	194	37	233	7%
Generic Homeless Prevention	2,321	194	15	2,530	76%
Domestic Abuse (Men)	17	19	10	46	1%
People over 55	166	122	45	333	%
Chronic Illnesses	3	16	11	30	1%
Criminal Offending	0	77	33	110	3%
Developmental Disorders	5	21	18	44	1%
Learning Disabilities	192	41	4	237	7%
Mental health Issues	154	695	222	1,071	32%
Physical and/or Sensory Disabilities	17	251	87	355	11%
Refugee Status	0	0	2	2	0%
Substance Misuse (alcohol)	1	43	42	86	3%
Substance Misuse (drugs)	0	51	59	110	3%
Single Parent families	0	320	64	384	11%
Single People (25-54)	6	275	50	331	10%
Domestic Abuse (Women)	391	202	42	635	19%
Young People (Care Leavers)	1	46	3	50	1%
Young People (16-24)	65	186	30	281	8%
TOTAL	3,341	2,753	774	6,868	-

Outcomes Analysis

Neath Port Talbot Supporting People Programme

2019/20 contracts have provided 1,048 units of Housing Related Support in Neath Port Talbot, of which 329 units (31%) are Fixed Site Supported Accommodation and the remaining 719 units (69%) provide a Peripatetic Support Service (Floating Support).

Local services included 329 supported housing bedspaces, representing 31% of the total “units” of support funded.

The remaining 719 units (69%) provided support to either help people find / move to a more suitable home or remain in their own home.

Breakdown of units by Client Group (Lead Need) is as follows:

Client Group	Type of Support Fixed	Type of Support Floating	Total No. of Units of Support
Domestic Abuse	38	31	69
Generic Homelessness Prevention	30	519	549
Learning Disabilities	97	-	97
Mental Health Issues	6	27	33
Pan-Disability	-	142	142
People over 55 Years	115	-	115
Young Persons Support	43	-	43
Total	329	719	1,048

Outcomes Analysis January – June 2019

Measurement of support provided is measured under the Welsh Government's Outcomes Framework consisting of 4 main and 11 sub headings:

Promoting Personal and Community Safety

- Feeling safe
- Contributing to the safety and wellbeing of themselves and others

Promoting Independence and Control

- Maintaining accommodation
- Managing relationships
- Feeling part of the community

Promoting Progress and Control

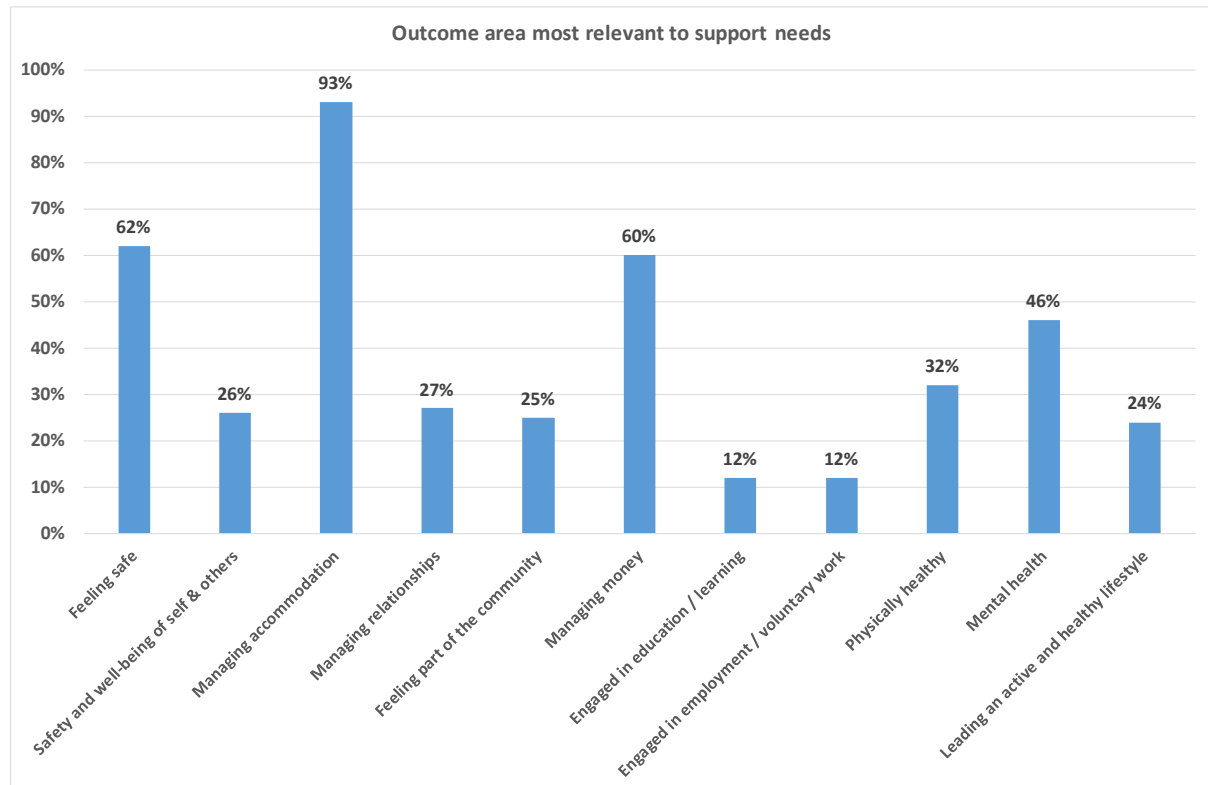
- Managing money
- Engaging in education/learning
- Engaged in employment/voluntary work

Promoting Health and Wellbeing

- Physically healthy
- Mentally healthy
- Leading a healthy and active lifestyle

The following analysis was completed utilising Provider Outcome Returns for the reporting period January – June 2019, of which there were 1,687 individuals who were reported on and receiving a Supporting People funded service. Of this figure, 1,210 individuals were receiving floating support services and 477 were in fixed site supported accommodation.

Between the 1,687 individuals there were 7,709 outcomes recorded as relevant to an individual’s needs. The following figures are based on clients’ lead needs:



Homeless Status at Start and End of Support

From 2016, Providers have been asked to report on the homeless status of individuals at the start of support and again at the end of support. There are four options to choose from at the start of support (homeless, at threat of homeless within 56 days and need support to remain in own home) with a further option of maintaining stable accommodation independently also available at the end of support.

The following information is based on the individuals reported on via Provider Outcome Returns for the reporting period January – June 2019, of which there were 1,687 individuals who were reported as receiving a Supporting People Funded Service.

- **At the start of support, 23% of those supported were homeless and 37% threatened with homelessness**
- **At the end of support these had fallen to 19% and 12% respectively**
- **61% of those who received support were maintaining stable accommodation independently**

Long Term Services

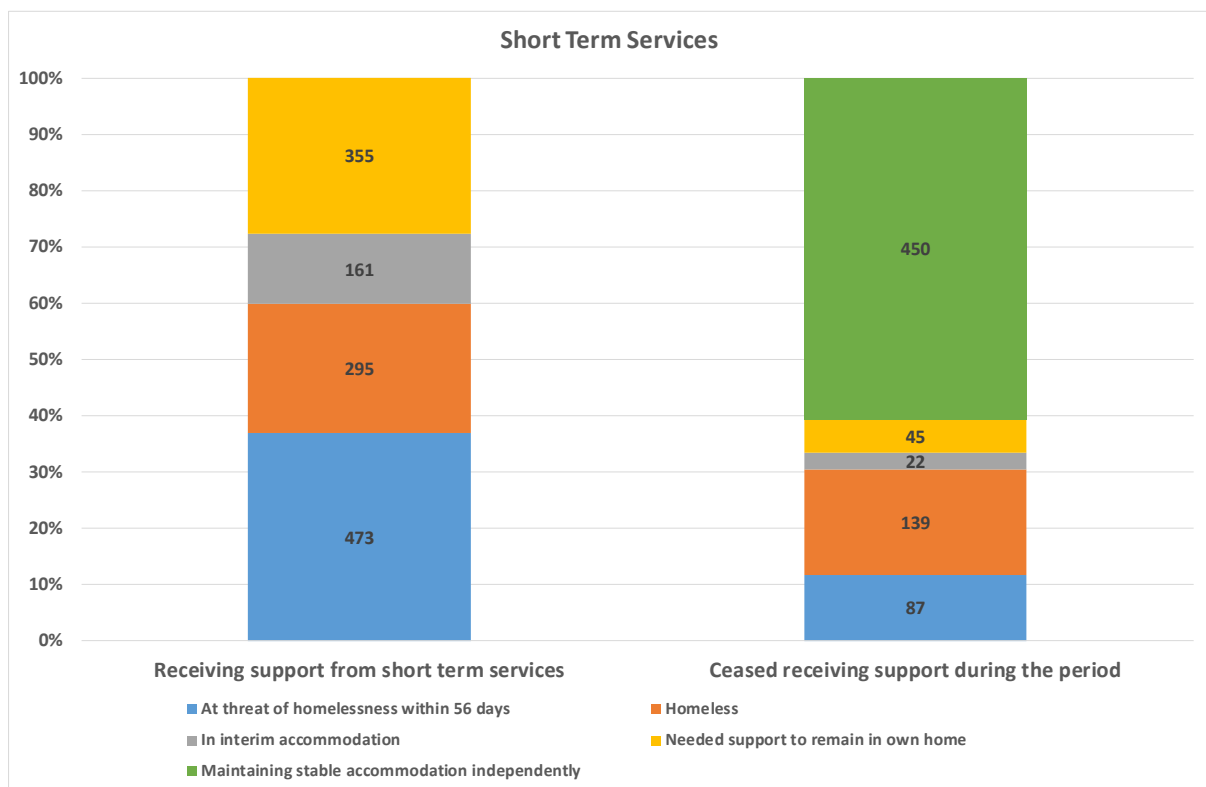
While all providers are required to report on the homeless status of individuals, it is recognised that within longer-term services, individuals are unlikely to have experienced homelessness, but have been placed in services as part of a package of care.

This is reflected in the returns, which show that approximately 98% of individuals needed support to remain in their own home at the start of support. Without this support, those clients would be at risk of homelessness.

Short Term Services

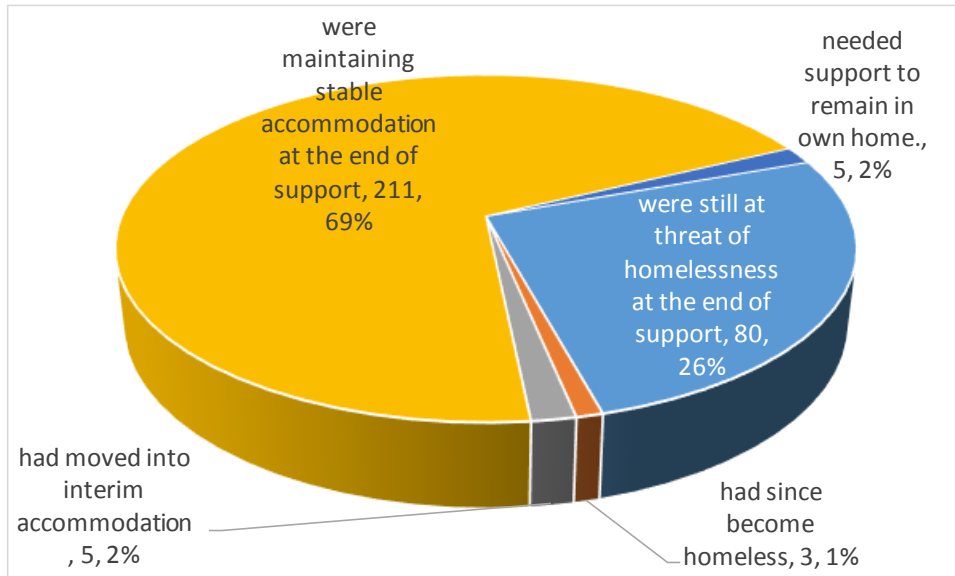
1,284 individuals were reported as receiving support from short term services, while 743 had ceased receiving support during the period.

Outcomes achieved by each of these are summarised in the chart below:



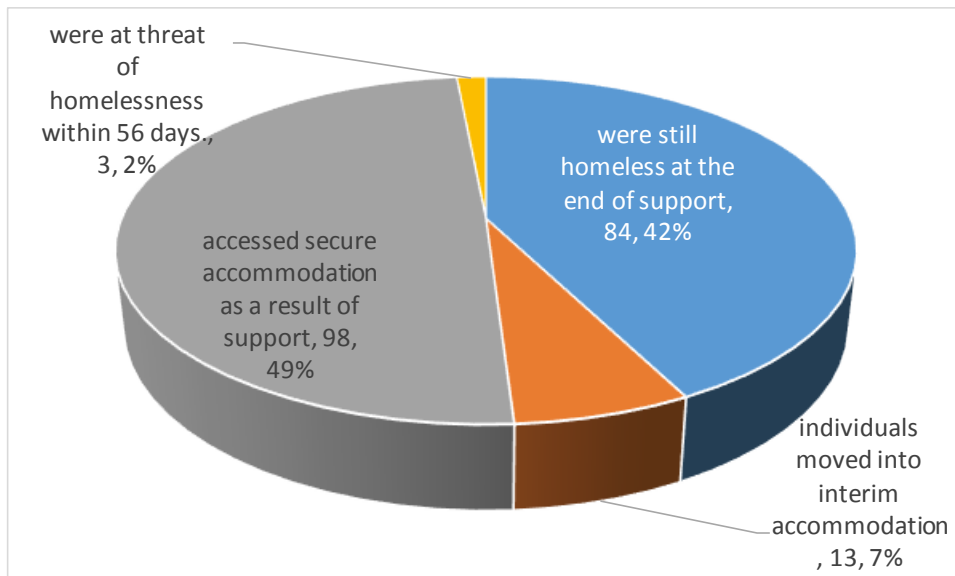
At Threat of Homelessness within 56 days

473 individuals were reported to be at threat of homelessness within 56 days, at the start of support, with 304 ending support during the reporting period. Of those 304 individuals:



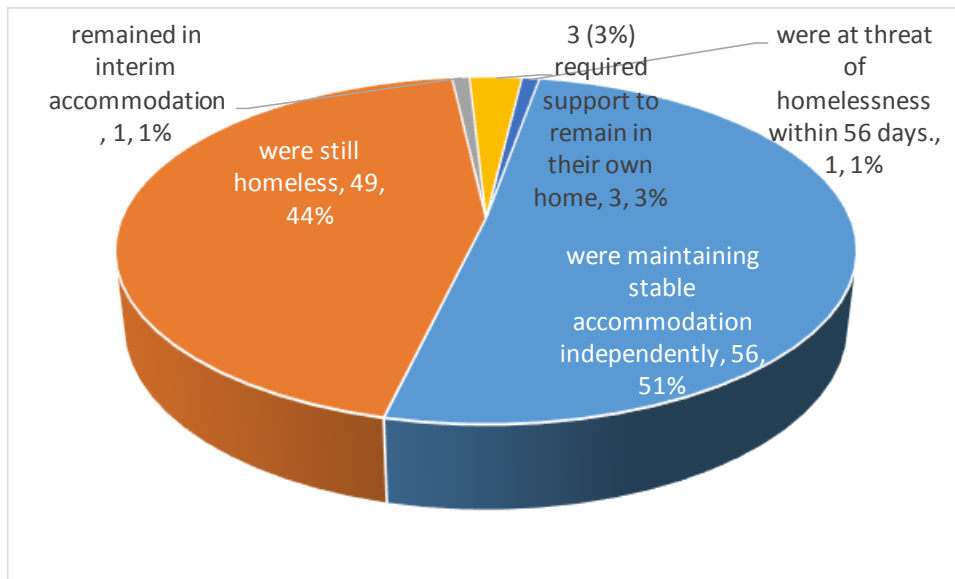
Homelessness

295 individuals were reported as homeless at the start of support. Of the 198 individuals who ceased receiving support during the reporting period:



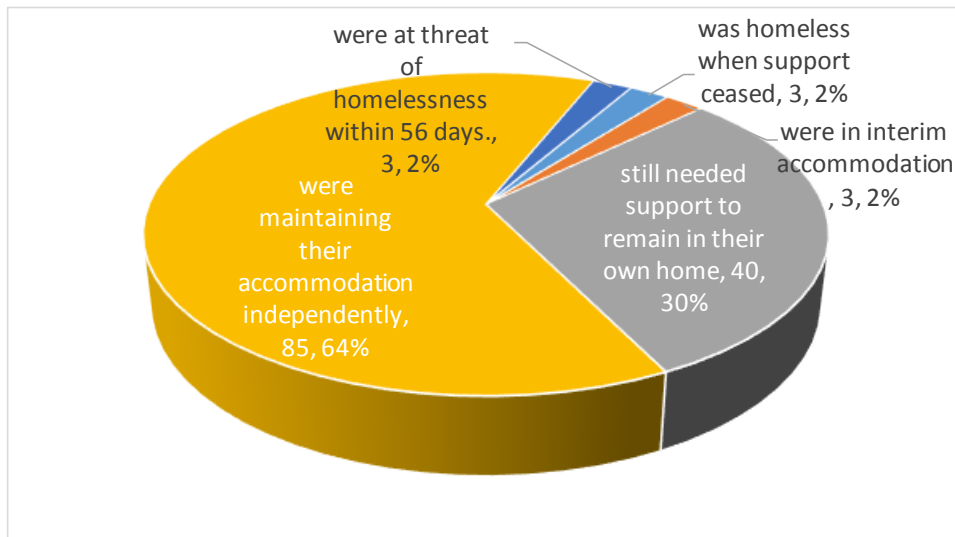
In Interim Accommodation

161 individuals were in interim accommodation at the start of support, with 107 individuals ending support. Of these:



Need Support to Remain in Own Home

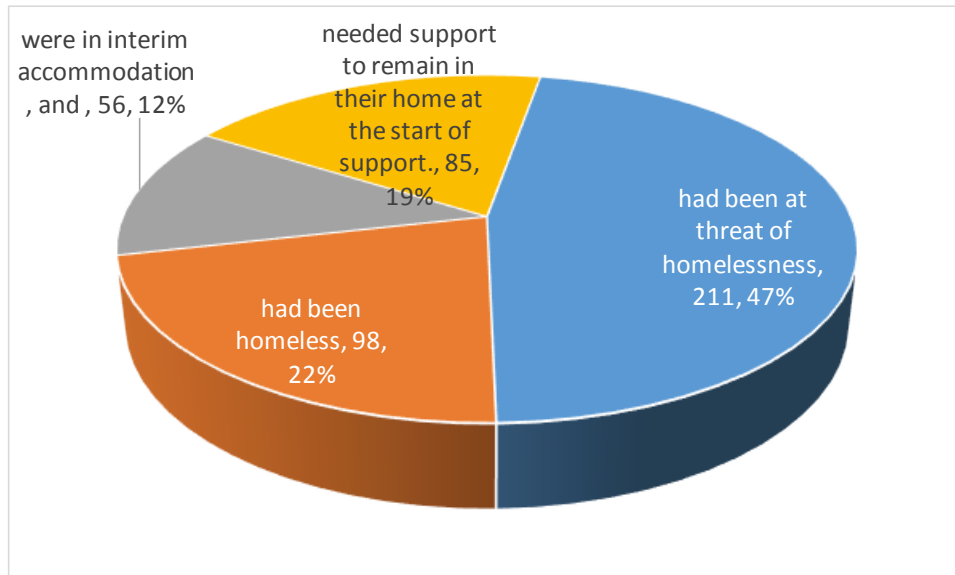
355 individuals required support to remain in their own home, at the start of support, with support ending for 134 individuals during the reporting period. Of those 134 individuals:



Maintaining Stable Accommodation Independently (6 months+)

This option is only available where individuals have ended support.

The data shows that of the 450 individuals who were maintaining accommodation when support had ceased:



Consultation Evidence

Consultation and engagement remains an essential part of the Supporting People Programme.

Service User Engagement

All Supporting People providers are subject to ongoing monitoring and review and continue to engage and consult with Service Users as part of their Contract.

Service Providers are expected to share examples of client engagement on a 6-monthly basis within their Project Updates and the following examples have been taken from Providers' last returns for April – September 2019:

Q. Has there been any specific Service User Involvement / Consultation exercise carried out (if yes, please give details, including topics below):

- Regular House meetings where residents are asked what changes they would like to see to support within the Scheme
- Exit questionnaires are carried out with every service user at end of support
- Suggestion boxes are provided within each project and discussed in every team meeting
- Tenants consulted about plans to redevelop/design the reception area of a scheme

- Tenants consulted on a planning application to develop a catering facility within a scheme
- Tenants consulted on a Health and Well-being project in conjunction with a local school
- Tenants consulted about how both Support Provider and Tenant can support the local community
- Expressions of interest were requested from Service Users for involvement in a Client Participation Committee
- A walking event was held with clients and staff dogs
- Clients have been consulted on a change in the hours of service delivery
- Production of a Satisfaction Survey Action Plan which has derived from a Client Satisfaction Survey undertaken with clients and staff
- Service User Participation Group – monthly group meetings to arrange outings to cinema, theatre, Tribute nights and days out/overnight stays/weekend breaks and holidays
- Coffee Mornings with attendance from other Services including Local Area Co-ordinators and Welfare Rights Team to provide information on what is happening within local areas/benefits advice
- Women’s Group - weekly group sessions supporting individuals in building confidence/drug & substance misuse /mental health awareness/relationships and domestic abuse
- A ‘Hearing Voices’ Group has been developed and due to be implemented.

Q. Please provide details of any changes, or planned changes to the service as a result of consultation:

- As part of PIE (Psychologically Informed Environment) implementation, there is an acknowledgement that the physical environment is one of the key areas, and residents communicated their keenness to change the colour of walls and have been supported to do so. This has included creating their own artwork.
- Residents requested that more support sessions take place outside of the Scheme, as they felt they could “open up more” and feel at ease in alternative environments. The Scheme has established a petty cash ‘coffee’ fund which allows support workers to go out into the community with clients, to a location of their choice, and ensures equality in approach regardless of what benefit/rate of benefit clients’ receive in the household. This has resulted in more successful support sessions – client’s opening up and discussing issues and plans going forward.
- Looking to introduce volunteers to solely run activities for service users and support them with engaging in consultations.
- Development of a calendar of activities for the Coffee Morning Ladies to support them to arrange and partake in various activities.

- Continuing to improve garden/ relaxation area.
- Changes to maintenance response times.
- Promote access to health and wellbeing sessions.
- Creation of a bulletin board to be positioned within the reception area of the Project, to share latest Organisation information with both Staff and Service Users.
- Promote access to Youth Parliament Consultations.
- Development of 'Hearing Voices Group' in partnership with Local Area Co-ordination.
- Restructure Staffing Locations to allow for greater familiarity with individuals and ward areas.
- Implementing a service which will be digital by 2020, with remote area working within the community.

Joint West Glamorgan Mental Health Engagement Exercise

As part of Commissioning activity a Joint West Glamorgan Mental Health Engagement Workshop was held at the end of September, facilitated by the Regional Development Co-ordinator (Supporting People), with the purpose of obtaining the direct views of both current and former Service Users residing in both Swansea and Neath Port Talbot Boroughs.

A total of 87 individuals attended this event, which included 17 current or former Support Users. The following feedback was obtained:

Q1. What Support have you needed/ or do you need to help you keep your home and live a full healthy life?

1. No counselling available.
2. Need activities to fill the day.
3. Access to Move-On (preferably Social Housing) when have previous rent arrears/ poor housing history.
4. Help with practical things such as prompting to clean home and shopping reminders
5. Support for medical appointments
6. Training needed for 'staff to understand'
7. Someone understanding, supportive and compassionate
8. Involving services/ staff who need to be involved e.g. O.T

9. Not enough support from Ward 7 to Resettle into the community/ not enough links to services.
10. More drop-in's required for those with mental health issues incl. day trips. Felt that drop-in's were '*Better than Medication*'.
11. Referrals to mental health support services take too long. Need a quicker response/ turnaround time.
12. Need continuity of support with only 1 Support Worker / Not change in Support Worker as have to keep re-telling my story and eventually I don't want to speak anymore OR ensuring Staff are fully prepared prior to visit and 'know my story'.

Q2. What would a GOOD Support Service look like to you, to help you keep your home and live a full healthy life?

1. Support on demand/ when needed
2. Access to support evenings/ weekends/ 24-7
3. All staff to be mental health trained
4. Need flexibility of support/ no restrictions
5. More options for counselling – waiting times are too long
6. Easy access to mental health services – no waiting times
7. Support outside of the house
 - Go out with staff's dog
 - Go cycling with staff
8. Access to surgeries – other organisations attending such as DWP or health professionals
9. 'Whole family support'
10. Peer group support – having the chance to meet other people going through the same things

Q3. What do you feel hasn't worked well for you in keeping your home and living a full healthy life?

1. Lack of emotional support
2. Not enough support on Universal Credit
 - Clearer details
 - Drop In required

3. Clearer communications needed when approaching HOPs
 - Face to Face
4. Poor communication from staff (across whole of support services)
5. Staff hours
6. Having a Support Worker who I don't connect with
7. Having someone who doesn't listen and not realising the affect this has on me
8. Needing support when away visiting family/ friends (out of area)
 - Clearer details
 - Drop In required
9. Isolation
10. People thinking I'm lying because '*I don't look Autistic*' (Staff/ Service sensitivities)
11. Dynamics within Projects/ Properties
12. Lack of information about Housing e.g. how to swap houses; can't swap if arrears; barriers
13. Not knowing what is out there
14. Lots of processes to navigate (cyclical)
15. Time limits on support provided by Support Providers
16. NHS waiting lists for Mental Health (terrible)
17. Services not joined up Mental Health and Physical Health
18. Having different Doctors is destabilising
19. Difficulty in being discharged even when you feel you still need support (Mental Health Services)

Gypsy Traveller Engagement Event

Following the research work, an event took place in October to present the study findings and recommendations. 94 delegates attended the event with representation from Welsh Government, Emergency Services, Housing Associations, Third Sector Organisations and Supporting People Funded Services along with colleagues from Social Services, Health and Housing, Environment and Education Directorates.

The Deputy Minister for Wales, Jane Hutt, provided an opening speech for this event via video link and presentations were delivered by Professor Fiona Verity, Director of Wales School for Social Care Research (Swansea University) and Stephanie Watts, Research Development Officer. As well as presentations received from West

Glamorgan's Community Cohesion Co-ordinator who discussed the Regional Action Plan and an empowering speech made by a Gypsy Traveller Pupil Engagement Mentor (Pembrokeshire), Team Leader for the Traveller Education Service (Pembrokeshire) and a Key Stage Four Pupil and Member of the Welsh Youth Parliament.

Workshops were also held to give delegates the opportunity to provide their ideas and suggestions on how the local authority can progress the recommendations from the study and who should be involved going forward.

Planned Service Developments / Commissioning Priorities 2020-21

- Re-commission mental health services
- Re-commission domestic abuse services
- Complete service review of young people services
- Complete service review of Wallich PAWS
- Mobilisation of substance misuse contract
- Develop Housing Support Programme Strategy and Delivery Plan
- Complete service review of extra care scheme
- Implement HSG
- Implement HSG Outcomes / Performance Management Framework

Spend Plan (2020/21)

Supporting People Spend Plan for 2020/21 is currently being finalised. Therefore, at the time of writing, we were unable to include the detail here. However, should you require a copy, please contact the Common Commissioning Unit on **01639 763159** or email supportingpeople@npt.gov.uk

Integrated Impact Assessment

Supporting People Programme Grant services are designed to support individuals to address many of the challenges experienced by groups referred to within the equality legislation.

An Integrated Impact Assessment is required to be undertaken when making commissioning decisions which may affect the protected characteristics.

The purpose of the Impact assessments is to ensure that Local Authorities are aware of the impact of potential decisions and that those with protected characteristic are not disproportionately affected by them.

An Integrated Impact Screening and Assessment will be undertaken as part of the development of this Local Commissioning Plan and will accompany the Report to Cabinet Board for their approval.

Further Information

The Neath Port Talbot Supporting People Team can provide you with further information on the local programme. Please email supportingpeople@npt.gov.uk. You can also follow the Programme on Twitter; **@NPT_SupP**

Alternatively, you can visit Welsh Governments Website;

<https://gov.wales/topics/housing-and-regeneration/services-and-support/supporting-people/?lang=en>

Mae'r dudalen hon yn fwriadol wag



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Care, Health & Well-being Cabinet Board

12th March 2020

Report of the Head of Children Services – K.Warren

Matter for Decision

Wards Affected:

All wards.

Report Title Hillside Separation Policy

Purpose of the Report:

To approve the Hillside Separation Policy in accordance with the following:

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

Executive Summary:

A separation in Hillside is defined as any period of time where a young person is confined in an area where the door is locked and they are separated from their peers, whether a voluntary separation through own choice or to manage a perceived risk of harm, or being managed in an area of Hillside away from their peers or the communal areas, e.g. temporary confinement in a corridor in which no other young person is present

The regulations that apply to a secure children's home in relation to Separation are set out in Part 8, regulation 29 (The Appropriate Use of Control and Restraint) of the Regulations.

Following the Behaviour Management Policy being revised in the autumn 2019 to reflect the new legislation it was necessary to review and update the Separation Policy so that key messages were consistent and not conflicting one another. This policy sets out a framework for staff to work within when managing a young person's behaviour.

Background:

Key Messages in Hillside Secure Children's Home Separation Practice

- Any separation used must be kept to the minimum time necessary and every effort must be made by staff to reintegrate the young person back to the normal routine of the home at the earliest opportunity.
- Additionally any use of a separation must be **necessary and proportionate** and undertaken with **respect and sensitivity** to the young person in our care.
- Where a risk of harm may arise from damage caused to property, or even about to be caused to property, a separation may be justified, but there will need to be an identified risk of harm and as noted it must be necessary and proportionate to the situation.
- A young person who is defiant, but not presenting a risk of harm to themselves or others, cannot be the subject of a separation. If someone does not present a risk of harm and our best efforts to resolve matters through our trained diffusion techniques, do not work initially, this may take a further period of time to resolve.
- We must now treat the use of control, which must be necessary and proportionate to the risk of harm differently from the use of sanctions, which must be reasonable and managed in a consistent manner.
- A comprehensive debrief will take place immediately following any period of separation, this will provide the opportunity for staff to

discuss with the young person their behaviour and how it can be avoided in future. Staff will ensure that the views of the young person are listened to and recorded.

- The quality assurance of any separation incident will be undertaken by a manager who is **not directly involved in the incident** and this like **all records of the incident needs to be completed as soon as possible and within 24 hours** of the incident.

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

Financial Impacts:

No Impact.

Integrated Impact Assessment:

No Impact.

Valleys Communities Impacts:

No implications.

Workforce Impacts:

No implications.

Legal Impacts:

The Policy has been developed in line with the following:

- Social Services and Wellbeing (Wales) Act 2014
- Regulation and Inspection of Social Care (Wales) Act 2016
- The Regulated Services (Service Providers and Responsible Individual (Wales) Regulations 2017 and statutory guidance issued thereunder
- United Nations Convention on the Rights of the Child (UNCRC)
- Use of restraint policy framework for the under 18 secure estate 2012

Risk Management Impacts:

Crime and Disorder Impacts:

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

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

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

Counter Terrorism Impacts:

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

Violence Against Women, Domestic Abuse and Sexual Violence Impacts:

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

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

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

Consultation:

There is no requirement for external consultation on this item.

Recommendations:

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

Reasons for Proposed Decision:

To comply with the requirements of The Regulated Services (Service Providers and Responsible Individual (Wales) Regulations 2017 and statutory guidance issued thereunder and to ensure that the policy is in line with the newly revised Behaviour Management Policy.

Implementation of Decision:

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

Appendices:

Appendix 1 – Hillside Separation Policy

Appendix 2 – Integrated Impact Assessment.

List of Background Papers:

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

http://www.legislation.gov.uk/wsi/2017/1264/pdfs/wsi_20171264_mi.pdf

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Mae'r dudalen hon yn fwriadol wag

Separation Policy

Hillside Secure Children's Home



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

DRAFT

APPROVED BY

DATE

EDITION/VERSION

REVIEW DATE

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1. PURPOSE

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

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

The purpose of this policy is to set out the process to be followed and considerations applied when a young person may be separated from other residents.

Additionally this policy is designed to provide a framework to support staff in managing young people in conjunction with the Behaviour Management Policy and applies to all Hillside employees. Breach of this policy by any employee would be considered by the Council as a potential act of misconduct. The Council has a Whistleblowing Policy and staff are encouraged to report poor practice where they see it.

2. LEGISLATION, STATUTORY GUIDANCE AND LINKS TO OTHER POLICIES

This policy is based upon and takes into account the following legislation, standards, legally binding agreements and statutory guidance in so far as they may be applicable:

- Social Services and Wellbeing (Wales) Act 2014
- The Children's Homes (Wales) Regulations 2002 as amended by the Children's Homes (Wales Amendments) Regulations 2017
- National Minimum Standards for Children's Homes (Wales) 2002
- Regulation and Inspection of Social Care (Wales) Act 2016
- The Regulated Services (Service Providers and Responsible Individual (Wales) Regulations 2017 and statutory guidance issued thereunder
- United Nations Convention on the Rights of the Child (UNCRC)
- Use of restraint policy framework for the under 18 secure estate 2012

This policy relates to and emanates from the following Hillside Policy:

- Hillside Behaviour Management Policy

3. DEFINITION OF A SEPARATION

A separation in Hillside is defined as any period of time where a young person is confined in an area where the door is locked and they are separated from their peers, whether a voluntary separation through own choice or to manage a perceived risk of harm, or being managed in an area of Hillside away from their peers/communal areas, e.g. temporary confinement in a corridor in which no other young person is present

Voluntary Separation

Each young person at Hillside has their own bedroom with en-suite facilities that is considered their own personal space, and which they may utilise from 07:30 until their bedtime at 21:00. Whenever a young person requests to go into their room during these hours, the door must be locked for security purposes and this is defined as a voluntary separation.

Single Separation

Any area where a young person may be separated from their peers in a locked area away within the home in response to them presenting a risk of harm to themselves or to others is defined as a single separation. Every effort must be made to manage the risk in less restrictive ways to avoid the need for a single separation, the period of the separation must always be proportionate to the presenting risk.

4. THE APPROPRIATE USE OF CONTROL

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

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

In consideration of the above and the requirements set out in the National Minimum Standards for Children's Homes (Wales) 2002, as amended, single separation in Hillside is only used to prevent a risk of harm to the child concerned or to others, and then only to the minimum extent necessary to avoid the harm. Single separation is not used as a punishment,

as a means to enforce compliance with instructions, or in response to challenging behaviour which does not give rise to a clear and justified expectation of harm.

If a child/young person is causing damage to property then single separation is only permitted where there is a clear risk to the young person or others resulting from the damage to property, such as a risk of self-harm, the risk of the young person using the damaged property as a weapon, or the property itself in its damaged state presenting a risk to the young person or others, for example live electrical equipment with exposed live parts, or sharp edges presenting a serious laceration hazard and the use of single separation is proportionate.

5. SINGLE SEPARATION PROCEDURE

A young person should whenever possible be given the opportunity to resolve the issue through a talk time with staff members, once this has been exhausted and as a last resort the use of a single separation would be considered.

Staff will look to negotiate with the young person wherever possible that they walk unaided, but accompanied, to their room as directed by staff. Prior to being separated during the talk time, if the incident cannot be de-escalated staff must always explain to the young person the reason why they are being separated and the reason must be recorded on the incident form.

Once a young person has been separated, a member of staff must attempt to resolve the issue and the need for separation through discussion with the young person. When a discussion is taking place within the bedroom there must always be another member of staff present in order to offer support if necessary. **Staff must always check that the en-suite door is locked when a young person is single separated due to this being a possible ligature point.**

Where the risk to staff is assessed as being too great for staff to be within the bedroom with the young person, the bedroom door must always be locked. Staff are reminded to gain support at any time of concern by pressing their emergency call alarm.

When a young person is subject to a single separation, completion of the Single Separation Monitoring Form (Appendix 1) must be commenced immediately and accompany the incident form. This single separation will monitor at the current observation check frequency set in the Risk Management and Behaviour Support Programme for the young person. The Duty Manager must be informed as soon and within 15 minutes of the commencement of the separation. The informed Duty Manager must immediately assess the situation and consider alternative ways of managing the separation and record this on the monitoring form.

When a young person is separated in their bedroom the member of staff undertaking the checks will try to re-engage with the young person. Staff will clearly record these discussions on the Single Separation Monitoring Form and also document any actions, behaviours and demeanours of the young person. Staff will also need to clearly record why the separation is necessary and justify the length of the separation, this needs to be fully endorsed with clear rationale by the Duty Manager and reflected in the paperwork. Should the young person request to use the en-suite facilities, the opening and closing of the en-suite door will be documented on the Single Separation Monitoring Form. Any request to use the en-suite by the young person will be dynamically risk assessed.

Following any incident that has led to a separation, staff not involved in any restrictive intervention will debrief the young person as soon as possible to then facilitate a peaceful discussion and find a resolution. Staff will also ensure that they listen to the young person and ensure their views are recorded. Staff will need to assess when it is safe to enter the room for the initial debrief. For any significant incidents that occur staff can complete a post incident key work session to explore further the triggers and behaviours that led to the incident.

The quality assurance of the management of any incident will be undertaken by a manager who is not directly involved in the incident and this, like all records of the incident, needs to be completed within 24 hours of the incident. Further information can be found under section 9 of this policy.

If the single separation period needs to last beyond 15 minutes, the Duty Manager must be involved in the decision whether to extend the period of separation for a period not exceeding a further 15 minutes. The Duty Manager will manage the period of separation and the decision making process. The Duty Manager will coordinate with the Assistant House Manager/Shift Leaders the period that the young person is to remain separated in their rooms and document this within the comments section of the Single Separation Monitoring Form (appendix 1) and section 1 part (a) of the Single Separation page of the incident form (appendix 2). This process will be repeated at time points 30-45 minutes and 45mins to 1 hour and section 1 parts (b) and (c) will be completed. The Duty Manager will have complete oversight of any periods of single separation and will ensure that clear and accurate records are made

If a young person's period of separation is to exceed one hour a review of the situation must be conducted by a Senior Manager. Out of hours, the on-call Senior Manager will be contacted, and s/he will decide whether it is necessary to attend the centre to manage the separation, or whether the review can be conducted by telephone. This decision and reasons will be clearly recorded as part of section 2 of the Single Separation page of the incident form. Following the review, the revised behaviour management programme area of the single separation monitoring form will be shared with all staff involved.

If a young person's single separation is to exceed two hours another review will be held, utilising the above process, and section 3 of the Single Separation page of the incident form completed.

A young person's single separation period may only exceed a continuous three hour period or overall three hour period within any 24 hour period (excluding normal bedtimes) in exceptional circumstances. The interaction by staff, and the management plan, as defined on the single separation monitoring form for each period of single separation should include being focused on the goal of reintegrating the young person to normal routine at the earliest appropriate time, ensuring there is no potential risk of harm to self and others.

If a young person's period of single separation lasts three hours a further continuation review must take place, chaired by a Senior Manager, as above, and Section 4 of the Single Separation page of the incident form. Following the review the management plan as defined on the single separation monitoring form will be shared with all staff involved.

A detailed record of every single separation exceeding three hours will be made and a copy sent to the Social Worker/Youth Offending Team for the young person along with a copy of the incident form. The social worker/Youth Offending Team must also be informed by telephone where a single separation exceeds three hours. Three hourly reviews will continue throughout the period of single separation.

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

A prolonged behaviour management support programme can be used in which there will be alternating periods of time separated and in the communal areas, this will be determined by the Shift Leader in consultation with the Duty Manager and must be subject to continuous review.

Any single separations should be ended at the earliest opportunity to facilitate the young person in reintegrating back to the communal areas with staff and other young people. Staff should frequently review the situation and behaviour of the young person and any continuation of a separation must be justified and recorded on the incident/separation form. Should any period of separation be in place immediately before bedtime then separation monitoring ends at the bedtime and staff revert to the bedroom monitoring at night time, the single separation would be reviewed in the morning with the view of reintegration of the young person to the communal areas unless in exceptional circumstances, however there must be clear justification for this and recordings on why reintegration is not possible.

If at any time during the separation a monitoring checks is late or missed the Duty Manager must be immediately informed.

Please see Appendix 4 – Flow Chart on Single Separation

6. VOLUNTARY SEPARATION PROCEDURE

A young person may at times request to go to their room for a number of reasons, this is called a voluntary separation.

Whilst a young person is in their bedroom, staff must check the en-suite door is locked other than when the young person has requested to use it, and ensure the bedroom door is also locked. A Monitoring Form will be commenced and time checks linked to their individual Risk Management Formulation will be initiated and recorded. **Staff must always check that the en-suite door is locked when a young person is voluntary separated due to this being a possible ligature point.**

Although it is recognised that young people may enjoy spending time in their bedrooms alone, staff should encourage them to also spend free time on the houses participating in alternative activities and engaging with their peers. If a pattern is identified where a young person is spending considerable periods of time in their room this will be explored in key working sessions with the young person with their key worker, shift leader or house manager.

If at any time during the monitoring a check is late or missed the Duty Manager must be immediately informed.

7. TRAINING

All new staff will undertake an intensive induction process lasting six weeks, part of the induction programme is on behaviour management training. The behaviour management training will provide information on the behaviours displayed by the young person and the use of separations. Safeguarding training covers compliance checks around separations and how they should be recorded.

Behaviour Management training is refreshed at a minimum of yearly and Safeguarding Training is refreshed every three years. Key messages from this Policy will be reinforced to all staff through consultation sessions which will also provide a forum for staff to share and discuss and feedback the practicalities of implementing the policy.

8. ROLES AND RESPONSIBILITIES

The Responsible Individual (RI) will ensure that:

- There is a suitably accredited behaviour management syllabus in place
- An appropriate manager is appointed and the management of Hillside is supervised in line with the supervision policy of the Council
- There is effective management of the service, with a suitable level of staff resources to react to incidents and ensure adequate supervision of children and young people
- They visit the home a minimum of once every 3 months to monitor the performance of Hillside, which will include talking to children and young people at the home with their consent in addition to inspecting the premises, complaints and a selection of records
- There is a policy in place for the appropriate use of control and restraint which is reviewed a minimum of annually giving regard to Hillside's Statement of Purpose; the policy will be shared with all staff and the Care Inspectorate Wales (CIW) and Youth Custody Service following any amendments within 28 days of these taking place
- A positive approach to behaviour management is used within Hillside that is consistent with meeting the care and support needs of the child/young person and the wellbeing of others for whom care and support is provided
- Suitable arrangements are in place to assess, monitor and improve the quality and safety of the service via quarterly reports to the Hillside Registered Manager and the Social Care, Health and Wellbeing Committee, and six monthly and annual reports to Care Inspectorate Wales
- All staff receive annual behaviour management training as a minimum and must sign following the training to indicate that they have read, understood and have continued access to the policy, a record of which will be kept on file
- Suitable systems are in place to record incidents, complaints and the keeping of records
- All staff are aware of and encouraged to use the Whistleblowing Policy, the Authority's stance is zero tolerance for poor care or lack of concern for the wellbeing of individuals and that concerns from staff are encouraged, sought out in a confidential manner and addressed accordingly
- That there are appropriate quality assurance, audit systems and processes in place for monitoring the service which are continually reviewed
- That information on control, restraint and discipline is analysed and that recommendations are made to the service of how and where the quality and safety of the service can be improved

- A culture of candour is promoted in Hillside that advocates all staff to be open, honest and transparent in line with Social Care Wales guidance

The Registered Manager (RM) will ensure that:

- There is a policy in place for Separations which is reviewed a minimum of annually giving regard to Hillside's Statement of Purpose, the policy will be shared with YCS in advance and the Care Inspectorate Wales following any amendments within 28 days of these taking place
- A purposeful and positive approach to behaviour management is used within Hillside that is consistent with meeting the care and support needs of the child/young person and the wellbeing of others for whom care and support is provided
- Any changes to the Separation Policy will reflect current legislation and national guidance, staff will be kept updated of any changes made to the Policy
- All new staff will receive behaviour management training to include this policy during their induction period prior to commencing work with any children and young people in Hillside
- Deployment of staff is adequate to react to incidents and ensure safe supervision of children and young people
- Management/Senior Staff will ensure that all records of separations are fully completed, updated and will be kept in the appropriate file as soon as possible within 24 hours of occurring
- All records of separation are monitored for compliance, quality assurance and effectiveness of decision making
- All occasions of separation are made clear to the placing authority, child, parent(s), carers, before, or in the case of an emergency placement, at the time the child is to move into Hillside Secure Children's Home
- Children are encouraged to develop a proper awareness of their rights and responsibilities (UN Convention on the Rights of the Child)
- Staff will have an awareness of the rights and responsibilities of children and young people through training received on the Qualification and Credit Framework (QCF) in line with the UN Convention of the Rights of the Child and promote such to children and young people
- All children are encouraged to discuss incidents and express their views, either verbally, in writing, or through an independent professional advocate
- All staff supervision and meetings address issues of behaviour management including use of separation and agree practicable and acceptable means of responding to inappropriate behaviour
- A culture of candour is promoted in Hillside that advocates all staff to be open, honest and transparent in line with Social Care Wales guidance

All staff will ensure that:

- All records of separations are completed as soon as possible and in any event within 24 hours of the incident occurring
- They respond positively to acceptable behaviour and where unacceptable it is responded to in a constructive and positive way in line with the Behaviour Management Policy and the Separation Policy
- Positive relationships with children and young people are formed and any behaviour management and separation measures are consistently applied and fair
- Reparation, restoration and conflict resolution is followed where appropriate
- All separations are recorded and reported in the relevant documentation in line with the policy and procedures
- All staff will enact pro-social modelling in line with the Psychologically Informed Planned Environment (PIE)/Trauma Recovery Model.

9. REVIEW, SCRUTINY AND QUALITY ASSURANCE

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

- All records of any incident requiring separations are completed by the relevant staff member within 24 hours of occurring and are reviewed Monday to Friday by a senior manager in centre briefing
- Duty Manager approval will be obtained before any separation goes beyond 15 minutes
- Scrutiny of use of separation by the multidisciplinary team will take place to ensure that each child/young person's risk assessment is reviewed and is reflective of their needs and details staff response to presenting behaviours, this will be at a minimum of every three weeks or sooner if necessary
- A review by local authority designated officers where an incident is submitted to them as part of a child protection referral
- Quarterly visits and reports by the Lead Officer for Safeguarding in Neath Port Talbot to focus on consequences, incidents, separations and restrictive interventions
- Six monthly quality assurance audits on separations undertaken under the quality assurance audit programme
- Focused audits where necessary to provide greater detail and understanding of separations
- Make incident paperwork available to the Youth Custody Service (YCS) for those children/young people placed in a YCS bed

- A review of incidents and separations by the Care Inspectorate Wales for any child/young person accommodated in Hillside as deemed appropriate by them
- The Independent Visitor, as the representative of the RI, analysing data and interacting with the children/young people on a monthly basis
- The Responsible Individual visits and completion of a quarterly report, annual report and statement of compliance in accordance with the regulations of the role.
- Hillside internal safeguarding meetings will review data and analyse trends at an organisational level

10. GOVERNANCE

- Every six months a report on separations will be presented to the West Glamorgan Safeguarding Board for scrutiny/oversight
- At a minimum of six monthly update reports on the service will be provided to the West Glamorgan Safeguarding Board.
- Monthly performance report will inform/challenge practice and identify trends on separations, this report will be scrutinised monthly by the Senior Management Team and acted upon where necessary. An overview of the report will be provided to the Hillside Development Board
- Hillside Safeguarding Board will be established and will review and analyse data trends and provide recommendations for change and challenge practice
- Any separations that it is believed may meet the criteria for a Multiagency Professional Forum (MAPF) or Child Practice Review (CPR) will also be referred to the Safeguarding Lead and the West Glamorgan Safeguarding Board for consideration
- Quarterly reports to the Social Care, Health and Wellbeing Scrutiny committee from the Registered Manager (RM)
- The Responsible Individual (RI) will complete a quarterly report on the quality of care at the home as part of their duties in relation to Regulation 74 of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017, these reports will include the independent visitor reports and will be shared with the service, reviewed by the Social Care, Health and Wellbeing Scrutiny committee and will be made available to Care Inspectorate Wales and Youth Custody Service

Single Separation Monitoring Form

Appendix 1

Name of Young Person:						Date:					
House:					Room No:						
Level of Checks (<i>constant / 5 mins / 10 mins</i>)					Please use 24 hr clock						
Time:	In:		Out:		In:		Out:		In:		Out:

Reason Young Person Being Monitored:											
Single Separation (Duty Manager Informed) <input type="checkbox"/>											
Single Separation Reason: Preventing Harm to YP <input type="checkbox"/> Preventing Harm to Members of Staff <input type="checkbox"/> Separating a Fight Between YP <input type="checkbox"/> Managing an Assault on another YP <input type="checkbox"/> Self-Harm <input type="checkbox"/> Managing an Assault on Officer/Care Worker <input type="checkbox"/> Significant Damage to Property (with risk of harm) <input type="checkbox"/> Other <input type="checkbox"/>											
Name of Duty Manager:											
Name of Senior Manager informed:											

Restricted Items in Bedroom (make sure entered into restricted items book)			
At each check time, please comment on any interaction / comments / what they are doing / restricted items given/removed / justify why separation is continued and next review			
Time	Comments	Print Name	Ensuite Open

SECTION 1 OF SINGLE SEPARATION

Part (a) REASON AND CRITERIA FOR CONTINUED ISOLATION (15 – 30 MINUTES ONLY)

What has been attempted to end the isolation and what are the engagement plans for the next 15 minutes?

Part (b) REASON AND CRITERIA FOR CONTINUED ISOLATION (30-45 MINUTES ONLY)

What has been attempted to end the isolation and what engagement plans are in place for the next 15 minutes?

Part (c) REASON AND CRITERIA FOR CONTINUED ISOLATION (45 MINUTES TO 1 HOUR ONLY)

What has been attempted to end the isolation and what are the engagement plans for the next 15 minutes?

SECTION 2 OF SINGLE SEPARATION (AFTER 1 HOUR ISOLATION)

Name of Senior Manager:

--

Time of Meeting:

--

Other staff present:

--

CURRENT REASON/CRITERIA FOR CONTINUED ISOLATION:

IMMEDIATE BEHAVIOUR SUPPORT PROGRAMME FOR NEXT HOUR (INCLUDE FREQUENCY OF CHECKS)

AHM/SHIFT LEADER SIGNATURE:

--

DUTY MANAGER SIGNATURE:

--

DATE:

--

DATE:

--

SECTION 3 OF SINGLE SEPARATION (AFTER 2 HOUR ISOLATION POINT)

Name of Senior Manager:

Time of Meeting:

Other staff present:

CURRENT REASON/CRITERIA FOR CONTINUED ISOLATION: (WHY SHOULD SINGLE SEPARATION CONTINUE)

IMMEDIATE BEHAVIOUR SUPPORT PROGRAMME FOR NEXT HOUR (INCLUDE FREQUENCY OF CHECKS)

SECTION 4 OF SINGLE SEPARATION (AFTER 3 HOUR ISOLATION POINT)

Name of Senior Manager:

Time of Meeting:

Other staff present:

BEHAVIOUR SUPPORT PROGRAMME OF YOUNG PERSON OVER INITIAL ISOLATION PERIOD:

BEHAVIOUR SUPPORT PROGRAMME FOR NEXT THREE HOUR PERIOD: (INCLUDING FREQUENCY OF CHECKS)

AHM/SHIFT LEADER SIGNATURE:

DUTY MANAGER SIGNATURE:

DATE:

DATE:

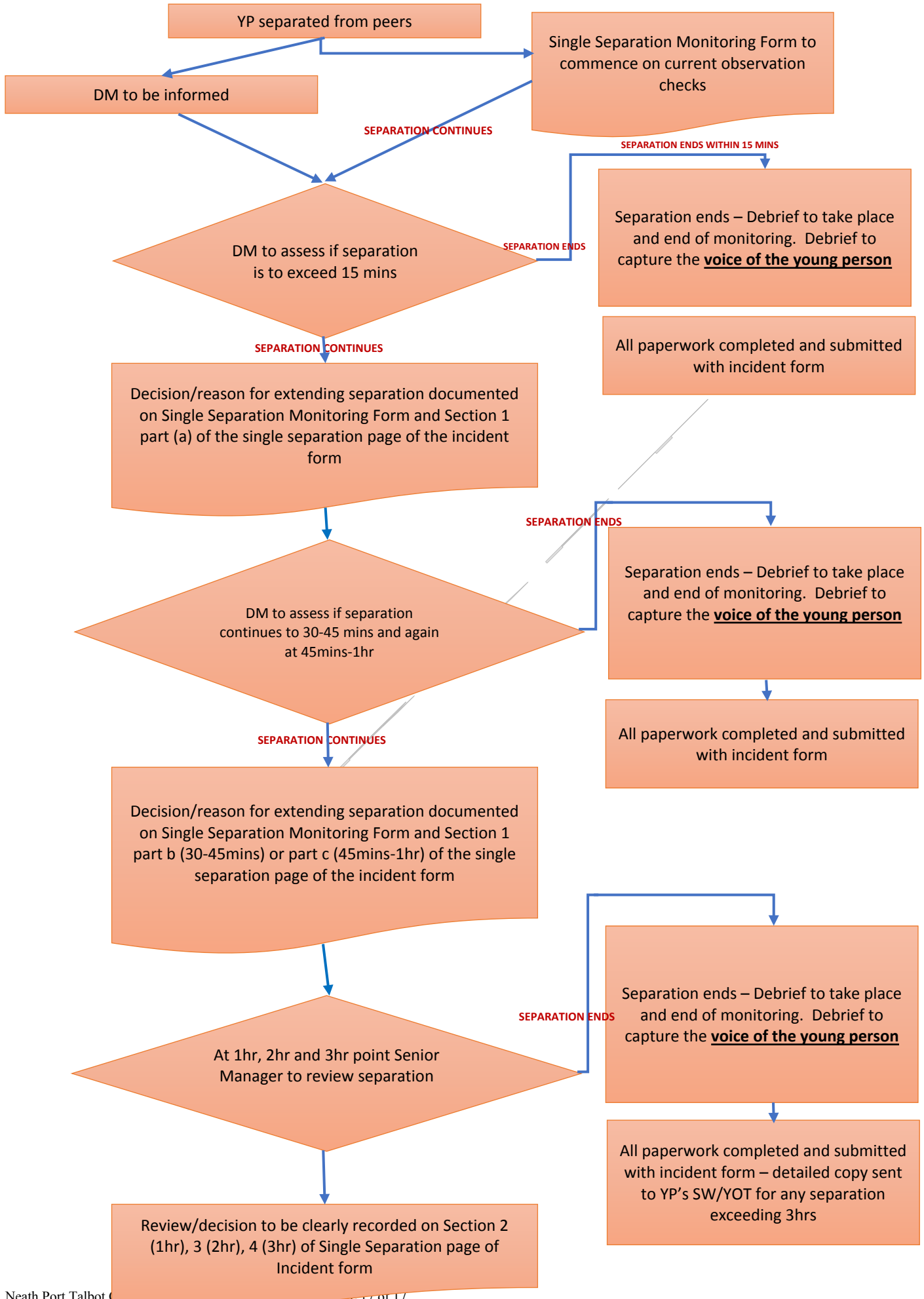
Monitoring Form

AM/ PM/ Nights

Name of Young Person:												Date:					
House:										Room No:							
Level of Checks (<i>constant observations of young person</i>) <i>or (5 mins / 10 mins)</i>											Please use 24 hr clock						
Time:	In:		Out:		In:		Out:		In:		Out:		In:		Out:		

Restricted items in bedroom – Staff to ensure they are entered in the restricted item log.						
Monitoring column to be ticked with where the YP is being monitored. B = Bedroom G = Gold Room						
Time	Monitoring		Comments	Print Name	Ensuite Open/Lock	
	B	G				

Appendix 4



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Impact Assessment - First Stage

1. Details of the initiative

Initiative description and summary: Separation Policy for Hillside
Service Area: Children Services – Hillside Secure Children’s Home
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				Although the policy will cover young people who have been placed at Hillside, young people will not see a significant change as a result of implementing the policy as there is already a separation policy in place. This new policy is revised to take into account newer legislation and to ensure it is in line with the revised Behaviour Management Policy.
Disability		x				There are no changes to the nature or scope of services to be provided, the proposal is to revise the Separation

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

						ensure it is in line with the revised Behaviour Management Policy.
Sex		x				There are no changes to the nature or scope of services to be provided, the proposal is to revise the Separation Policy taking into account newer legislation and to ensure it is in line with the revised Behaviour Management Policy.
Sexual orientation		x				There are no changes to the nature or scope of services to be provided, the proposal is to revise the Separation Policy taking into account newer legislation and to ensure it is in line with the revised Behaviour Management Policy.

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				Hillside is not registered with Care Inspectorate Wales to provide the active offer of the Welsh Language, so this is not applicable, however several staff members are fluent Welsh speakers so there will be opportunities for any Welsh young people placed in Hillside to use the Welsh Language. Hillside accommodates both Welsh and English young people.

Treating the Welsh language no less favourably than English		x				Hillside is not registered with Care Inspectorate Wales to provide the active offer of the Welsh Language, so this is not applicable, however several staff members are fluent Welsh speakers so there will be opportunities for any Welsh young people placed in Hillside to use the Welsh Language. Hillside accommodates both Welsh and English young people.
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5. Does the initiative impact on biodiversity:

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

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

	Yes	No	Details
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Long term - how the initiative supports the long term well-being of people	x		The Separation Policy provides a safe framework for staff to work within to manage occasions when young people placed at Hillside need to be separated from their peers. The policy will provide a consistent and safe response to managing behaviour which will aid young people to manage their own behaviour by teaching them coping strategies to use whilst in the home and to take with them following their discharge.
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		Hillside will obtain young people and staff views in order to inform the delivery and performance of the policy. Young people feedback will also be gathered through regular audits on separations as part of the quality assurance framework
Collaboration - how we have worked with other services/organisations to find shared sustainable solutions	x		We have collaborated with the Youth Custody Service in the development of the Policy to ensure that it covers both the requirements of Welfare placed young people and those placed by the Youth Custody Service
Prevention - how the initiative will prevent problems occurring or getting worse	x		The policy plays an integral part in the management of behaviour in Hillside. This policy will ensure staff are working in a safe consistent manner in keeping with current legislation and in line with the revised behaviour management policy.

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

A full impact assessment (second stage) is not required	x
Reasons for this conclusion	

There are no changes to the nature or scope of services to be provided, the proposal is a revised policy in line with new legislation.

A full impact assessment (second stage) **is** required

Reasons for this conclusion

Tudalen132

	Name	Position	Signature	Date
Completed by	Melanie Weaver	Quality, Performance and Practice Manager	M. Weaver	19.08.19
Signed off by	Keri Warren	Head of Children Services	K. Warren	19.08.19

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