



SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

***Immediately Following Scrutiny Committee on
THURSDAY, 19 DECEMBER 2019***

COMMITTEE ROOMS A/B - NEATH CIVIC CENTRE

1. Appointment of Chairperson
2. Declarations of Interest
3. Minutes of Previous Meeting (*Pages 3 - 8*)
4. Forward Work Programme 18/19 (*Pages 9 - 12*)
5. Remodelling and Relocation of Complex Needs Day Services (*Pages 13 - 76*)
6. Direct Payments Policy (*Pages 77 - 134*)
7. Adult Services Respite Allocation Policy (*Pages 135 - 224*)
8. Adult, Children and Young People Services - 2nd Quarter (April 19 - September 19) Performance Report (*Pages 225 - 240*)

9. Urgent Items
Any urgent items (whether public or exempt) at the discretion of the Chairperson pursuant to Statutory Instrument 2001 No 2290 (as amended).
10. Access to Meetings
To resolve to exclude the public for the following items pursuant to Regulation 4 (3) and (5) of Statutory Instrument 2001. No. 2290 and the relevant exempt paragraphs of Part 4 of Schedule 12A to the Local Government Act 1972.

Part 2

11. Contractual Arrangements for a Minor Adaptations Service
(Pages 241 - 252)
12. The Manager's Report on Hillside Secure Children's Home
(Pages 253 - 296)
13. Regulation and Inspection of Social Care (Wales) Act 2016
RISCA 2016 (Pages 297 - 316)

S.Phillips
Chief Executive

Civic Centre
Port Talbot

13 December 2019

Cabinet Board Members:

Councillors: A.R.Lockyer and P.D.Richards

Notes:

- (1) *If any Cabinet Board Member is unable to attend, any other Cabinet Member may substitute as a voting Member on the Committee. Members are asked to make these arrangements direct and then to advise Democratic Services staff.*
- (2) *The views of the earlier Scrutiny Committee are to be taken into account in arriving at decisions (pre decision scrutiny process). The Chairperson and Vice Chairperson of the relevant Scrutiny Committee will be invited to be present at this meeting.*

EXECUTIVE DECISION RECORD

17 OCTOBER 2019

SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

Cabinet Members:

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

Officers in Attendance:

A.Thomas, K.Warren, J.Hodge, S.Curran, C.Davies and J.Woodman-Ralph

Invitees:

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

1. **APPOINTMENT OF CHAIRPERSON**

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

2. **MINUTES OF PREVIOUS MEETING**

That the minutes of the previous meeting held on the 5 September 2019, be approved.

3. **WESTERN BAY CARERS ANNUAL REPORT (DEFERRED FROM THE MEETING HELD ON THE 5 SEPTEMBER 2019)**

Decision:

That the report be noted.

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

Decision:

That the report be noted.

5. **ASSISTED TRANSPORT POLICY**

Decision:

That the Adult Services Assisted Transport Policy be implemented as attached in Appendix 1 and 2 to the circulated report.

Reason for Decision:

To enable the Council to take into account the strengths and transport resources available to individuals and, where applicable, their carers when undertaking an assessment or reassessment of individual's needs. This will ensure independent travel is promoted wherever possible, that a sustainable range of good quality adult social care services are available to meet the needs of the most vulnerable citizens of Neath Port Talbot, and contribute towards the budgetary savings identified in the Council's Forward Financial Plan.

Implementation of Decision:

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

Consultation:

Members previously approved a 90 day public consultation period in respect of the policy. During this period, 8 April to the 8 July 2019 a number of consultation and engagement activities took place. The outcome of the activity is detailed in Appendix 4 to the circulated report. This has helped confirm the content of the final policy.

6. **FAIRNESS OF SERVICE PROVISION POLICY**

Decision:

That the Adult Services Fairness of Service Provision Policy be implemented as detailed in Appendix 1 and 2 to the circulated report.

Reason for Decision:

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

Implementation of Decision:

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

Consultation:

On 7 March 2019 approval was granted for a 90 day public consultation in respect of the Policy. During this period, 24 April to the 23 July 2019, a number of consultation and engagement activities took place. Details of that activity as detailed in Appendix 4 to the circulated report helped confirm the content of the Policy.

7. **REVIEW OF COMMUNITY SUPPORT SERVICES - LOCAL AREA CO-ORDINATORS**

Decision:

That the report be noted.

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

Decision:

That the Neath Port Talbot Youth Justice and Early Intervention Plan 2019-2020 be commended to Council for approval.

Reason for the Decision:

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

Implementation of Decision:

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

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

That the Forward Work Programme for 19/20 be noted.

10. **ACCESS TO MEETINGS**

Decision:

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

11. **CONTRACTUAL ARRANGEMENTS FOR A SHARED LIVES SUPPORT SERVICE**

Decision:

That the Head of Adult Services be given delegated authority to enter into a contract with Ategi Shared Lives for the provision of a shared lives support service for the period 1st May 2020 until 30th April 2021 with an option to extend the contract for up to a further 12 months as detailed in the circulated private report.

Reason fo Decision:

To enable the Council to deliver the required service and provide the Council with best value for money.

Implementation of Decision:

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

12. **CONTRACT FOR SUPPORTING PEOPLE SUBSTANCE MISUSE SERVICE**

Decision:

That, subject to the Welsh Government Housing Support Grant allocation and conditions, to provide the Head of Adult Services with delegated authority to enter into a contract with the Welsh Centre for Action on Dependency and Addiction, for the provision of a substance misuse housing related support services. The length of this contract to be 1 April 2020 until 31 March 2021, with an option to extend for up to a further 12 months.

Reason for Decision:

To enable the Council to provide the required service and to provide the Council with best value for money.

Implementation of Decision:

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

CHAIRPERSON

Social Care, Health and Wellbeing Cabinet Board

PROVISIONAL - 2019/20 FORWARD WORK PLAN (DRAFT)

SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

MEETING DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
30 Jan 20	Carers Information & Consultation Strategy Annual Progress Report	Information	Annual	Chele Howard/ Angela Thomas
	Contractual arrangements for spot purchase of day services and out of county specialist care homes.	Information	Topical	Chele Howard/ Angela Thomas
	Inter-Agency Agreement with City and County of Swansea for the provision of a Speech and Language Service across Hillside and NPT and CCoS	Decision	Topical	Julie Duggan/ Keri Warren
	Contractual arrangements for 2020/21 for Children's Services	Decision	Topical	Rob Davies/ Angela Thomas
	Complaints Annual Report	Monitoring	Annual	Leighton Jones/ Angela Thomas
	Western Bay Adoption Service	Information	Topical	Delyth Berni/ Keri Warren
	Housing Renewal and Adaptation Service (HRAS) – Service Report	Information	Topical	A.Thomas/ C.Howard

Social Care, Health and Wellbeing Cabinet Board

MEETING DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
12 Mar 20	Quarterly Performance Indicators	Monitoring	Quarterly	Ian Finnemore/ Angela Thomas
	Supporting People Programme Grant Contracts 19/20	Decision	Annual	Chele Howard/ Angela Thomas
	Homelessness Strategy Monitoring Report	Monitoring	Topical	Rob Davies/ Angela Thomas
	Carers Information and Consultation Strategy Annual Progress Report	Information	Annual	Chele Howard/ Angela Thomas
	Shared Lives Policy	Decision	Topical	Chele Howard/ Angela Thomas

Social Care, Health and Wellbeing Cabinet Board

MEETING DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
30 April 20	Fostering Statement of Purpose and Quality Care Report	Information	6 Monthly	Delyth Berni/ Keri Warren
	Hillside Managers Report	Monitoring	Quarterly	Karen Wedmore/ Keri Warren
	Regulation and Inspection of Social Care (Wales) Act 2016 RISCA 2016	Monitoring	Quarterly	Chris Frey-Davies/ Keri Warren
	Quarterly Performance Indicators	Monitoring	Quarterly	Ian Finnemore/ Angela Thomas

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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

19th December 2019

Report of the Head of Adult Services – Angela Thomas

Matter for Decision

Wards Affected All Wards

REMODELLING AND RELOCATION OF COMPLEX NEEDS DAY SERVICES

Purpose of the Report

To seek Members approval to remodel and relocate the current Complex Needs Day Services based at Abbeyview, Brynamlwg and Trem Y Mor.

Executive Summary

This report sets out the proposal to close Abbeyview Complex Needs Day Service and develop a service in Rhodes House that will meet the needs of people with learning disabilities and challenging behaviour or a diagnosis of Autistic Spectrum Disorder (ASD). Current service users will be located in the complex needs day service that is best able to meet their needs (Brynamlwg, Trem Y Mor or Rhodes House). Complex Needs Day Services are for those people with significant and profound physical, sensory, cognitive, behavioural and health needs. The services are pan disability in nature, although the majority of support is still provided to those with significant learning disabilities. The services are operational Monday to Friday from 8am to 5pm.

Eligibility for service: over 18 years of age and residing within the borough of Neath Port Talbot.

The day services currently support 66 individuals across the three sites at a direct cost of just over £1,785,000 annum. In addition the Environment Directorate spends a further £527,000 per annum to transport people to and from day services.

Background

The original proposal presented to the Social Care Health and Well-being Cabinet Board in November 2018 was to enter into public consultation regarding a remodel and relocation of the current Complex Needs Day Services; to maintain three day centres but to relocate from Abbeyview and use Rhodes House instead.

There is an ongoing demand for day services for Adults with complex needs. Day services provide a safe environment for people where they can develop life skills and engage with other service users but where their needs can be met, which includes physiotherapy and speech and language support. Day services also enable carers to have a break from their caring responsibilities and in many cases this enables parents/carers to take up or continue their employment.

Proposal

Abbeyview – based on an industrial estate in Neath Abbey.

Brynamlwg – based in Aberavon, Port Talbot.

Trem Y Mor – based in Sandfields, Port Talbot.

Rhodes House – based on the same site as Brynamlwg, in Aberavon, Port Talbot.

The current set up using 3 day centres - Abbeyview, Brynamlwg and Trem Y Mor, which offer a service based on where people live, is to be replaced by a service which focuses on people's main area of need, recognising the need to develop and offer a service for those individuals who have a diagnosis of ASD and learning disabilities and who present with challenging and/or complex behaviour as this service

is currently not available 'in house'. It is planned to locate the new ASD service at Rhodes House.

Functioning on a catchment basis has led to inappropriate combinations of people within buildings. This means that someone with significant behavioural support needs can be placed alongside someone with exceptionally frail health and who may be totally dependent on staff/carers for all aspects of their daily life. This can prove challenging to manage on a day to day basis for both managers and frontline staff teams.

It is proposed to develop specialist services that deliver targeted types of support to specific groups of people:

- Autism – the Local Authority does not at present have a service that delivers this type of support and this is currently commissioned from external agencies.
- Health Care – people who require this support are currently dispersed across the three day services.
- Complex Generic – for those with significant needs but who do not fit into the two services above.

Rhodes House has been adapted to provide facilities which will meet the needs of those individuals who may present with behavioural problems, and includes a number of smaller rooms where individuals can spend time alone, and away from other services users if they wish to, and as a result protecting themselves and others. The other day services would offer a complex health and disability service based at Brynamlwg and a service based at Trem Y Mor that will meet the needs of people with moderate to severe learning disabilities. Brynamlwg remains fully equipped and environmentally appropriate to support people who have significant health needs.

There are no plans to change to use of the 16 bedded short breaks service which is also located at Trem Y Mor.

To ensure that people access the most suitable service to meet their personal outcomes and their needs they will be assessed by day services teams who know the individuals and family members.

Alternative External Provision

There are 32 people who receive a service from one of several day care providers in the local area. These are commissioned services and are provided by either Ace Day Services, Amman Valley services, National Autistic Society (NAS) or Tomms Care. These day services in the main provide support to people with a diagnosis of Autism and who also have significant learning disabilities and often present with challenging behaviour. The costs range from £113.00 per day to £258.11 per day with an average overall cost of £167.63 per person per day and a total cost of £20,954.15 per week (£1,047,707 for a 50 week service).

The cost of transporting people to these external services is paid in addition to the cost of the service.

Current Local Authority Provision

Abbeyview currently accommodates 17 service users.

Brynamlwg currently accommodates 18 service users.

Trem Y Mor currently accommodates 28 service users.

Proposed Local Authority Provision

Brynamlwg – proposal is for 18 service users to attend.

Trem Y Mor – proposal is for 31 service users to attend.

Rhodes House – proposal is for 17 service users to attend.

Predicted needs

Although it is not possible to identify exactly how many young people will need a day service when they reach adulthood or those adults who do not currently access a day service but may need to in the future, it is possible to estimate the need based on the numbers of children known to Children's Services who have complex needs and most of whom attend Maes y Coed school. There are 29 children aged between 12 and 17 who are likely to need a day service from the

complex needs service in the future. The figures below only take account of those children who are currently known to Children's Services, and there may be a number of others who also need a service.

<u>Age</u>	<u>Number of children currently known to Children's Services likely to need a service</u>
Aged 17	6
Aged 16	7
Aged 15	7
Aged 14	3
Aged 13	2
Aged 12	4

There will also be a small number of people who no longer access complex needs day services (as a result of ill health, age, death, change of circumstances etc) but it is hard to predict these numbers. However, in the past 2 years, 7 people have left the service and a further 3 have passed away. Of the 7 who left the service 6 are receiving an alternative service (either via a Personal Assistant or via the Care Home in which they now live).

Current Direct costs

Abbeyview - £491,840 pa (includes a contribution from Health of £31,670)

Brynamlwg - £628,830 pa (includes a contribution from Health of £79,200)

Trem Y Mor - Cost of day service £665,010 pa (includes a contribution from Health of £66,314). This does not include the cost of the Respite Unit.

Total cost of day centres (including Health Contribution) is £1,785,680 meeting the needs of 66 people (£27,056 per person per year or £125.26 per person per day based on average attendance of 4.5 days per week for a 48 week year). (Total cost to Local Authority is £1,674,810).

In addition the Environment Directorate spends a further £527,000 per year transporting people to and from services.

Resource Implications

Consultation with the staff in the current day services will take place with a view to staff being employed at their site of choice but giving consideration to their grade, skills and experience and ensuring that the mix of staff and skills are adequate in each resource to ensure that the needs of service users are met. Training will be put in place to ensure that staff are equipped with the right skills to manage the service user group they work with although it is recognised that the staff are well trained and skilled already.

Options

1. Do nothing – i.e. leave the service as it is at present without making the changes proposed in this report. Abbeyview, Brynamlwg and Trem Y Mor complex needs day services to remain in place.
2. Change as proposed in this report - i.e. close Abbeyview site and relocate service users to either Brynamlwg, Trem Y Mor or the new ASD/Behaviour Service located at Rhodes House. This proposal is based on meeting the needs of service users in a provision most suited to their needs and to meet their personal outcomes. This would be the preferred option.
3. Commission with local day service providers to meet the needs of service users who are assessed as needing a day service to meet their outcomes. Average cost of £167.63 per person per day (which meets the needs of someone with complex needs), £41,907 pa per person (based on 5 days per week x 50 weeks per year).

Financial Impacts

It is not anticipated that the cost of delivering an ASD/behavioural service from Rhodes House will be any more expensive than the current cost of providing a service from Abbeyview. The current costs of staffing for Abbeyview is £478,240 pa plus the cost of rent and utility costs. The current costs of Abbeyview in total are £491,840 (which includes a contribution from Health of £31,670).

Integrated Impact Assessment

An Integrated Equality Impact screening assessment on the proposed changes to the Complex Needs Day Services has been undertaken to assist the Council.

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 1, for the purposes of the meeting.

Valleys Communities Impacts

No implications to the community as a whole however it is recognised that some individuals may have a slightly longer journey to the day service but this will be minimised as much as possible by different routes being planned. It will not impact on the activities the individuals will take part in at the day services.

Workforce Impacts

There are no post deletions suggested in this proposal rather a redeployment of staff within their existing pay grades. Staff will undertake the same type of work but possibly in different locations.

This will mean undertaking a formal Management of Change process with staff teams. People will be asked to express an interest in posts and will be slotted in and matched based on the following: preference (where possible), gender, mix and numbers of staff required within the service. The Complex Needs Service employs 65 staff ranging from Grade 1 domestic staff to Grade 9 and 10 Service Managers. Specific events will be provided to these team members during the formal consultation process.

Legal Impacts

No implications.

Risk Management Impacts

No implications.

Consultation

This item has been subject to external consultation; public consultation has been carried out.

On 8th November 2018 Members approved a 45-day public consultation in respect of the proposed changes. During the period 21st November 2018 – 30th January 2019 a number of consultation and engagement activities took place. The outcome of the activity is detailed in the Consultation Report - Appendix 2.

In summary the main concerns raised during the consultation process focused on the following points

- Brynamlwg is too small for the number of wheelchair users, and not really designed for the intended purpose.
Response – we are confident that the size of the building is more than adequate to accommodate the number of service users proposed (18). However, not all service users will be in the building at any one time as some will access community based activities with their worker from Brynamlwg on a 1-1 basis, and others will access services such as hydrotherapy. In addition some services users attend on a part time basis. The building has been assessed by the Buildings and Compliance Manager who is satisfied with it. There are 5 fire exit doors in use. A room has been created to house an additional ‘Snoezelen’ Sensory room and funding has been agreed to purchase the necessary equipment. This is in addition to the current ‘Snoezelen’ and will assist with posture management and enable service users to come out of their wheelchairs.
- Greater travel time for some service users.
Response – planning has taken place with the Transport Department who have agreed that they will be able to reconfigure runs so that there will be fewer ‘pick ups’ which will minimise the additional time spent travelling. It is recognised that service users who live in Neath may have a slightly longer journey as they will travel from Neath to Port Talbot instead of to Neath Abbey. It is not expected though that their journey will be more than 20 minutes longer.
- Is separation of people by needs/behaviours a good thing, as opposed to integration?
Response - We are confident that we can meet people’s needs more effectively by providing specialist support services in each specific setting. This does not mean that each of the three settings will exclusively offer support to people with, for example, ASD or wheelchair users but it is expected that people with the highest levels of need will benefit from being provided with specialist services in an appropriate and adapted environment with staff trained and knowledgeable in specific disabilities. This will enable staff to more effectively work with service users to meet their individual personal outcomes.

Recommendations:

It is recommended that Option 2 be approved as follows:

1. That the site at Abbeyview be closed;
2. That the Complex Needs Day Services be provided at Brynamlowtg, Trem y Mor and Rhodes House;
3. That the needs of the service users be met in the day service provision most suited to their needs and to meet their personal outcomes.

Reasons for Proposed Decision:

To enable the Council to:

- a) Develop services in line with people's specific requirements both current and future;
- b) Improve and enhance the quality of service deliver;
- c) Develop sustainable services with clear pathways;
- d) Enable the authority to be able to deliver a service to meet the needs of those people with a diagnosis of ASD, learning disabilities and challenging behaviour.

Implementation of Decision:

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

Appendices:

Appendix 1 – Integrated Impact Assessment.

Appendix 2 – Consultation Report.

List of Background Papers:

Report to Social Care Health and Wellbeing Cabinet Board presented

8th November 2018 - Proposed Remodel and relocation of Complex Neds Day Services.

<http://modern.gov.neath-porttalbot.gov.uk/documents/s42379/Proposed%20Remodel%20and%20Relocation%20of%20Complex%20Needs%20Day%20Services.pdf>

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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	November 2019

1. Details of the initiative

	Title of the Initiative: Proposed remodel and relocation of Complex Needs Day Services
1a	Service Area: Adult Social Care
1b	Directorate: Social Services, Health and Housing
1c	Summary of the initiative: Proposal to move away from catchment based pan-disability service provision to have specialist services that deliver targeted support to specific groups of people.
1d	Who will be directly affected by this initiative? Current service users who may have their service delivered from a different site, dependant on their assessed need. Day Services staff will experience changes in where they work and with the group of people they work with.
1e	When and how were people consulted? January – March 2019. Public Consultation events, 1-1 meetings, website.
1f	What were the outcomes of the consultation? See Appendix 2

2. Evidence

What evidence was used in assessing the initiative?

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

In addition to the number of people accessing the services, limited equalities data such as age, disability, ethnicity and sex is also collected, which in turn informs policy development and service provision. The following provides a summary of information known about current users of Complex Needs Day Services.

The Social Services Client Index shows that there are currently

Age Group	Female	Male	Total
20s	3	16	19
30s	8	5	13
40s	9	10	19
50s	4	4	8
60s	3	2	5
Total	27	37	64

Ethnicity	Female	Male	Total
WELSH	2	3	5
WHITE BRITISH	24	34	58
NOT STATED	1		1
Total	27	37	64

Service	Female	Male	Total
ABBEY VIEW SPECIAL NEEDS SERVICE	11	6	17
BRYNAMLWG SPECIAL NEEDS DAY SERVICE	6	12	18
TREM Y MOR DAY SERVICE (FORMERLY CADOXTON SNS)	10	19	29
Total	27	37	64

Service	Age Group					Total
	20s	30s	40s	50s	60s	
ABBEY VIEW SPECIAL NEEDS SERVICE	4	3	8	1	1	17
BRYNAMLWG SPECIAL NEEDS DAY SERVICE	2	3	7	3	3	18
TREM Y MOR DAY SERVICE (FORMERLY CADOXTON SNS)	13	7	4	4	1	29
Total	19	13	19	8	5	64

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

Overarching Public Consultation – Responses

A total of 19 completed questionnaires were received during the consultation period. All were completed in English with no Welsh responses.

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

About the respondents

Of the responses:

- 11 (61%) stated that they live in Neath Port Talbot
- 5 (28%) stated that they are a carer
- 4 (22%) stated that they work for Neath Port Talbot Council
- 3 (17%) stated that they use services provided by NPT Council
- 1 (6%) stated they run a business in Neath Port Talbot
- 4 (22%) stated other. These included:
 - “Been trying to access help and support and get initial assessment for my child.”
 - “Parent”

Please note that respondents were asked to tick all that apply. Therefore percentages will be greater than 100%.

Age

Age range (years)	Number	% of respondents
Under 16	-	-
16 - 24	-	-
25 – 29	1	10%
30 - 39	2	20%
40 - 49	2	20%
50 – 59	2	20%
60 – 74	3	30%
75 – 85	-	-
86+	-	-
Prefer not to say	-	-
Total		100%

Gender

8 (73%) respondents were female and 3 (27%) male.

Nationality

10 (91%) respondents described their nationality as Welsh, and 1 (9%) as British.

Ethnic origin

10 (100%) respondents described their ethnicity as White British.

Sexual orientation

9 (90%) respondents described themselves as heterosexual, and 1 (10%) preferred not to say.

Disability

1 (9%) respondent reported having a disability with 10 (91%) stating that they did not have a disability.

Welsh Language

7 (78%) respondents reported having little or no knowledge of the Welsh language, while 2 (22%) stated they were fairly fluent speakers.

Religion

6 (55%) respondents reported as being Christian, 4 (36%) respondents reported as having no religion/beliefs, and 1 (9%) stated other religion.

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			<p>Data shows that a high number of people receiving adult services care and support have a protected characteristic by virtue of their age.</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control possible in regards to the care they receive.</p> <p>Assessment of need will take into account various protected characteristics including age and disability.</p> <p>Although the proposal will mainly affect people with a disability or age related frailty, there is no evidence to indicate that the proposal would lead to discrimination.</p>

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

			<p>Assessment of need will take into account various protected characteristics including age and disability.</p> <p>Although the proposal will mainly affect people with a disability or age related frailty, there is no evidence to indicate that the proposal would lead to discrimination.</p> <p>The proposal will not change the Council's obligations to ensure people's eligible needs are met. The Council is not, however, bound to meet a need in the way preferred by an individual, particularly where the cost of that preferred way is higher than other reasonable ways.</p> <p>Some people may see a change to the services received and/or location where it is delivered following a review and this may be perceived by those receiving services and their family/carers as having a negative impact. However, any change will be planned with the person. Changes are not necessarily as a result of this proposal as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs and be given choice, and their views and individual circumstances will be taken account of when determining the options available to the person/family/carer to meet their eligible needs.</p> <p>It is anticipated that moving to specialist services that deliver targeted support to specific groups of people will have a positive impact on those with a disability or age related frailty.</p>
Gender reassignment		X	<p>Access to adult services is unlikely to be solely due to a person's gender identity. However, personal circumstances relating to a person's gender identity may have an impact on how services are delivered.</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p>

			<p>When commissioning services, the Council will make a determination as to what interventions can best meet the person’s identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p> <p>Assessed need will take into account various protected characteristics.</p> <p>There is no evidence to indicate that the proposal would lead to discrimination due to the person’s gender identity.</p> <p>This proposal will not change the council’s obligations to ensure people’s eligible needs are met. The Council is not, however, bound to meet a need in the way preferred by an individual, particularly where the cost of that preferred way is higher than other reasonable ways.</p> <p>Some people may see a change to services received and/or location where it is delivered following a review and this may be perceived by those receiving services and their family/carers as having a negative impact. However, any change will be planned with the person. Changes are not necessarily as a result of this proposal as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs and be given choice, and their views and individual circumstances will be taken account of when determining the options available to the person/family/carer to meet their eligible needs.</p>
<p>Marriage & civil partnership</p>		<p>X</p>	<p>Unpaid carers are often family members/partners of the person being cared for, which can have an impact on relationships and cause difficulties in maintaining the caring role as well as their personal relationships.</p> <p>Access to adult services is unlikely to be solely due to a person’s marital status. However, personal circumstances relating to a person’s marital status may have an impact on how services are delivered.</p>

			<p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p> <p>Assessed need will take into account various protected characteristics.</p> <p>There is no evidence to indicate that the proposal would lead to discrimination due to the person's marital status.</p> <p>This proposal will not change the council's obligations to ensure people's eligible needs are met. The Council is not, however, bound to meet a need in the way preferred by an individual, particularly where the cost of that preferred way is higher than other reasonable ways.</p> <p>Some people may see a change to services received and/or location where it is delivered following a review and this may be perceived by those receiving services and their family/carers as having a negative impact. However, any change will be planned with the person. Changes are not necessarily as a result of this proposal as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs and be given choice, and their views and individual circumstances will be taken account of when determining the options available to the person/family/carer to meet their eligible needs.</p>
Pregnancy and maternity		X	It is possible that someone providing unpaid care may be, or become, pregnant which can cause difficulties in maintaining the caring role. It is also possible that the

			<p>cared for person may become pregnant or have a young child, which would need to be taken into account when determining how to best meet any care and support needs.</p> <p>Access to adult services is unlikely to be solely due to a person’s gender identity. However, personal circumstances relating to a person’s pregnancy or maternity circumstances may have an impact on how services are delivered.</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring support are considered as part of the needs assessment process and catered for in the individual’s bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person’s identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p> <p>Assessed need will take into account various protected characteristics.</p> <p>There is no evidence to indicate that the proposal would lead to discrimination due to the person’s pregnancy or maternity circumstances.</p> <p>This proposal will not change the council’s obligations to ensure people’s eligible needs are met. The Council is not, however, bound to meet a need in the way preferred by an individual, particularly where the cost of that preferred way is higher than other reasonable ways.</p> <p>Some people may see a change to services received and/or location where it is provided following a review and this may be perceived by those receiving services and their family/carers as having a negative impact. However, any change will be</p>
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			<p>planned with the person. Changes are not necessarily as a result of this proposal as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs and be given choice, and their views and individual circumstances will be taken account of when determining the options available to the person/family/carer to meet their eligible needs.</p>
Race		X	<p>Access to adult services is unlikely to be solely due to a person's race. However, personal circumstances relating to a person's race may have an impact on how services are delivered.</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p> <p>Assessed need will take into account various protected characteristics.</p> <p>There is no evidence to indicate that the proposal would lead to discrimination due to the person's race.</p> <p>This proposal will not change the council's obligations to ensure people's eligible needs are met. The Council is not, however, bound to meet a need in the way preferred by an individual, particularly where the cost of that preferred way is higher than other reasonable ways.</p> <p>Some people may see a change to services received and/or location where it is provided following a review and this may be perceived by those receiving services</p>

			<p>and their family/carers as having a negative impact. However, any change will be planned with the person. Changes are not necessarily as a result of this proposal as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs and be given choice, and their views and individual circumstances will be taken account of when determining the options available to the person/family/carer to meet their eligible needs.</p>
<p>Religion or belief</p>		<p>X</p>	<p>Access to adult services is unlikely to be solely due to a person's religion or belief. However, personal circumstances relating to a person's religion or belief may have an impact on how services are delivered.</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p> <p>Assessed need will take into account various protected characteristics.</p> <p>There is no evidence to indicate that the proposal would lead to discrimination due to the person's religion or belief.</p> <p>This proposal will not change the council's obligations to ensure people's eligible needs are met. The Council is not, however, bound to meet a need in the way preferred by an individual, particularly where the cost of that preferred way is higher than other reasonable ways.</p>

			<p>Some people may see a change to services received and/or location where it is provided following a review and this may be perceived by those receiving services and their family/carers as having a negative impact. However, any change will be planned with the person. Changes are not necessarily as a result of this proposal as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs and be given choice, and their views and individual circumstances will be taken account of when determining the options available to the person/family/carer to meet their eligible needs.</p>
Sex		X	<p>Access to adult services is unlikely to be solely due to a person's sex. However, personal circumstances relating to a person's sex may have an impact on how services are delivered.</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p> <p>Assessed need will take into account various protected characteristics.</p> <p>There is no evidence to indicate that the proposal would lead to discrimination due to the person's sex.</p> <p>This proposal will not change the council's obligations to ensure people's eligible needs are met. The Council is not, however, bound to meet a need in the way preferred by an individual, particularly where the cost of that preferred way is higher than other reasonable ways.</p>

			<p>Some people may see a change to services received and/or location where it is provided following a review and this may be perceived by those receiving services and their family/carers as having a negative impact. However, any change will be planned with the person. Changes are not necessarily as a result of this proposal as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs and be given choice, and their views and individual circumstances will be taken account of when determining the options available to the person/family/carer to meet their eligible needs.</p>
<p>Sexual orientation</p>		<p>X</p>	<p>Access to adult services is unlikely to be solely due to a person's sexual orientation. However, personal circumstances relating to a person's sexual orientation may have an impact on how services are delivered.</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p> <p>Assessed need will take into account various protected characteristics.</p> <p>There is no evidence to indicate that the proposal would lead to discrimination due to the person's sexual orientation.</p> <p>This proposal will not change the council's obligations to ensure people's eligible needs are met. The Council is not, however, bound to meet a need in the way</p>

				<p>preferred by an individual, particularly where the cost of that preferred way is higher than other reasonable ways.</p>
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				<p>Some people may see a change to services received and/or location where it is provided following a review and this may be perceived by those receiving services and their family/carers as having a negative impact. However, any change will be planned with the person. Changes are not necessarily as a result of this proposal as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs and be given choice, and their views and individual circumstances will be taken account of when determining the options available to the person/family/carer to meet their eligible needs.</p>
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What action will be taken to improve positive or mitigate negative impacts?

Functioning on a catchment area basis has led to inappropriate combinations of people within buildings. This means someone with significant behavioural support needs can be in the same building as someone with exceptionally frail health support need, who may have a total dependency on staff for all parts of their daily life. This can prove challenging to manage on a day to day basis both for frontline teams and managers.

The proposal's intention is to move away from a catchment area based pan-disability service provision to have specialist services that deliver targeted support to specific groups of people.

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

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

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

In all cases the person will be offered a care and support package proportionate to their individual needs and offered the choice of receiving direct payments, maximising choice and control for those individuals. There will be no reductions in service but possible relocations.

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

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

Public Sector Equality Duty (PSED)	+	-	+/-	Why will it have this impact?
To eliminate discrimination, harassment and victimisation			X	The proposal's intention is to move away from catchment based pan-disability service provision to have specialist services that deliver targeted support to specific groups of people.
To advance equality of opportunity between different groups			X	This proposal supports the council in taking forward its statutory duties with regards to adult social services, which further it in discharging its Public Sector duties.
To foster good relations between different groups			X	

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

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

This proposal supports provision of care and support tailored to meet individual’s assessed needs.

4. Community Cohesion/Social Exclusion/Poverty

	+	-	+/-	Why will it have this impact?
Community Cohesion			X	It must be emphasised that any services received will meet the eligible assessed needs of, and agreed desired outcomes for, the individual. Overall this proposal should have a neutral impact as it will support the Council in ensuring that services are financially sustainable in order to be able to continue meeting ongoing demand for services, including community based services in appropriate settings.
Social Exclusion			X	
Poverty			X	

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 proposal should have a neutral impact.

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

5. Welsh

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

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

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

The proposals 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 proposal is written on the assumption that there will be no further financial or human resources available to Adult Services and that therefore, sustaining the current level of equality of treatment, in respect of the Welsh language, is the only realistically achievable aim.

Opportunities for staff to use their language skills will continue to be promoted and training will continue to be made available to those who wish to further develop their skills.

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

6. Biodiversity

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

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

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

Not applicable.

7. Well-being of Future Generations

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

Ways of Working	Details
i. Long term – looking at least 10 years (and up to 25 years) ahead	The proposal aims to move away from catchment based pan-disability service provision to have specialist services that deliver targeted support to specific groups of people, and also promotes the long term sustainability of service provision in line with the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015.
ii. Prevention – preventing problems occurring or getting worse	Tailoring services to individual’s needs will help improve independence and prevent or reduce the need for more complex care.
iii. Collaboration – working with other services internal or external	The proposal enables the council to make best use of our partnerships with those who are commissioned to provide specialist services for people with various complex needs.
iv. Involvement – involving people, ensuring they reflect the diversity of the population	Various staff representatives have been involved in the development of the proposal, including social workers and managers, Finance and Legal.
v. Integration – making connections to maximise contribution to:	<p>All current service users accessing complex needs services would be assessed and aligned to services that most meet their personal needs and outcomes.</p> <p>The proposal therefore contributes towards the objective of improving the well-being of adults who live in the county borough and to develop the economy.</p>
Council’s well-being objectives	<p>To improve the well-being of all adults who live in the county borough.</p> <p>To develop the economy and the environment so that the well-being of people can be improved.</p>

Other public bodies objectives	Create safe, confident and resilient communities, focusing on vulnerable people. Encourage Ageing Well.
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8. Monitoring Arrangements

Provide information on the monitoring arrangements to:

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

Ongoing consideration of equality impact will continue to be given as the proposal is implemented. This will be monitored through the complaints process, information from social worker reviews and contract monitoring.

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

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

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

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

9. Assessment Conclusions

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

	Conclusion
Equalities	All protected characteristics will be considered in line with the Social Services and Wellbeing (Wales) Act 2014, by looking at the individual circumstances of the person - and carer(s) where applicable -

	and how their care and support needs can be best met. As such it is not anticipated that this proposal will have a negative impact based on peoples protected characteristics.
Community Cohesion/ Social Exclusion/Poverty	Overall this proposal should have a neutral impact as it will support the Council in ensuring that services are financially sustainable in order to be able to continue meeting ongoing demand for services, including community based services in appropriate settings.
Welsh	It is not expected that the proposal will have any adverse effect on the Welsh language.
Biodiversity	It is not expected that the proposal will have any adverse effect on biodiversity or ecosystem resilience.
Well-being of Future Generations	The proposal contributes to the long term sustainability of service provision.

Overall Conclusion

Please indicate the conclusion reached:

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

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

The purpose of the proposal is to move away from catchment based pan-disability service provision to have specialist services that deliver targeted support to specific groups of people.

It aims to improve access to appropriate services that meet identified eligible need, as well as the long term sustainability of services in line with the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015 to meet the outcomes of a growing population with social care and support needs.

10. Actions

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

Action	Who will be responsible for seeing it is done?	When will it be done by?	How will we know we have achieved our objective?
Put robust digital systems in place to improve data collection against all protected characteristics.	Head of Adult Services	Annually from 2020	Improved equalities data collection systems are in place.
Continue to promote opportunities for staff to use their Welsh language skills and make available training for those who wish to further develop their skills.	Head of Adult Services	Annually from 2020	There is at least no reduction in the number of staff able to deliver the Council's Adult Services through the medium of the Welsh language. Enable staff to attend Welsh language training.
As the Policy is implemented, complete further IIAs in respect of any emerging unintended/unforeseen impact and include them in annual	Commissioning Officer - Policy & Strategy	Annually from 2020	The overall impact of the Policy on all those receiving care and support from Adult Services remains positive.

monitoring reports to Members.			
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11. Sign off

	Name	Position	Signature	Date
Completed by	Andrew Potts	Commissioning Officer		3.12.19
Signed off by	Angela Thomas	Head of Service/Director		3.12.19

CONSULTATION REPORT:
Remodelling and relocation of Complex Needs day Services

Background

1.1 In November 2018, the Social Care, Health and Well-being Cabinet Board authorised officers to consult members of the public and other stakeholders on the Remodelling and relocation of Complex Needs day Services.

1.2 The original proposal presented to the Social Care Health and Well-being Cabinet Board in November 2018 was enter into public consultation regarding a remodel and relocation of the current Complex Needs Day Services; to maintain three day centres but to relocate from Abbeyview and use Rhodes House instead.

1.3 There is an ongoing demand for day services for adults with complex needs. Day services provide a safe environment for people where they can develop life skills and engage with other service users but where their needs can be met, which includes physiotherapy and speech and language support. Day services also enable carers to have a break from their caring responsibilities and in many cases this enables parents/carers to take up or continue their employment.

2.0 Introduction

2.1 A range of engagement and consultation activities have taken place, including:

- Overarching public consultation
- Stakeholder consultation (including 1-1 meetings)
- Questionnaire on website

3.0 Consultation objectives

- To provide a mechanism for people to contribute their views
- To find out if people agree or disagree with the proposals and the reasons for this
- To provide a mechanism for people to make comments and suggestions

- To provide a mechanism for people to suggest alternative proposals
- To ensure that the consultation was available to as many stakeholders as possible
- To ensure that the consultation was available in a format so people could understand

4.0 Overarching public consultation – Methodology

4.1 To help ensure that the consultation was as widely available as possible, people could submit their views online as well as at consultation events and in 1-1 meetings:

- **Online** - a self-completion questionnaire was published on the Council's website. Respondents were not asked to identify themselves, but were asked to indicate why they were interested in the Proposal and their postcode.

5.0 Overarching Public Consultation – Responses

A total of 19 completed questionnaires were received during the consultation period. All were completed in English with no Welsh responses.

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

5.1 About the respondents

Of the responses:

- 3 (17%) stated that they are service users
- 5 (28%) stated that they are a carer for a service user
- 4 (22%) stated they are employed by NPTCBC
- 11(61%) stated that they live in Neath Port Talbot

5.2 Age

Age range (years)	Number	% of respondents
16 - 24	-	-

25 – 29	1	10%
30 - 39	2	20%
40 - 49	2	20%
50 – 59	2	20%
60 – 74	3	30%
75 – 85	-	-
Prefer not to say	-	-
Total	10	100%

5.3 Gender

8 (73%) respondents were female and 3 (27%) male.

5.4 Nationality

10 (91%) respondents described their nationality as Welsh and 1 (9%) as British.

5.5 Ethnic origin

10 (100%) respondents described their ethnicity as White British.

5.6 Sexual orientation

9 (90%) respondents described themselves as heterosexual, and 1 (10%) preferred not to say.

5.7 Disability

1 (9%) respondent reported having a disability with 9 (91%) stating that they did not have a disability.

5.8 Welsh Language

7 (78%) respondents reported having little or no knowledge of the Welsh language, while 2 (22%) reported as being fairly fluent speakers.

5.9 Religion

6 (55%) respondents reported as being Christian, 4 (36%) respondents reported as having no religion/beliefs and 1 (9%) indicated other religion.

6.0 How respondents feel about the proposals

How do you feel about the proposal to change the complex day services to be delivered as a needs led service?

13 respondents (68%) disagree, 5 (26%) agree, 3 (16%) stated don't know.

6.1 How do you feel about the proposal to create a new service for those who have behavioural challenges or Autism?

9 respondents (47%) disagree, 7 (37%) agree, 3 (16%) stated don't know.

7.0 Consultation with other stakeholders

7.1 To ensure that the consultation was accessible to as many stakeholders as possible 4 public meetings were held for service users, carers, and family members. 1-1 meetings were also offered and held with 20 people/couples (all parents/carers).

7.2 Public Events:

- 21st November 2018 Coffee Morning
- **Consultation events**
- 9th January 2019 – held at Brynamlwg
- 16th January 2019 – held at Rhodes House
- 21st January 2019 – held at Trem Y Mor
- 30th January 2019 – held at Rhodes House

8.0 Summary

In summary the main concerns raised during the consultation process focused on the following points

- Brynamlwg is too small for the number of wheelchair users, and not really designed for the intended purpose.
Response – we are confident that the size of the building is more than adequate to accommodate the number of service users proposed (18). However, not all service users will be in the building at any one time as some will access community based activities with their worker from Brynamlwg on a 1-1 basis, and others will access services such as hydrotherapy. In addition some services

users attend on a part time basis. The building has been assessed by the Buildings and Compliance Manager who is satisfied with it. There are 5 fire exit doors in use. A room has been created to house an additional 'Snoezelen' Sensory room and funding has been agreed to purchase the necessary equipment. This is in addition to the current 'Snoezelen' and will assist with posture management and enable service users to come out of their wheelchairs.

- Greater travel time for some service users.
Response – planning has taken place with the Transport Department who have agreed that they will be able to reconfigure runs so that there will be fewer 'pick ups' which will minimise the additional time spent travelling. It is recognised that service users who live in Neath may have a slightly longer journey as they will travel from Neath to Port Talbot instead of to Neath Abbey. It is not expected though that their journey will be more than 20 minutes longer.
- Is separation of people by needs/behaviours a good thing, as opposed to integration?
Response - We are confident that we can meet people's needs more effectively by providing specialist support services in each specific setting. This does not mean that each of the three settings will exclusively offer support to people with, for example, ASD or wheelchair users but it is expected that people with the highest levels of need will benefit from being provided with specialist services in an appropriate and adapted environment with staff trained and knowledgeable in specific disabilities. This will enable staff to more effectively work with service users to meet their individual personal outcomes.

11.0 Council Response to the Consultation

11.1 The Council response to comments received is summarised below in a “you said - we did” format.

Public Consultation Meetings		
Number	Comment:	Council response:
	Public Consultation Meeting 9.1.19	
1	Happy with what has been said, but what will be the set up and will services be integrated?	Abbeyview will potentially close, Brynamlwg will be the service which deals with more health based needs, Rhodes house will deal with behavioural needs (will be more appropriate as the building lends itself to a quieter environment with lots of little rooms). I will manage both services in order to keep staff skill set up, and for staff to migrate between the services – I am conscious that the individuals have been together for a long time and wish to keep friendships going. Peoples’ needs have evolved and changed and we need to realign staff to ensure that they keep up with changes. Trem Y Mor will be a service that meets more generic needs that don’t require the same level of support that is proposed here. It will be easier for health colleagues not having travel as they will only need to come to one site to support those with complex needs. We are just trying to improve on what we already do with the resources we have. There is a dysphasia kitchen on site at Rhodes house and cooks and all cooks are trained on eating and drinking guidelines, we are currently

		bussing meals to Abbeyview which is not ideal. We need to look at what we already have and improve.
2	We acknowledge that you have worked hard. It is a shame to see Rhodes House empty.	It is like a golden opportunity, having worked in Abbeyview for a number of years, the site location is not ideal – it is based on an industrial estate next to the A465. Transport is needed to go anywhere. It is more amenable here for people, access to the community is much easier as we will not always need transport. We have the beachfront, the bikes in Trem Y Mor and the town is under cover and in walking distance.
3	It all sounds good.	The service will be delivered a lot more specifically. We need to stop people missing out, we are managing things better and have good relationships with health colleagues. We are more astute at identifying potential issues and getting the appropriate professionals involved.
4	It makes sense for health colleagues to be based there, it would be silly for them to be travelling.	I am hoping that social workers will eventually base themselves within the services and build on improving relationships with parents and carers.
5	Lots of ideas.	Ultimately improving for the people we support.
6	Yes, it is for their benefit.	Staff will be trained in manual handling and medication, they will have a higher skill level and it is good for staff to keep them focused. It is exciting times – I have worked in the service for 28 years so have seen a lot of change. The overlap with health and social care is becoming one, for example the

		equipment we use to support with, i.e.; Oxygen and suction is more health orientated. As people are living longer, they are developing more complex health needs.
7	You cannot look at one without the other.	You have to have standards, for example, a nice garden area and communal access through both services.
8	Can imagine having the same garden as Brynamlwg.	We would like it to be maintained by B'spoked and to keep it within our services to get everyone involved.
9	All sounds very good, there has been a lot of thinking going on.	We need to reinvest for the future generations – I believe in what we do.
10	Lucky we have you Jeremy, it is good to have an idea of what you are doing with the space. In the first meeting I didn't really know what was planned.	This has been two years in the making, we needed to plant seeds within the senior management team first. JC – this isn't a quick fix, we are building for the future.
11	Social Services were going backwards but it now looks like we are moving forward.	this isn't a money saving exercise, there will be no staff losses or days cut. We are trying to meet peoples' outcomes better, we are stretched and it has become a challenge. We are trying to gear the service around peoples' needs. Offered to show parents/carers around the building as not all had been shown around the building. The building is quite deceptive, it was used for respite for a long time.
12	Will decoration will be more up to standard?	Health colleagues will be involved with décor and colour schemes as it helps to manage behaviour.

13	Its home, that's how C feels.	Nothing is set in concrete, if we need to move people we can.
14	Has anyone in Brynamlwg been identified to move?	If proposals are accepted, we have identified those in Abbeyview, 5 in Brynamlwg and 5 from Trem Y Mor. People know each other, like one big family, no one will be moving in isolation without their peers that also goes for staff.
15	This is interesting to hear.	This is a more informal meeting then St. Pauls, there was a lot of information to take on board at first and realise some people are not comfortable speaking in big arenas, that's why we have offered 1:1 sessions.
16	Sounds good.	
17	The biggest issue was with transport.	Our transport colleagues are also part of this consultation. We will keep tweaking until we get it right, trying to meet peoples outcomes and what they need.
	Public Consultation Meeting 16.1.19	
18	Why are you doing this?	We don't believe we are currently meeting people's outcomes to the best of our ability.
19	This is just a cost cutting exercise.	I can reassure you that it is not a cost saving exercise. Information has gone to Committee outlining costings and proposals, there will be a reduction in rent for Abbeyview but Rhodes House will need remodelling/decoration. If any of you require this information we can send you a copy by post.
20	Have you got a date for changes?	We will need to attend the Social Care, Health and well Being Cabinet Board this is only a proposal, Councillors who sit on that board will be attending on

		the 30 th January if you wish for your local Councillor to attend then contact them and invite them to attend. We will the write a report including your feedback and then Committee will then make their decision in March. If they agree to this then there will be a 45 day consultation with staff.
21	Will there be jobs at risk?	Everybody will be guaranteed a job, there will be no loses services users' needs will be put first so part time working days may need to be reconfigured. Staff have been asked to identify their preferred working pattern and place of work. Staff will likely transfer with the service users they support, we aim to have a happy workforce and the Unions are involved.
22	So you don't have costs or a decision and you haven't budgeted for change of equipment?	The Local Authority have reserved budgets where we have proposed what may or may not happen. Every Local Authority has reserved budgets. Jeremy has done a lot of work on a provisional basis. JC – All the costings are there.
23	When we moved to Abbeyview it wasn't good, if we have the same facilities here as Brynamlwg then I am happy that my daughter will not be sat around. We were lied to before, I am happy as long as there are activities such as the hairdressers and cooking. Will there be proper removal men this time?	yes
24	Don't promise us anything you are not going to provide	Some equipment may go back to stores, the only thing that Jeremy will have to move will be confidential files.
25	They used the buses to move last time	No response needed

26	If there are the same facilities they will be better off here.	I believe this is a golden opportunity.
27	This is not a golden opportunity, my child will be on the bus for hours!	We will be meeting with our transport colleagues they are a part of this consultation. They will be providing suggested routes.
28	No consideration given for transport regarding distance and mileage. There won't be enough time spent in the day service and will have a detrimental effect on quality of life for my daughter. It will take twice as long to load wheelchair users and barely any room on the buses. Transport should have all of this sorted out by now!	Jeremy has started that work – we had to find out where people were going first, before transport could come together with a plan.
29	Surely transport could have done this by now. We are expected to do this in a month.	Transport have assured that your children will arrive at the same time and leave at the same time
30	You can't say that you don't even know the route yet. My daughter is has dysphasia and is very limited as to what she can have to drink and eat. Only in day service for 3 hours – time travelling and the distance we are already pushed at Abbeyview.	We can reconfigure the runs, there may be less people on the bus so that timings could be the same.
31	I pledge to you that this will not happen! Parent – You know who's going where, you would have thought that this would have all been sorted sooner!	All answers will be given on the 30 th January for the routes.
32	Can we have the proposed routes before the 30 th , so we can have our questions available?	We have to bear in mind that Transport have to plan routes for 3 different services. We can't promise but if it is available before the 30 th then we will send it out. I will speak to Brendan but I can't guarantee. They are taking into account your opinions.

33	My daughter will use 5 extra miles per day travelling, who will pay for that?	We need to pick this up in your 1:1, that's where things will be worked out.
34	When you said about consultation for staff, will this affect the days our children attend day service...understanding there would be continuity with staff?	Nothing changes with staff, only location. If your children have a member of staff that they work closely with please let us know. A proportion of each individual's staff may change but only if identified in the Person Centred Plan.
35	I don't the area, can you tell us has anyone looked at how to get cars out at the busiest times?	We have looked at it and yes there are pockets of traffic but there is transport in and out usually 5 minutes before or after the peak times.
36	What time do you plan for buses to leave?	Same time really, which is usually about 2.50pm to avoid traffic.
37	Are we still allowed to keep our times?	Yes you can keep your times, you have that flexibility, we extended the hours that day service is open for people.
38	What's the difference between the three units? The ones at Rhodes House will be having more in-house activities, who will be going to what day services?	Brynamlwg will be utilised for those with more complex health needs, Rhodes House will be for those with more behavioural needs it has lots of rooms to manage more activities with smaller groups and Trem Y Mor will be a generic service for individuals. Brynamlwg and Rhodes House will be more staff intensive, I believe this is a golden opportunity as people's needs change and evolve.
39	I just can't see what my daughter will gain!	There are difficulties meeting people's diverse outcomes, the service will be geared towards meeting people's needs on a more specific level.

40	You should be doing this now.	We are hoping that there will be more input from our health colleagues who will not have to spend so much time travelling on the road.
41	They can only see one client at a time, physio's can only see so many people in a day. We can't delay lunch time to observe people. This is all pie in the sky!	There is a big drive from Welsh Government, pooling resources between Health and Social Services, we are looking at the resources we already have and trying to improve.
42	Buses will take longer so there will be no gain at all!	These are matters that we can discuss in your 1:1's.
43	Taking people with autism and putting in one pot – don't like little rooms. You need to gut the building and start again, you're using a building that was meant for respite. You can build new buildings but can't do anything for us!	No response needed
44	Our daughter is in a room on her own at the moment, with the door open – been going on for years and we don't like it.	We are trying to create the right environment for your children which we are trying to manage with our health colleagues and stop elevating behaviours. Some people can't tolerate these elevating behaviours so we have the option of using these smaller rooms to help with that.
45	Not engaging people in a group then.	It is all down to individual circumstances – we have the option to deliver. We will not be putting people in a room on their own.
46	My daughter is in TYM and walks the corridors to keep calm, she can't cope with noise.	

47	We are finding now that D won't except people coming into the house, has become anti-social.	
48	My daughter won't go anywhere either.	Review to be arranged to see if there is any help that can be provided to help at home.
49	We think it might be too late for that.	There will be a room available for D if she needs to use it – it won't be 'D's Room' however.
50	We received a letter about the 'big move' to say J will be going to Autism Service. You have categorised him before we knew anything about it, why put a label on people!	That is a valid point, the wording of the letter is not appropriate.
51	Labels do affect the way people are treated, and it will affect how my daughter is treated even though we have never considered her to be CHC.	Apologises that we worded the letters in that way, not suitable.
52	Should be re-worded we have worked for years to get away from 'labels'.	
53	This model where has it come from, have you looked at other Local Authorities?	
54	This model where has it come from, have you looked at other Local Authorities?	The point is there will be more specialised support for what people's needs are, for example in TYM yesterday 2 young individuals wanted to go bowling, but couldn't go as there were people who needed more support, this is what we are trying to reconfigure so that nobody misses out on their activities. Wherever your children go they will have a plan and you will be part of that to help us deliver that service.

55	My daughter bounces all over the place – can't stop her in day service because of health and safety and they are not allowed to. She breaks expensive equipment which in not on.	We can't restrain her against her will – I can't accept that.
56	We can agree for a Welfare Order.	No response needed
57	If it was harmful to my daughter I wouldn't allow it!	No response needed
58	London Road was perfect, we couldn't use the garden so moved to Abbeyview. This move may not suit everyone, you need to keep on top of your individual child, arrange to have 1:1's. All will need new ICP's and you must state in them what your child needs they should all be done individually.	No response needed
59	What if they don't like coming here?	Then it would all need to be reviewed, there will need to be a transition period for your children and staff, I personally think it will help.
60	Getting J out of the car on times is hard enough.	No response needed
61	How many wheelchair users will be here?	There will be 17 wheelchair users, but not all in the building at the same time.
62	How will you manage hoisting and feeding – you can't manage now!	It will all depend on how we gear our days.
63	Not enough number of staff to hoist – during the summer activities arte stopped to make sure there are enough staff on site for hoisting.	If people are using wheelchairs not all need hoisting some can transfer.

64	At home we don't hoist we transfer – in day service this takes extra staff, especially in the summer holidays when there is already a shortage.	We are hoping to use staff more appropriately
65	Where are you taking staff from?	The people that need more support will have more staff, for example we could bring staff from TYM over to Brynamlwg – it has to be suited to people's needs.
66	How many staff for 17 wheelchair users?	Being hoisted or transferred doesn't dictate the number of staff we have, behaviour can do that too, everything is based on individual need not a reflection of wheelchair users.
67	Same amount of Service Users and same amount of staff, how will it be different?	There will be more staff for that individual service if needed, more to take people out and about to do things.
68	Its spread out at the moment with a smaller proportion of staff, how is it worth this upheaval, I just don't see what the benefits will be!	
69	How will transport manage, some people are transported from supported living.	We don't have the transport figures at the moment, we know some people do use their mobility cars.
70	J likes to go out on the bus, is he still going to be able to do this?	If that is one of his outcomes then yes, everything will be outcome focused driven.
71	There will be a lot of wheelchairs on the bus.	Not all will go out together at the same time, when people do we have 1:1 support – we do it already in Abbeyview.
72	How many staff for the wheelchair users?	14 Part time equivalent – not everybody comes in every day.

73	I just wondered what the ratio was.	We are keeping full time hours.
74	Are you fully staffed now?	No, we have two posts coming out at the end of the month we are not losing care hours. We have special dispensation to advertise externally.
75	What about staff holidays and sickness – Rhodes House has challenging people, staff may be prone to go off sick	Individuals work across both sites if needed to keep staff skill set up. Everybody will be mandatory trained in medication and manual handling in the hope to create sustainability and longevity.
76	If someone kicking off here will staff get taken from next door?	Only if it lends to it, we send staff to different sites now, but it will be easier as one site. We need to marry up the common outcomes and themes, it is a big bold proposal and it will be the start of something that will evolve.
77	I will be very disappointed if they merge.	There are different managers across both sites Debbie and Margaret and there are two grade 6's with lots of experience around complex needs – Jeremy oversees both sites.
78	Has anything gone ahead yet?	No, there is a leak in the building, we must still maintain it.
79	What about parking facilities?	We have a proposal going forward to extend the car park out the front – 8/9 extra bays. No agreement yet but we have to make the proposal, reserve money is grant funded and we still need to get the costs together.

Public Consultation Meeting 21st January 2019		
No	Comment:	Council response:
80	You know my feelings, I don't want things to change but understand what is being said. I feel that things are said but don't happen, nothing changes, that's just how I feel.	If we become more specialised per service we will meet people's outcomes better
81	What do you mean by outcomes?	When we say outcomes, we mean people's needs, what's documented in their PCP.
82	I'm happy enough for S to move to Brynamlwg – smaller, quieter and better to meet his needs.	
83	I think it's closed in, dark, not enough room for wheelchairs – can go out here on impulse, over there it will need more organising.	We can walk into town from Brynamlwg, we have access to buses. Expect the same routines and activities. Each has a bus allocated.
84	J gets unsettled sometimes, he likes the cool air and being able to go out and move about.	If proposal is to go ahead, then there will be some adjustments to the building for example, knock Brynamlwg staff room and store room to make more space, take the bath out of Rhodes House. Not everyone will be here all day every day and that can be managed this way.
85	Does seem quite cramped and small compared to Trem Y Mor.	Some feedback from Victoria Thomas and Ewan Blackmore says that Trem Y Mor is too big. It is difficult to please everyone. This way will allow us to maintain activities for all, the spectrum of people who need 1:1 support, some need 2:1 support and it is hard to maintain these different levels of needs in one group. We use the Social Services Health and Wellbeing Act (2014) which is heavily focussed on

		outcomes – we need to sit and make sure each identified outcome/need is met. Realistically, Trem Y Mor is spacious but a lot is dead space, we have 2 small rooms for sensory and physio input. The acoustics are not great in the building.
86	First thing in the morning and last thing in the evening [noisy].	R will stay in Trem Y Mor.
87	Why is he staying?	his needs are different from J and S
88	J likes to wheel around freely.	we have people in Brynamlwg who self-propel, Brynamlwg is purpose built.
89	At school where I work the children are all integrated together and they get to see the other side of other children, I feel that we will be putting people back into bubbles like it used to be.	The next step has to be clear, will have had talks with staff and those from health, people's feelings need to be part of the proposal. There is still a lot of interaction between people at Brynamlwg. MH – I was talking with a group from Abbeyview that want to keep friendships – people's personalities are not what their impairments are. It's about the expectation of the service and ensuring that all get the interaction that they need. JC – We are hoping that the therapists will only need to come to one site rather than travelling around.
90	There are only three physios now, and they only see people once a week – the staff then follow the recommended programme. I don't like to be negative but I do find Brynamlwg small and dowdy the day room especially.	the colours are meant to be calming, we took advice on the colour scheme.

79	It looks like an 'old people's home' I wouldn't want J to come here – I know things can be changed, but I am his voice.	As the rooms currently present, they will be different going forward if the proposal goes through. We will have to kit out the building to what will be needed. MH – We need to include feedback regarding that room, maybe we need to think about a parent/carers forum, do we fund raise or get volunteers in from other services for example B'spoked if we can we will. The carpet is a specialist carpet, the lanes are to help visually impaired people.
80	What about school leavers, if it's full already there will no capacity – not much forward thinking.	We haven't created any capacity – hoists and trackers equipment will be taken from Abbeyview. MH – We have the space but not the facilities at Trem Y Mor. With our activities room, it lends itself to the people we support – 90% of it is creating the right environment.
81	Will something else be built in the future, or will they adapt Trem Y Mor?	I don't know, it's not really part of this discussion.
82	Trem Y Mor took years of discussion.	I understand your point about forward planning we will know who will be coming to this day service in advance. People do move on from day services, some of them retire and they want to stay at home and we can then create capacity this way. JC – We do create capacity the odd day here and there.
83	I haven't been able to attend these meetings, I don't know much about it.	The three complex day services are currently operated on a geographical basis. The diversity of attendees is wide, this is why we are proposing to

		move towards a specialised service. Brynamlwg will be for continuing health care needs, Rhodes House will be utilised for those individuals with behavioural problems and Trem Y Mor will be a more generic service. The Abbeyview building will close.
84	You're away from Neath, what about the people that live in the valleys?	We will have to wait for Transport to answer this.
85	What about the train carriage?	The train carriage was put in Abbeyview by parents and carers when they relocated. The Council don't own it, any idea where it could go and restored. MH – There will be no staff loses – everybody's contracts remain. Certain part-timers days may change, to meet the need of the service users in which ever day service.
86	Seems like more staff members will be in Rhodes House and Brynamlwg, but with less space.	
87	Will this impact on Js' day?	No changed to current level of service that will stay the same. This is not a cost cutting exercise, the only potential change is the Abbeyview rent money (£16,000pa) which will be absorbed by other services. This is all public information, operationally it's the same as before and from my perspective there will be two staff teams on one site so it will be easy to call on staff when needed. JC – As Vic (Thomas) explained, two staff teams on one site will enable sickness to be covered.

88	How do staff feel?	People don't like change but they can see the rationale why we are doing what we are doing, the services are very diverse at the moment.
89	I'm confused as to why you are proposing to put people in less space – why don't you utilise what you have here at TYM?	See below
90	Can be quite chaotic here in TYM.	<p>Victoria can't accommodate for personal care – there will be double the space for personal care and physio in Brynamlwg and Rhodes House. TYM use-ability doesn't lend itself as it was only intended for respite.</p> <p>EB – Staff are apprehensive we went through this four years ago, the intension at the time was that Cadaxton (Bronleigh) was not suitable – we were going to go to Rhodes House but ended up in TYM. TYM was not built as a day service, it looks great we do use the pods, we cannot use the bedrooms. Things evolve, we started with 10 clients and now there are 29 with vastly different needs.</p> <p>MH – We were actually looking to change the name of Brynamlwg and Rhodes House. The buildings are joined by a door, but are still separate services.</p>
91	How do you think it will all work?	– I think it will all work and evolve as time goes on. Currently we support 14 wheelchair users in Abbeyview with a smaller building. There will be lots moving to Rhodes House, there will be lots of little rooms which will be low and calm so there will be less background noise.

92	If someone is loud, someone will try and be louder. If someone is not happy will they be taken 'next door' to be managed?	No – we take different approaches to keep elevated behaviour down in a much supported environment. We are expecting behaviours to reduce. Can I add that behaviours comes across as derogatory term, but we are doing this as a way of managing people's behaviour in a better environment.
93	Will there be 18 wheelchair users in one room, is the criteria that all wheelchair users will go there?	No not all will be in the building at once, it will be about meeting the needs and support of the individual such as manual handling, physio and hydrotherapy input.
94	Sounds like it used to be.	No not really if we specialise in what we do we can deliver a service at the right level and pitch, we don't want individuals missing out.
95	Do you think you can operate the service safely with that amount of wheelchair users?	Yes I can. There is more room in the day service in Brynamlwg than TYM for therapy and personal care, the space is used better. Fully anticipate that people are going to be out and about more. The sensory garden is going to be developed, if proposal goes ahead both buildings will have new windows and fencing. If it doesn't go ahead Brynamlwg will be having new windows anyway – we will take on board your comments about the lounge.
96	The reception seems spacious, but the rest seems small.	We have had a lot of input from OT's and other professionals about the extensions

97	I have only had a little snapshot of Brynamlwg, but my memory of it isn't great.	All can go for a look around – Councillors and the Transport Department have been invited to the next meeting on the 30 th Jan on the request of some parents and carers, however, a group of Councillors have been called to development day. The next meeting will be held in Rhodes House and if I hear anything different I will inform you. A report will be written with all the notes that have been taken at these meetings.
98	Will we be able to do a trial run?	<p>It will be difficult to do a trial run for the whole service, if anyone is unhappy we will discuss and see what can be done. Committee makes the decision, if it doesn't agree then that's it, if it does agree then there will be 45 day consultation with staff. They will be allowed to express their preference on location but we will put the service users' needs first – most staff want to go with the service user that they are supporting. After that we will be able to look at dates when we will be able to start the process. The proposal will go to Committee in April. We will not rush the move if we need to do transition plans then we will take the time to do so. We can't tell you the final date, but it's not about cost so there is no financial pressure.</p> <p>JC – Valid point transition is difficult for all. The staff are on board they just want to know where the service users are going.</p>
99	How many people are moving?	4-5 staff will move and service users will be about 21 – but this is not set in stone.

	Public Consultation Meeting 30.1.19	
100	<p>Daughter in Abbeyview – First, Mother would like to say that she tried to input her views on line each box were only allowed to put in 100 characters and that was not enough characters.</p> <p>Do not agree with the situation she has lots of issues, it will not help with her daughter’s needs, 17 wheelchairs and they would not be able to pass in the corridors and cannot get in Rhodes House it is not practical or suitable for Rhodes House and this needs a risk assessment. Don’t think that the building is very practical for the needs of the service user. The standard sized wheelchairs might be ok to pass in the corridor but the wheelchairs that some users use are very wide for the corridors. If there is an emergency and a fire there would be huge risks to the users and she would definitely like to see the risk assessment around that. This is going against everything that we have been trying to do for the last 40 years. We tried to segregate people into their communities we are trying to be inclusive and integrated , what this is doing is not only segregating within disabilities, segregating people in wheelchairs with people with challenging behaviour. Social Care wellbeing act says that we treat these people with dignity, there is nothing dignified in seeing 17 people in wheelchairs being pigeon holed and put into a service because it meets the organisation needs. Another P/C elaborating</p> <p>17 Specialist wheelchairs not normal wheelchairs and with 19 staff if you have sickness/holidays and there are still 17 wheelchairs. If you take a look around Brynamlwg there is one fire exit between the lounge and</p>	<p>Health and Safety issues</p> <p>Happy for a new risk assessment, the fire officer Mr Jenkins has been out there and he is more than happy and there will be a new risk assessment.</p>

	<p>the living room if you can't get out of the main entrance you would have to go through an office with a table/furnished you will not get a wheelchair through. If you get through the main door there is a barrier there, how are you going to get the wheelchairs out if there is an emergency, it is not suitable.</p>	
101	<p>Is there any air conditioning in the building, the ceilings are very low and if anyone has the flu/colds it will spread, the people are vulnerable. The stack is close to the building and the gas emits white dust – worried about putting vulnerable people so close by it. It is going to cost quite a lot of money to put all these things together can the council afford this. You need the air quality right, there is a lot of maintenance in this building. They want air conditioning in the ceiling not just on the walls which is going to cost.</p>	<p>We will look at boiler and air conditioning.</p> <p>This is valuable information you have given and we need this information and views you have given us, we will certainly take everything back to our professionals.</p>
102	<p>The people are strapped in a long time traveling and if they leave earlier because of this reason they are traveling for longer which makes less time in the day for them – if the vehicles are half empty can the council afford this in the long term. It will take longer for the people to get the wheelchairs onto the bus and strap them in. Mileage different coming from Afan Valley/Swansea Valley, concerned about service users being on the bus for long periods of time. If picking up people all over the place they will be on the bus longer.</p>	<p>They have 6 vehicles for 3 centres. Will not be reducing these – the journey time will not be any longer.</p> <p>Perhaps we could have dummy runs between establishments how it will work and we will share this with yourselves</p>

103	<p>Concerns that this is going ahead whether we like it or not and most do not want this.</p> <p>People are very happy with Abbeyview and with the change their children are not going to like it and it will take a couple of years for them settling down.</p>	We will consider your opinions it is a 50/50 divide
104	<p>Concerns with the change of buildings that children are not going to like and will take a couple of years for them to get used to a different place, they have had years and years of upheaval and now she has settled down, start again and have this again.</p> <p>'My daughter is not coming unless air con is put in' and any other parent will say the same.</p>	Democratic process explained. Please get in touch if you have any problems.
105	<p>In the original letter that we had this was just a suggestion but in actual fact reading the document sent to us it said that we have reached the conclusion that this proposal is the best option for the service users. Councillors have already made their minds up in the document.</p>	We will extend the consultation period until all the issues have been explored.
106	<p>It sounds good for my son as he is not in a wheelchair – very happy with Rhodes house very approachable staff/everybody.</p>	
107	<p>How about other options/ideas has there been any thought or consideration about Abbeyview being</p>	Trem y Mor provides respite – it is a 16 bed unit and is meeting demand

	<p>modernised and extended slightly would it be a better option.</p> <p>Abbeyview is a very good building where as Rhodes house has too many rooms, has low ceilings very claustrophobic, bad access for wheelchairs the kids and we are happy there. There will be problems if they go to Rhodes house. Abbeyview lovely open rooms, Rhodes house was meant to be for respite not a day service.</p>	
108	<p>Rooms in Rhodes House not big enough. Why have we got to have this change?</p>	<p>For the needs of the service user, to get a better service and outcomes and find out what each individual needs.</p>
109	<p>Do the carers go to the reviews and why have they not heard of this before in their assessments and reviews, if they had this would not have been such a shock to them.</p>	<p>The staff and carers work every single day with the service user, caring for their individual needs.</p>
110	<p>If you can instantly take someone from home to the service would a journey affect that person?</p>	<p>We would have to weigh up the situation and have an overall look at it.</p> <p>The transition needs to create an environment that the service user would be ok with. We will take all that has been talked about on board, Health & Safety checks/travelling etc</p>



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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

19th December 2019

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

Matter for Decision

Wards Affected: All wards.

DIRECT PAYMENTS POLICY

Purpose of the Report

To approve the Direct Payments Policy in accordance with the Social Services and Well-being (Wales) Act 2014 ('the Act').

Executive Summary

Direct Payments are monetary payments made to individuals to meet some or all of their eligible care and support needs. This can increase a person's independence and choice by providing control over ways in which assessed needs are met and/or enable carers to continue in their caring role.

The purpose of this policy is to meet Neath Port Talbot Council's ('the Council') statutory obligations under the Act and to provide a framework for the assessment for and use of Direct Payments.

Background

Under the Act, and the Regulations and Codes of Practice issued under it, the Council has an obligation to offer Direct Payments as an

alternative to a person with assessed eligible needs receiving care and support commissioned or provided by the Council.

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

The policy's intention is to maximize individuals' choice and control in how they receive social care and support, whilst also taking the Council's resources into account when assessing an individual's eligible needs to ensure services are provided on a fair and equitable basis as far as possible.

In all cases the Council, following a Financial Assessment, will fund a service that meets the eligible assessed needs of, and agreed desired outcomes for, the person, or will provide Direct Payments at a level which it estimates to be equivalent to the reasonable cost of securing the provision of that care and support, and a person will be asked to contribute towards the cost of that service solely in accordance with regulations made under the Social Services and Well-being (Wales) Act 2014.

Financial Impacts

The Direct Payments Policy has been developed on the basis of the Directorate's budgetary savings for 2019-20.

Integrated Impact Assessment:

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

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

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

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

The aim of the Direct Payments Policy is to promote flexibility in service provision so that recipients can access care and support other than via services provided or commissioned by the Council.

It also promotes safeguarding of vulnerable clients and contributes towards service sustainability to meet the outcomes of a growing population with adult social care needs.

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

Valleys Communities Impacts:

No implications.

Workforce Impacts:

No implications.

Legal Impacts:

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

Risk Management Impacts:

None.

Consultation:

The vast majority of the policy document is a readable explanation of the Direct Payments system, rather than being a policy in the sense of setting and explaining the approach which the council has chosen to adopt within a legal framework. The sole item which involves a decision on the part of the council is to require DBS checks in situations beyond those required by the regulations. This is a decision the council is entitled to take as a matter of safeguarding potentially vulnerable people, under the general power in the regulations to impose conditions. It is concluded that this is not of sufficient importance and impact upon the general public to warrant formal consultation before adoption.

Therefore, there is no requirement for external consultation on this item.

Recommendations:

It is recommended that Members approve the Direct Payments Policy attached as Appendix 1 and 2 to this report.

Reasons for Proposed Decision:

To comply with the requirements of the Social Services and Wellbeing (Wales) Act 2014 and Part 4 Code of Practice (Meeting Needs) and Part 4 & 5 Code of Practice (Charging and Financial Assessment).

Implementation of Decision:

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

Appendices:

Appendix 1 – Direct Payments Policy.

Appendix 2 – Easy Read Version.

Appendix 3 – Integrated Impact Assessment.

List of Background Papers:

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

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

Fairness of Service Provision Policy.

<http://moderngov.neath->

portalbot.gov.uk/documents/s53688/Appendix%201%20-%20Fairness%20of%20Service%20Provision%20Policy%20-%20Final%201st%20October%202019.pdf

NPT Residential and Non-Residential Care Charging Policy.

https://democracy.npt.gov.uk/documents/s36079/050418%20Charging%20Policy%20Report_.pdf

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Social Services Direct Payments Policy

November 2019

This document is also available in Welsh

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SECTION 1 – RECEIVING A DIRECT PAYMENT

1. Policy Statement and Legal Framework

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

Direct Payments are payments of money made to individuals to use to meet some or all of their eligible care and support needs. This can increase a person's independence and choice by providing them with control over the ways in which their assessed needs are met and/or enable carers to continue in their caring role.

The purpose of this policy, and the accompanying Guidance document, is to meet the Council's statutory obligations and to provide a framework for the use of Direct Payments.

The policy applies to adults and carers aged 16 or over, who have been assessed as eligible to receive support under the Social Services and Well-being (Wales) Act 2014 ('the Act').

The Act, together with Regulations made and Codes of Practice and Guidance issued under it, is the legislative framework that sets out the Council's duties to meet an individual's need for care and support, or support in the case of a carer, following an assessment. The Council will have a duty to meet that need if the need meets statutory eligibility criteria and cannot be met by the person's own resources or community resources.

2. Eligibility Criteria – who can receive Direct Payments?

Direct Payments must be offered by the Council as a way of meeting some or all of a person's assessed needs if:

- The Council considers that direct payments are an appropriate way of meeting the needs, and
- The person is capable of managing the payments, either alone or with support, or if the person lacks capacity to manage their affairs, a suitable person will do so on their behalf.

A person does not have to agree to receive direct payments and can ask to have a service provided instead. A Direct Payment can be a single payment for a specific service or item or may continue for ongoing eligible needs.

Examples of people who may be eligible for a Direct Payment include:

- People with disabilities aged 16 and over, including those with physical and learning disabilities and sensory impairments
- Adults who meet the eligibility criteria in accordance with the Act
- Adults, including people who are entitled to after care in accordance with Section 117 of the Mental Health Act 1983, if they are not subject to certain exemptions
- Adults with parental responsibility for disabled children in order to meet the disabled child's needs
- Young carers and adult carers providing regular and substantial care
- People who are subject to drugs and alcohol-related provisions of certain criminal justice legislation, but only on condition that payment is made to another person who is suitable and both persons agree to the arrangement.

There are a number of **conditions** for the provision of Direct Payments:

- The person must agree to use the funds only to secure services to meet their eligible needs and outcomes as determined by the assessment and set out in the Care and Support Plan
- The Council must assess whether a person must pay a contribution towards the cost of the care and support they need, whether that need is to be met by the provision of services or through Direct Payments. Only the net amount of the Direct Payment will be paid following the outcome of the financial assessment. The person will be required to pay any assessed contribution into the Direct Payment account in line with the Council's **Residential and Non-residential Care Charging Policy**
- The Direct Payment will be regularly reviewed to ensure the care being provided is in accordance with assessed needs, and adjustments may be made to the amount of the Direct Payment as required.
- The Council will not be liable for any costs or liabilities incurred because of an individual's failure to pay their contribution into the Direct Payments account

Those eligible will be offered Direct Payments, although there are **exemptions**. Direct Payments will not be offered to people who, following assessment, would not be offered services in any circumstances. Individuals who are eligible, but decide not to take up Direct Payments, will have commissioned services arranged on their behalf.

Direct Payments **may be refused** to people who have been placed under certain conditions or requirements by the courts. These include:

- Any offenders subject to a community order, a community rehabilitation order, or a community punishment order and rehabilitation order, which include a requirement to accept treatment for drug or alcohol dependency
- Offenders released from prison on licence subject to an additional requirement to undergo treatment for drug or alcohol dependency

3. Direct Payments for Adults Lacking Capacity to Consent

In cases where the person in need of care and support is assessed as lacking capacity, as defined in the Mental Capacity Act 2005 ('the MCA'), to request Direct Payments, a **Suitable Person** can request the Direct Payment on the individual's behalf.

A Suitable Person is someone appointed to receive and manage Direct Payments on behalf of an individual who lacks capacity to consent to the making and receiving of the Direct Payments (provided that person is willing and meets all the conditions set out in the Regulations). The Suitable Person will often, but not always, have been given a Lasting Power of Attorney or have been appointed by the Court of Protection as a deputy under Section 16 of the MCA. Usually the Suitable Person will be a family member or friend who may previously have been involved in the care and support of the individual.

In these cases, before authorising a Direct Payment, the Council must satisfy itself that:

- It is not prohibited from meeting the individual's needs by making Direct Payments to the Suitable Person
- The Suitable Person will act in the individual's best interests in arranging for the provision of the care and support for which the Direct Payments would be used

- The Suitable Person is capable of managing the Direct Payment either independently or with support
- Making Direct Payments to the Suitable Person is an appropriate way of meeting needs

If there is no representative, then the Council itself must make the decision about whether or not someone should act as a Suitable Person to manage the payments on behalf of the person who cannot consent. This will be determined through a Best Interest Assessment meeting.

To protect the interests of people lacking capacity, the Council will require that the Suitable Person will be subject to a satisfactory Disclosure and Barring Service (DBS) check (see also 'Safeguarding' below).

4. Transition

The Council has clear obligations regarding children and to make sure that Adult Services and Children and Young People Services (CYPS) cooperate to anticipate and support the transition of a young disabled person into adulthood. The guiding principle is that the welfare of the child is paramount.

A young person aged 16 or 17 can receive Direct Payments if they are assessed by the Council as being eligible. Direct Payments are given to 16 and 17 year old disabled children directly rather than to their parents or carers. The young person can then decide which services to use. This only applies if the young person is considered "competent" to organise their own care.

In determining whether the young person will be eligible for adult social care provision upon reaching the age of 18, Adult Services will need to complete a full assessment with the young person to identify the well-being outcomes and relevant care and support or assistance required to enable them to live their life as independently as possible. When the young person turns 18 they will also receive benefits in their own right, which means they will be required to declare their financial circumstances and be assessed to make a financial contribution.

Continuing a Direct Payment after childhood will be dependent on the individual and the identified well-being outcomes discussed in partnership during the transition process. The Direct Payment may reduce, increase or end but the

family and the person themselves will be kept updated and informed during the process and provided with relevant support.

If people with parental responsibility are going to continue in their caring role after the young person becomes 18 then such carers may be entitled to receive Direct Payments as an alternative to carers' services.

There may be situations where a parent has been receiving Direct Payments to meet the well-being outcomes of their child who, on reaching the age of 18, does not have the requisite mental capacity to consent to the making of those Direct Payments. In such cases, it will often be appropriate for the person with parental responsibility to continue to receive the Direct Payments for the young adult lacking capacity, in the role of a Suitable Person (see 3 above). This will ensure continuity of care for the young adult, and ensure that the payments are managed by the person who is likely to be best placed to understand the individual's needs and preferences.

5. Financial Assessment

The Council will carry out a financial assessment under Part 5 of the Code of Practice with the person or their financial representative to establish how much, if anything, a person has to contribute towards their Direct Payment.

The Council will make a monetary payment into the Direct Payments account based on the client's assessed eligible needs and the completion of a Care and Support Plan.

Recipients will be paid net of any assessed charges. As such, individuals must ensure their contribution is paid directly into the Direct Payments account and will be included in the calculation for the overall total of a Direct Payment. Failure to pay this contribution will lead to insufficient funds being available to pay any responsibilities associated with the Direct Payment, e.g. wages, tax bills or payroll fees. Any contribution payable will be reviewed on an annual basis (or following a change in financial circumstances) and as such may be recalculated.

The principle of Direct Payments is that an individual manages their payments to buy care and support to meet their needs. The Council will not be liable for any costs and liabilities incurred because of an individual's failure to pay their

contribution into the Direct Payments account or to manage their payments properly.

6. Reasonable Funding and Personal Top Up

The total amount of a Direct Payment will depend on the person's assessed need, but will not exceed what is considered reasonable for the person to have to pay to secure the relevant service(s). The Council has a duty to make adequate arrangements to meet the person's assessed needs but is not obliged to fund additional costs associated with the person's preferred method of securing the service or cost incurred by the person.

If a Direct Payment recipient chooses to secure services that are more expensive than the amount received as a Direct Payment, then the individual will need to make a payment from their personal funds for the difference in cost (**see Fairness of Service Provision Policy**).

The money is held by the Direct Payment recipient as a means of paying for their social care needs. It is not their personal money or welfare benefit, and they will be required to provide evidence that it has been used properly to meet their assessed needs.

7. How will I receive my Direct Payment

There are a number of ways in which funds can be received and the Direct Payments Support Service (DPSS) will be able to offer advice and guidance on the most appropriate for the individual concerned.

Prepaid Card

This is an alternative to a bank account and looks similar to a debit card. Funds are preloaded onto the card by the Council and the person (where they have been assessed to make a financial contribution towards support). When the funds are transferred onto the Prepaid Card they are available to use instantly.

The card can be used to pay for care and support to meet needs as agreed in the support plan up to the value that is loaded onto the card.

The person can view spend activity online and this information is retained and available to print as needed. The client can upload documents, e.g. receipts, and

there is no need to send the Council statements regularly, as the Council can access the information online. Using a pre-paid card will therefore reduce the financial monitoring requirements of the client.

Directly to a Bank Account

This is where money is paid into a high street bank account. This can be an account for the individual or the person who represents them, but it must be a separate account from their normal bank account to clearly show the money being spent on care and support.

Using this method the person must retain the bank account statements and receipts and submit these on request as evidence of the spending on care and support needs. Submission of these documents is usually quarterly and is set out in the agreement signed by the Direct Payment recipient.

Managed Account

A Managed Account Service is a way to get additional help and support for recipients to administer their Direct Payments. Direct Payments are made to a commissioned payroll provider service which manages the funds on their behalf, but the recipient or Suitable Person remains responsible for how Direct Payments are used. For example, if Direct Payments are used to employ staff the recipient / Suitable Person is the employer, and (s)he must ensure that staff are properly trained for their role, e.g. in manual handling, and that this is kept up to date. The payroll provider will carry out payroll functions such as tax, National Insurance and pensions on a day to day basis. The DPSS will be able to offer advice and guidance on this.

SECTION 2 – HOW TO SPEND DIRECT PAYMENTS

8. What can Direct Payments be used for?

Direct Payments can facilitate a wide range of well-being outcomes and promote independence and choice. They can be used to purchase support and assistance, including preventive and rehabilitative support, as identified in the individual assessment of need and agreed as well-being outcomes in the Care and Support Plan. Examples include:

- Employing a Personal Assistant (PA) e.g. to provide support with daily living activities such as personal care, attending appointments and events

- To access support from an accredited domiciliary care agency
- Long term residential care
- Purchasing short breaks in a care home or other agreed facility which will meet the respite need (see **Respite Allocation Policy**)
- As a one-off payment for short-term interventions
- Purchasing specialist lower cost equipment and adaptations (i.e. excluding Disabled Facilities Grants). Although in principle equipment is available via a Direct Payment, in practice it may be more cost effective for the Council to purchase this
- Accessing daytime activities and support from providers

When completing a care and support plan, a person may choose which needs they would like to meet using Direct Payments and to have some of their needs met by commissioned services.

There may be a number of people who have similar support needs and would be interested in pooling some of their Direct Payments to organise joint activities or services. **Pooling funding** means taking some of your Direct Payments and adding it to funding from one or more people to purchase a service together. You may be able to get more for your money by sharing the cost of activities and have the opportunity to spend more time with other people.

9. Direct Payments cannot be used

- For anything which puts the recipient or others at risk.
- For gambling or anything illegal
- To purchase services/items that do not meet the agreed outcomes in a person's care and support plan
- To pay a spouse or partner
- To pay a close relative living in the same household unless there are exceptional circumstances as agreed by the Council
- To fund existing informal family support
- To pay someone else living in the same household as the Direct Payment recipient, unless it is specifically for the purpose of being a live-in Personal Assistant
- To pay for personal or household expenses, such as personal loans, utility bills, household bills, rent or mortgage payments

- To pay self-employed PAs
- To purchase a service for someone who is no longer resident in the Council's area other than by prior agreement in writing by the Council
- By a carer to pay him/herself for care and support provided to the person they care for
- To purchase services or equipment that would otherwise be the responsibility of other authorities to arrange, e.g. NHS or housing authorities (Direct Payments are not a substitute for Disabled Facilities Grants)

10. Paying Family Members

The person can use the Direct Payment to pay a family member who does not live with them to provide care and support. Under the Act, the Council has a duty to ensure that employing a family member is a suitable and safe use of the Direct Payment and that the support will meet the person's needs. This will be discussed with the person as part of the assessment and support planning process.

The Council may authorise Direct Payments to pay a close relative living in the same household (close relative means parent, parent-in-law, aunt, uncle, grandparent, son, daughter, son-in-law, daughter-in-law, stepson or daughter, brother, sister or the spouse or partner, niece, nephew or grandchildren of any of the preceding). The Regulations state that this may happen where the Council deems it as necessary to meet the well-being outcomes of the person. Where the Council does not consider that it is necessary to promote a person's well-being, it must impose a condition that the Direct Payment is not to be used to pay a relative living in the same household.

11. Safeguarding

Safeguarding concerns the protection of vulnerable people from situations that place them at risk of harm, neglect or exploitation. Safety in transactions and all other areas of Direct Payments is crucial and assessing the risk factors associated with them is essential. The Council's policy and procedures on Safeguarding must be followed.

The nominated Suitable Person managing the Direct Payment shall ensure that, when employing anyone who will provide unsupervised support to young

children or a vulnerable adult, they conduct the enhanced DBS (Disclosure and Barring Service) check to ensure that the person has no relevant criminal convictions that would preclude them from working with children or vulnerable people. This has to be completed and the DBS clear before they commence employment. The adult, carer, young carer, parent of a disabled child, suitable person or organisation must share information with the Council when there are concerns about information on the DBS check which could result in a risk to the adult or child by contacting the Direct Payments Team. Any unclear DBS checks will have to be risk assessed before employment can commence.

If the Suitable Person mismanages the Direct Payment, the Council will investigate how this has happened. Financial abuse will be considered a safeguarding concern.

SECTION 3 – REVIEW OF DIRECT PAYMENTS

12. Review of Care and Support Plans

All Care and Support Plans will be subject to a minimum of an annual review to ensure they remain the most appropriate option for meeting the individual's assessed needs, and to consider if their needs have changed and if a re-assessment is required.

Where needs and circumstances change the individual has the right to request a re-assessment of their needs for care and support. Further detail about re-assessment is included in the Code of Practice under Part 3 of the Act.

13. Assessments, Reviews and Reassessment

All assessments and reviews will be conducted in a timely manner in accordance with the Act, and should reflect the realities and needs of the individual. The focus will be on the person's well-being outcomes and any barriers that there are to the person achieving them. The assessor will draw on the person's strengths, assets, personal relationships and wider community networks and resources to explore all potential solutions.

It is important to ensure that the person's needs are being met to an appropriate standard and that the person is happy with the arrangement currently in place. Such reviews will be jointly undertaken by a Social Worker to assess whether the Direct Payment is meeting eligible need, and a Direct Payments Officer to review

how the Direct Payment is working and whether all documents have been completed.

The focus of reviews will be on:

- Whether the person's needs/outcomes set in the original care and support plan are being met
- How they are managing Direct Payments
- Is the money being spent appropriately
- Are they receiving the appropriate level of support
- Have the care and support needs changed
- Are the concerns/risks identified in the risk assessment being managed

14. Review of Direct Payments

The Council will review the arrangements for the making of Direct Payments and how they are being used at intervals determined in line with the requirements of the Codes of Practice for reviewing care and support plans, issued under Section 145 of the Act, but in any event an initial review will be undertaken within 6 weeks of the first payment made then at least annually following the first review.

15. Financial Monitoring

The Council is accountable for the public money it manages, including Direct Payments funding. In addition to ensuring the person's assessed eligible care and support needs are being met by Direct Payments, financial monitoring will be undertaken to assess the individual's ability to manage the financial responsibility for purchasing services and to ensure there are sufficient funds to pay for employment related responsibilities (where applicable) or if funds are in excess of that needed to meet the agreed outcomes in the support plan.

As such, recipients (or Suitable Persons) of Direct Payments will be expected to keep accurate records to identify how the money is used to provide services to individuals.

In the event that fraud, abuse or misuse of the Direct Payment is suspected, the Council shall investigate and suspend/terminate the Direct Payment as appropriate. In such circumstances the Council will, wherever possible, try to resolve the issues with the individual. The Council will provide the care and

support to meet eligible need in the interim or in the long-term if the Direct Payment has been terminated.

If a person misuses or fails to manage their Direct Payment properly, they may incur liabilities to others, or losses, which they do not have money to meet in their Direct Payments account. The Council is not responsible for any such losses or liabilities.

16. Seeking Repayment

The Council will assess whether it is appropriate to seek recovery on a case by case basis, based on the individual circumstances. Further information can be found in the **Adult Services Debt Management and Recovery Policy**.

In principle:

- The Council is likely to require full or partial repayment of Direct Payments if any condition attached to Direct Payments by the Council is unmet or the Council has reason to believe the payments have not been used to secure the care and support a recipient requires, and their personal outcomes have not been achieved.
- The Council may require repayment of any unspent Direct Payment if they are not required to meet needs as set out in the plan.
- The Council will require repayment of excess funds accumulated in the dedicated bank account where there is no reasonable explanation for the surplus. The Council may also seek to recover excess Direct Payment account balances following the course of the regular financial monitoring of the Direct Payments account. The powers available to the Council are intended to enable it to recover public money that has not been spent for the purpose for which it was intended or to recover money not spent at all. It is essential that before anyone receives a Direct Payment they understand completely the conditions that they will be required to meet.
- Direct Payments do not form part of an estate in the event that someone dies while receiving them. The funds at all times belong to the Council and remains public funds. In the event of the death of the Direct Payment recipient the Council will deal sensitively with the matter, and will contact the Suitable Person or executor of the deceased's estate to support them through the process of closing the Direct Payment, i.e. meeting any

outstanding payments such as wages, redundancy, submitting any final returns to Finance, etc.

SECTION 4 – ENDING DIRECT PAYMENTS

17. Discontinuing Direct Payments

Direct Payments may need to end for a number of reasons, including:

- Where it has been identified there is evidence of abuse or neglect related specifically to the Direct Payment, where Direct Payment conditions are not being met or where fraud has been detected
- The Council may decide it is not satisfied through the assessment care management/finance review process that the person's identified eligible well-being outcomes are being met or the funds are being used as intended
- When a person to whom Direct Payments are made, whether to purchase support for themselves or on behalf of someone else, decides they would prefer the Council to arrange their support directly, the recipient of the Direct Payment should finalise any outstanding payments including returning any unspent money to the Council and close the Direct Payment account within 28 days

The Council will give 28 days' notice to discontinue a Direct Payment. Care and support purchased after this period will be covered by Direct Payments.

Discontinuing Direct Payments in the case of persons with capacity to consent

Where an adult or young person aged 16 or 17 with capacity is in receipt of a Direct Payment but loses capacity to manage the Direct Payment, the Council will discontinue Direct Payments to that person and consider making payments to a Suitable Person instead.

In the event that the loss of capacity to consent is temporary, the Council may continue to make payments if there is someone else who is willing to manage the payment. This will be a temporary measure until the person has regained capacity.

Discontinuing Direct Payments in the case of persons lacking capacity to consent

The Council shall discontinue Direct Payments if the nominated person or organisation is not acting in the best interest of the person within the meaning of the Mental Capacity Act 2005.

In all cases the DPSS will work with the recipient or Suitable Person to ensure that any employment responsibilities (e.g. redundancies) are dealt with appropriately, conduct a review of the Care and Support Plan to consider alternative arrangements to meet needs, and ensure there is no gap in the care and support.

Direct Payments will be discontinued when a person no longer needs the support for which the Direct Payment is made.

SECTION 5 – MISCELLANEOUS

18. Complaints / Appeals Procedure

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

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

19. Review of the Policy

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

20. Resources

Paying for Residential and Community Care: <https://www.npt.gov.uk/1290>

Direct Payments Suitable Person Guidance:

<https://www.allwalesforum.org.uk/wp-content/uploads/direct-payments-suitable-person-guidance.pdf>

The Mental Capacity Act 2005:

<http://www.legislation.gov.uk/ukpga/2005/9/contents>

Mental Health Act 1983:

<http://www.legislation.gov.uk/ukpga/1983/20/contents>

Respite Allocation Policy

Fairness of Service Provision Policy

Lifting Operations and Lifting Equipment Regulations 1998 (LOLER):

<http://www.hse.gov.uk/work-equipment-machinery/loler.htm>

DRAFT

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**Easy Read Version
of
Neath Port Talbot Council's
Direct Payments Policy 2019**



What is the Policy about?



The Policy describes how Neath Port Talbot Council will provide Direct Payments to people who have an assessed social care and support need.



The Policy tells us how the Council will make sure people with assessed care and support needs can access services that maximise their choice and control. Direct Payments allow the recipient to choose how their needs are met, instead of the Council arranging care for them.



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

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

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

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

This will be reviewed each year to make sure it still meets identified eligible needs.

If the recipient wants care and support in a different way or one that costs more than what the Council assesses as being able to meet their needs, they may have to pay any additional costs.

Our Aim

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

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

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

We want to make sure that those who need care and support most can access services.

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

Who will be affected by this Policy?

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

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

This means that people currently having care and support and those who might need it in the future will be affected by this Policy.

More about Direct Payments

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

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

This means:

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

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

- Residential care
- Purchase certain equipment or adaptations
- A sitting service, so that someone can look after the person you care for at home, while you go out during the day or night
- Access to leisure services
- Support services from an agency

Employing a Personal Assistant to provide care and support is one of the most common ways people choose to use Direct Payments.

The Council's Direct Payments Support Service can give you help and advice around employing a Personal Assistant.

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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	5 th November 2019

1. Details of the initiative

	Title of the Initiative: Social Services Direct Payments Policy
1a	Service Area: Adult Services
1b	Directorate: Social Services, Health & Housing
1c	Summary of the initiative: The purpose of this policy is to meet Neath Port Talbot Council's statutory obligations under the Social Services and Well-being (Wales) Act 2014 and to provide a framework for the assessment for and use of Direct Payments.
1d	Who will be directly affected by this initiative? Current and future service users and their carers.
1e	When and how were people consulted? No requirement for public consultation.
1f	What were the outcomes of the consultation? Not applicable.

2. Evidence

What evidence was used in assessing the initiative?

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

In addition to the number of people accessing the services, limited equalities data such as age, disability, ethnicity and sex is also collected, which in turn informs policy development and service provision. The following provides a summary of information known about current recipients of Direct Payments:

Age Group	Female	Male	Total
10 and under	11	14	25
11 to 15	7	14	21
16 - 19	3	20	23
20s	30	45	75
30s	33	20	53
40s	34	19	53
50s	33	21	54
60s	26	30	56
70s	21	9	30
80s	27	9	36
90s	15	4	19
Total	240	205	445

Ethnicity	Female	Male	Total
OTHER		1	1
OTHER MIXED		1	1
WELSH	43	33	76
WHITE BRITISH	173	147	320
WHITE IRISH	1		1
WHITE OTHER	2		2
WHITE/BL.CARIB.	1		1
Not stated	20	23	43
Total	240	205	445

54% of current recipients are female. The largest single age group is those in their 20s (17% of total), while around one-in-three are aged 60+. Some 80% of those we hold information for stated they were White British.

Religion	Female	Male	Total
ATHEIST		1	1
ANGLICAN	1		1
APOSTOLIC	1		1
BAPTIST	5	3	8
BUDDHIST	1		1
C/SPIRITUALIST	1		1
CH. OF ENGLAND	18	22	40
CH. OF WALES	8	10	18
CHRISTIAN	6	6	12
EVANGELICAL		1	1
JEH. WITNESS	1		1
METHODIST	4	2	6
NONE	30	50	80
OTHER	2	2	4
PENTECOSTAL	2		2
PRESBYTARIAN	1	1	2
ROMAN CATHOLIC	3	10	13
WELSH CHAPEL	1		1
NOT STATED	155	97	252
Total	240	205	445

Marital Status	Female	Male	Total
DIVORCED	12	7	19
MARRIED	45	23	68
PARTNERS	4	1	5
SEPARATED	6	3	9
SINGLE	105	100	205
WIDOWED	29	8	37
NOT STATED	39	63	102
Total	240	205	445

Of those who stated they have a religion/belief, the largest denomination was Church of England. Nearly 60% of those whose marital status is recorded stated they were single.

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

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

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

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<p>Pregnancy and maternity</p>		<p>X</p>	<p>It is possible that someone providing unpaid care may be, or become, pregnant which can cause difficulties in maintaining the caring role. It is also possible that the cared for person may become pregnant or have a young child, which would need to be taken into account when determining how to best meet any care and support needs.</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring care and support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>Eligibility criteria when undertaking an assessment or reassessment of a person's care and support needs take into account individual circumstances of the carer and the cared for person in order to ensure that services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers, where applicable, are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p>

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

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<p>Sex</p>		<p>x</p>	<p>Access to adult services care and support is unlikely to be solely due to a person's sex. However, personal circumstances relating to a person's sex may have an impact on how services are delivered</p> <p>Adult Services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring care and support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p> <p>Eligibility criteria when undertaking an assessment or reassessment of a person's care and support needs take into account individual circumstances of the carer and the cared for person in order to ensure that services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers, where applicable, are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>There is no evidence to indicate that the policy would lead to discrimination due to a person's sex. Some people may feel that there is a reduction in choice as the council will need to take into account if their needs can be met in a more cost effective way. However, all people will be offered a choice from a range of interventions including</p>

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

			<p>requiring care and support are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care they receive.</p> <p>Eligibility criteria when undertaking an assessment or reassessment of a person's care and support needs take into account individual circumstances of the carer and the cared for person in order to ensure that services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers, where applicable, are considered as part of the needs assessment process and catered for in the individual's bespoke care and support plan.</p> <p>There is no evidence to indicate that the policy would lead to discrimination due to a person's sexual orientation. Some people may feel that there is a reduction in choice as the council will need to take into account if their needs can be met in a more cost effective way. However, all people will be offered a choice from a range of interventions including Direct Payments. In addition, people will be able to contribute to a more expensive provision, which gives more choice to those that wish and can use their own resources.</p> <p>Those people with more limited resources may not benefit from this element of the proposal and there may be a perception that they have less choice and control or see a negative impact to their finances. However, people will only be required to contribute what they are assessed as being able to as this policy does not change the Council's Fairer Charging Policy and all people will be able to contribute to their assessment and have a choice of interventions that can meet their identified eligible needs.</p>
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<p>What action will be taken to improve positive or mitigate negative impacts?</p>
<p>The policy’s intention is to maximise choice in how individuals receive social care and support, whilst also taking the Council’s resources into account when determining how to best meet a person’s eligible needs to ensure services are provided on a fair and equitable basis as far as possible.</p> <p>In each case where there is an assessed eligible need, the individual will be offered a care and support package or offered Direct Payments if eligible of a similar amount to be able to meet that need. Social care and support will continue to be met but anything over and above this would be expected to be funded by the individual.</p> <p>All protected characteristics will be considered in line with the Social Services and Wellbeing (Wales) Act 2014, by looking at the individual circumstances of the person - and carer(s) where applicable - and how their care and support needs can be best met. As such it is not anticipated that this policy will have a negative impact based on peoples protected characteristics.</p> <p>Furthermore, this policy enables the Council to make best use of its available resources, supporting the Council to be financially sustainable in order to meet the needs and demands of those requiring care and support. If the commissioned services are not</p>

suitable due to a persons protected characteristic then a direct payment can be offered where eligible or where possible an alternative commissioned.

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

However, it should also be acknowledged that the level of care and support being received by an individual may increase. In all cases the person will be offered a care and support package proportionate to their individual needs and offered the choice of receiving direct payments. Only those who want and are eligible for direct payments will receive them, maximising choice and control for those individuals.

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

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

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

Public Sector Equality Duty (PSED)	+	-	+/-	Why will it have this impact?
To eliminate discrimination, harassment and victimisation			X	<p>The policy’s intention is to maximise choice in how individuals receive social care and support, and ensures services are provided on a fair and equitable basis as far as possible.</p> <p>This policy supports the council in taking forward its statutory duties with regards to adult social services, which further it in discharging its Public Sector duties.</p>

To advance equality of opportunity between different groups			X	
To foster good relations between different groups			X	

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

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

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

4. Community Cohesion/Social Exclusion/Poverty

	+	-	+/-	Why will it have this impact?
Community Cohesion			X	The Policy may affect those without sufficient financial resources of their own, who may have less choice and control over the care package they receive than someone who is more financially able. However, we will be ensuring that service users maximise their income by promoting the uptake of benefits to which they are entitled, including Attendance Allowance, Disability Living Allowance / Personal Independence Payments, etc.
Social Exclusion			X	
Poverty			X	

			<p>It must be emphasised that any services received will meet the eligible assessed needs of, and agreed desired outcomes for, the individual and that the individual will have choice in regards to those services that are in line with what the Council has agreed can meet the person's needs, whilst taking into account the Council's available resources.</p> <p>This policy does not change the Council's Fairer Charging Policy. As such, people will only be required to contribute what they are assessed as being able to afford in regards to having their eligible needs met. All people will be offered a service that meets eligible needs.</p> <p>Overall this policy should have a neutral impact as it will support the Council in ensuring that they are financially sustainable in order to be able to continue meeting ongoing demand for services, including community based services.</p>
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<p>What action will be taken to improve positive or mitigate negative impacts?</p>
<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 policy should have a neutral impact.</p> <p>People will be supported to maximise their income, and all people will continue to have their needs met and have a choice in how those needs will be met.</p>

5. Welsh

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

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

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

The proposals in the Policy do not include any planned reduction in human resource at the frontline. It is not therefore anticipated that they will have any effect on the service delivered to those who receive care and support from Adult Services and who wish the service they receive to be delivered through the medium of the Welsh language.

The Policy is written on the assumption that there will be no further financial or human resources available to Adult Services throughout the life of the Policy and that therefore, sustaining the current level of equality of treatment, in respect of the Welsh language, is the only realistically achievable aim.

Opportunities for staff to use their language skills will continue to be promoted and training will continue to be made available to those who wish to further develop their skills.

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

People will be supported to employ Welsh speaking Personal Assistants in line with their language needs.

6. Biodiversity

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

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

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

Not applicable.

7. Well-being of Future Generations

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

Ways of Working	Details
i. Long term – looking at least 10 years (and up to 25 years) ahead	This is one of a range of new policies which aim to improve fairness of access to services, as well as the long term sustainability of service provision in line with the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015.
ii. Prevention – preventing problems occurring or getting worse	Tailoring services to individual’s needs will help improve independence and prevent or reduce the need for more complex care.
iii. Collaboration – working with other services internal or external	This policy enables people to have more choice in how and who delivers their care and support.
iv. Involvement – involving people, ensuring they reflect the diversity of the population	Various staff representatives have been involved in the development of the draft policy, including social workers and managers, Finance and Legal.
v. Integration – making connections to maximise contribution to:	The aim of the Direct Payments Policy is to meet individual’s assessed needs and maximise their choice and control over how those needs are met.
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.

Ongoing consideration of equality impact will continue to be given as the Policy is implemented. This will be monitored through the complaints process, information from social worker reviews and safeguarding referrals.

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

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

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

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

9. Assessment Conclusions

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

	Conclusion
Equalities	<p>The policy's intention is to maximise choice in how individuals receive social care and support, whilst also taking the Council's resources into account when assessing an individual's eligible needs to ensure services are provided on a fair and equitable basis as far as possible.</p> <p>In each case where there is an assessed eligible need, the individual will be offered a care and support package or offered Direct Payments if eligible of a similar amount to be able to meet that</p>

	<p>need. Social care and support will continue to be met but anything over and above this would be expected to be funded by the individual.</p> <p>All protected characteristics will be considered in line with the Social Services and Wellbeing (Wales) Act 2014, by looking at the individual circumstances of the person - and carer(s) where applicable - and how their care and support needs can be best met. As such it is not anticipated that this policy will have a negative impact based on peoples protected characteristics.</p> <p>Furthermore, this policy enables the Council to make best use of its available resources, supporting the Council to be financially sustainable in order to meet the needs and demands of those requiring care and support. If the commissioned services are not suitable due to a persons protected characteristic then a direct payment can be offered where eligible or where possible an alternative commissioned.</p> <p>It is acknowledged that some people may receive a change in service provision if this policy is implemented. Although the provision would continue to meet the person's needs as identified through an individual personalised assessment, an individual may perceive this as having a negative impact.</p> <p>However, it should also be acknowledged that the level of care and support being received by an individual may increase.</p> <p>In all cases the person will be offered a care and support package proportionate to their individual needs and offered the choice of receiving direct payments. Only those who want and are eligible for direct payments will receive them, maximising choice and control for those individuals.</p> <p>By taking account of all available resources it is expected that care and support will continue to be available to a greater number of the most vulnerable citizens.</p> <p>In light of the above this policy should overall have a neutral impact.</p>
Community Cohesion/ Social Exclusion/Poverty	The potential impact of the proposed Policy on those with eligible care and support needs on PSED has been fully considered and it has been assessed that overall this policy will have a neutral impact.

	This policy supports provision of care and support tailored to meet individual's assessed needs.
Welsh	<p>The Council currently has only a small number of staff with Welsh language skills working in the Directorate. However, opportunities for staff to use their language skills are promoted and training made available to those who wish to further develop their skills.</p> <p>The proposals in the Policy do not include any planned reduction in human resource at the frontline. It is not therefore anticipated that they will have any effect on the service delivered to those who receive care and support from Adult Services and who wish the service they receive to be delivered through the medium of the Welsh language.</p> <p>The Policy is written on the assumption that there will be no further financial or human resources available to Adult Services throughout the life of the Policy and that therefore, sustaining the current level of equality of treatment, in respect of the Welsh language, is the only realistically achievable aim.</p> <p>Opportunities for staff to use their language skills will continue to be promoted and training will continue to be made available to those who wish to further develop their skills.</p> <p>Contracts for commissioned services contain clauses to ensure the provider delivers services in line with the Welsh Language Act.</p> <p>People will be supported to employ Welsh speaking Personal Assistants in line with their language needs.</p>
Biodiversity	It is not expected that the policy will have any adverse effect on biodiversity or ecosystem resilience.
Well-being of Future Generations	The policy contributes to the long term sustainability of service provision.

Overall Conclusion

Please indicate the conclusion reached:

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

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

The purpose of the policy is to maximise choice in how individuals receive social care and support, whilst also taking the Council's resources into account when assessing an individual's eligible needs to ensure services are provided on a fair and equitable basis as far as possible.

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

10. Actions

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

Action	Who will be responsible for seeing it is done?	When will it be done by?	How will we know we have achieved our objective?
Put robust digital systems in place to improve data collection against all protected characteristics.	Head of Adult Services	Annually from 2020	Improved equalities data collection systems are in place.
Continue to promote opportunities for staff to use their Welsh language skills	Head of Adult Services	Annually from 2020	There is at least no reduction in the number of staff able to deliver the Council's Adult

and make available training for those who wish to further develop their skills.			Services through the medium of the Welsh language. Enable staff to attend Welsh language training.
As the Policy is implemented, complete further IIAs in respect of any emerging unintended/unforeseen impact and include them in annual monitoring reports to Members.	Commissioning Officer - Policy & Strategy	Annually from 2020	The overall impact of the Policy on all those receiving care and support from Adult Services remains positive.

11. Sign off

	Name	Position	Signature	Date
Completed by	Andrew Potts	Commissioning Officer		5 th November 2019
Signed off by	Angela Thomas	Head of Service/Director		



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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

19th December 2019

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

Matter for Decision

Wards Affected: All wards

ADULT SERVICES RESPITE ALLOCATION POLICY

Purpose of the Report

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

Executive Summary

Respite is essential in helping carers to maintain their caring role and have a life outside of caring. The Policy proposed removing existing 'arbitrary' bandings and allocating exactly the number of nights agreed under a Carer's Assessment and approved by the Resource Allocation Panel. It also recognises that buildings-based respite is not for everyone; therefore alternatives such as sitting services and Direct Payments will allow greater choice and control rather than individuals fitting into one form of service provision. It is expected that this will provide more flexibility and be fairer in that it will take into account individual circumstances.

Background

On 10th June 2019 the Social Care, Health & Well-being Cabinet Board approved a 90 day public consultation of the Policy (see Background Papers).

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. Respite care is one intervention for carers that contributes to preventing, reducing or delaying the need for additional carers support.

The proposed revised needs based allocation system would remove the current bandings which will provide greater flexibility over booking and will tailor allocations to an individual's needs. For example, if a carer requires seven nights respite it will be recorded as such, instead of the current 'up to 16 nights'.

The Policy also takes into account any existing support the service user is receiving, for example Direct Payments, as well as whether the carer is a lone carer or has health related problems of their own.

It also recognises the wider choices available that are considered respite. The current model is largely a traditional, buildings-based approach. However, carers often want more flexibility in how they have a break from their caring role. For example, this might include a sitting service to provide a regular afternoon break. The new policy, therefore, puts greater emphasis on flexibility of service provision and allows greater choice and control rather than individuals fitting into one form of service provision.

Applying eligibility criteria robustly will ensure that only those people who have identifiable needs will receive help and support from the Council. This will ensure that all people will be treated fairly and equitably according to the needs that they have. People who have

needs that are not deemed eligible will be offered advice and signposted to other organisations who may be able to help.

Over time, it is expected that this will help improve planning both in terms of demand for overnight respite accommodation, and in the provision of alternatives to buildings-based respite, such as sitting services.

Achievement will be measured by various means, including the number of people in receipt of respite, the occupancy rate of beds across the various categories, and achievement of Forward Financial Plan savings.

A range of engagement and consultation activities took place between 17th June and 15th September 2019 to help inform the Policy, and consisted of:

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

The purpose of this was to:

- Ensure the consultation was available to as many residents and stakeholders as possible;
- Ensure the consultation documents were available in appropriate formats;
- Provide a mechanism for people to contribute their views on the Policy;
- Find out whether people agreed or disagreed with the proposals and the reasons why;
- Provide a mechanism for people to make comments and suggestions;
- Enable people to suggest alternative proposals.

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

- Removes the terms ‘substantial level’ and ‘regular basis’ when defining an unpaid carer, bringing it in line with the Social Services and Well-being (Wales) Act 2014;
- Includes an addition under ‘Transition Period’ which states that people who have had an assessment will be able to book up to 14 days respite for the next year whilst awaiting their reassessment in order to remove any uncertainty over ongoing support;
- Removes reference on the allocation tool to home care support when considering any other services the client may be receiving.

It should be noted that the essence of the original Policy remains intact, i.e. it sets out the Council’s proposal that each individual and carer will receive an assessment of respite needs taking account of individual circumstances, and ensures those with an assessed need will receive respite in whichever form and level is most appropriate to their individual needs and circumstances.

Financial Impacts

The Adult Services Respite Allocation Policy has been developed on the basis of the Directorate’s budgetary savings for 2019-20.

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

Integrated Impact Assessment

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

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

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

Valleys Communities Impacts

No implications.

Workforce Impacts

No implications.

Legal Impacts

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

Risk Management Impacts

None.

Consultation

On 10th June 2019 Members approved a 90 day public consultation in respect of the Policy. During this period, 17th June to 15th September 2019, a number of consultation and engagement activities took place. The outcome of the activity is detailed in Appendix 4, and has helped confirm the content of the final Officer draft of the Policy which is the subject of this report.

Recommendations

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

Reasons for Proposed Decision:

To enable the Council:

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

Implementation of Decision

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

Appendices

Appendix 1 – Adult Services Respite Allocation Policy (revised 2019).

Appendix 2 – Easy Read Policy Document.

Appendix 3 – Integrated Impact Assessment.

Appendix 4 – Consultation Report

List of Background Papers

Revised Adult Services Respite Allocation Policy permission to consult:

<http://modern.gov.neath-portalbot.gov.uk/documents/s51302/Respite%20Policy%20Committee%20Report%20-%2010%20June%202019.pdf>

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Adult Services Respite Allocation Framework

Planned respite is provided if it is determined from an individuals' and carer's assessment that they have eligible care and support needs that can only be met by the provision of planned respite. By meeting needs with planned respite provision this contributes to prevent the breakdown of the family situation by enabling carers to have regular breaks from their caring role.

Principles for Allocation

1. This framework is to help identify the level of respite needed but should not replace professional judgment.
2. The number of overnight stays offered should, whenever possible, correspond with the needs of the service user and/or their carer.
3. The level of disability, illness or frailty of the service user is not necessarily an indicator of the number of overnight stays required. Other factors may have more significance, e.g. health of carer, or be less noticeable, e.g. sleeping patterns.
4. The allocation of overnight stays must be equitable, i.e. people with similar needs should receive a similar level of service.

Please complete all sections to ensure an appropriate decision can be made.

Name:	Client ID Number:
Address:	DOB:
Carer details:	

Does the service user receive any other provision?

Please specify number of days / hours per week:

0-3.5 hours = ½ day; More than 3.5 hours = 1 day

Day services		Number of Days	
Sitting / support		Number of Hours	
Direct Payments (non-personal care)		Number of Hours	

Weekly equivalent	Score
0 days	3
1-2 days	2
3-4 days	1
5+ days	0

What level of physical care do you provide to meet the service user's personal care and daily living needs?

Level	Criteria	Score
Very High	Service user is completely dependent in all areas of personal care and daily living and needs moving and handling	3
High	Service user is dependent in many areas of personal care and daily living tasks, but can complete some with support or supervision	2
Medium	Service user is independent in most areas with verbal prompts and support	1
Low	Service user is independent in all areas with minimal support	0
Comments:		

Does the service user have any complex medical needs that require medical intervention or supervision?

Level	Criteria	Score
Very Complex	Any medical condition that requires specialist medical intervention	3
Complex	Any medical condition that requires specialist medical training to manage the condition	2
Low	Some level of medical supervision is required	1
None	No health issues, but may need prompts/support with medication	0
Comments:		

Does the service user display any behaviour that you find difficult to manage or that is very disruptive to you or your family? Yes / No

Do you receive any support to manage these behaviours?

Level	Criteria	Score
High	Behaviours that pose a predictable risk to self or others. The risk assessment indicates that planned interventions are effective in minimising but not always eliminating risks. Compliance is variable but usually responsive to planned interventions.	3
Medium	Behaviours that follow a predictable pattern. The risk assessment indicates a pattern of behaviour that can be	2

	managed that does not pose a risk to self or others. The person is nearly always compliant with care.	
Low	Some incidents of challenging behaviour. The person is compliant with the care they receive	1
None	No evidence of unpredictable behaviours.	0
Comments:		

Carer's Details

How many people care for the service user in the household?

Lone Carer		2
Two Carers		1
Other (please specify)		0

Do you care for anyone else in the household who has a disability or serious illness?

Yes		1
No		0

Do you have any health related problems that impact on your ability to carry out your caring role?

Yes		1
No		0

Scoring Allocation	Maximum Score is 16
Low: up to 5 points =	
Medium: 6 - 10 points =	
High: 11 – 16 points =	

Exceptional Circumstances

This should include additional information and any frequent complex night time support needs.

Do you care for anyone else in the household who has a disability or serious illness?

Level	Criteria	Score	
Low	Low level of care/supervision to another person.	1	
Medium	Carer provides care to another person(s). Other person requires moderate level of care.	2	

High	Carer provides high level of support to another person(s). This will include the other person having complex medical health conditions that require a high level of intervention.	3	
Comments:			

Do you have any health related problems that impact on your ability to carry out your caring role?

Level	Criteria	Score	
Low	Carer has low level health conditions that have low impact on their caring role.	1	
Medium	Carer has more complex health related conditions that will have some impact on their caring role.	2	
High	Carer has a high level of health conditions that will have great impact on their caring role.	3	
Comments:			

Night time support needs

Level	Criteria	Score	
Low	Cared for has low level night time support needs that require little intervention.	1	
Medium	Cared for has moderate night time support needs that require some intervention or support.	2	
High	Cared for has complex night time support needs that require regular intervention during the night.	3	
Comments:			

From the exceptional circumstances:

Scoring Allocation	Maximum Score is 9
Low: score 1-3 points =	
Medium score: 4-6 points =	
High score: 7-9 points =	



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Adult Services Respite Allocation Policy

November 2019

Building Safe and Resilient Communities

www.npt.gov.uk

1. Introduction

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

The Council recognises the important role of carers and the need to support their well-being through a range of interventions as identified by a Carer's Assessment.

This policy has been developed to provide a strategic approach to delivering respite that is consistent, transparent and clearly outlines the framework through which the Council provides respite services. The policy applies to all adults aged 18 years and above who are currently or become eligible for respite provided directly or commissioned by the Council. There is separate provision for meeting the needs of Young Carers who are, therefore, not covered by this policy.

2. What is Respite?

Respite means a carer and the person they care for being supported to have a valuable break from the normal routine and demands of their caring situation.

The need for respite may be identified via a Carer's Assessment as part of a person's eligible need to support them to care for a family member, partner or friend. Respite should deliver positive outcomes for all those involved in the caring relationship. Outcomes might include:

- A break from day-to-day routines
- Time to rest and recharge the batteries
- Improved well-being
- Strengthened relationships and opportunities to maintain friendships
- Time to pursue personal interests, leisure or cultural activities
- Greater independence and self-confidence
- Carers will feel better supported to sustain their caring role
- Carers who are less likely to ask for support will feel better supported and more aware of sources of help

3. Aims of the Policy

The policy aims to provide clear, fair and equitable eligibility criteria for unpaid carers to access respite services. For the purposes of this document, unpaid carers are people who support a family member, partner or friend, but are not employed to do so. The person cared for and/or the unpaid carer may be in receipt of welfare benefits such as Attendance Allowance or Carer's Allowance; however, such benefits are excluded from the consideration of eligibility for respite.

4. Legal Framework

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

The Well-being of Future Generations (Wales) Act 2015 outlines principles and ways of working which include the responsibility for ensuring sustainable developments for individuals to connect with their local communities and the needs of the present being met without compromising the ability of future generations to meet their own needs. This links directly to the well-being principles underpinning this policy.

5. Policy Statement

This policy outlines how the Council will ensure a consistent and equitable way of supporting carers through the provision of respite by setting out the criteria that will be used to assess how adults access respite services identified in a Carers Assessment or review.

6. Types of Short Break

Respite services have changed. They no longer have to mean a bed in a care home for the person cared for. They can take many forms and be used for many things, such as shopping, socialising or enjoying a hobby.

A break could be, for example:

- A one-off occasion to recharge your batteries
- A regular hour to yourself
- Daytime or overnight respite

7. Principles of Providing a Service

The following principles will apply:

- The receipt of social care and support services is based on eligibility. All adults over the age of 18 years have the right to request an assessment of their need either as a potential service user or as a carer of someone who needs care and support. Once an assessment has been completed a decision will be made as to which needs someone has that are eligible to be met according to prevailing Welsh Government legislation.
- The Act, and the Regulations, Guidance and Codes of Practice issued under it, stress the importance of supporting a wide range of social enterprises and third party organisations to provide care and support in the local community. Wherever possible, the Council will look and see whether identified eligible needs can be met in a less formal way by family, friends, neighbours and the wider community. This does not mean that the Council will only meet needs which cannot be met in these other ways, but we will look at the full range of possibilities.
- When commissioning services, the Council will make a determination as to what interventions can best meet the person's identified assessed needs and agreed desired outcomes in a way that is equitable and sustainable, whilst offering maximum choice and control in regards to the care and support they receive.
- That people are expected to pay what they can afford for the services that they receive, taking full account of any income, savings and assets that they have in accordance with the Charging and Assessment regulations.
- The provision of respite should make a difference to the lives of both carers and those cared for, improving the quality of life and well-being of both, and supporting the caring relationship to allow carers to continue to care.
- Carers, and those they care for, are at the centre of planning the respite which should be personalised as far as possible to their individual needs.

8. Eligibility Criteria

Under the Act, a carer is a person who provides or intends to provide unpaid care for an adult or a disabled child.

All carers aged 18+ years providing care within Neath Port Talbot are eligible for a Carers Assessment (or review) and, if required, an outcome based support plan which reflects how the proposed support meets identified outcomes.

All assessments and reviews will be conducted in accordance with the 2014 Act, Regulations and Codes of Practice and should reflect the realities and needs of the individual situation. When assessing the need for, and amount of, respite the following matters are likely to be relevant (though this is not an exhaustive list):

- Time spent caring each week
- Whether the health, well-being and quality of life of the carer or the person receiving care is under strain and is likely to be improved by the provision of respite
- The carer's age in so far as relevant to their capacity to provide care
- Whether they are a sole carer
- Whether the carer cares for more than one person
- Whether the caring role involves broken sleep
- Impact of caring on the carer's employment and social engagement (or prospects of these)

Exceptional circumstances should be explored during the Carer's Assessment or review and the cared for person's Care and Support Plan assessment or review.

A carer will generally be eligible for respite services if the assessment (or review) identifies outcomes that can only be met through the provision of respite commissioned or provided directly by the Council.

9. Allocation

As a starting point, the amount of respite allocated will be based on an assessment undertaken by an appointed Care Manager using the Council's Respite Allocation Tool (Appendix 1).

Allocations of respite provision as above will then be 'reality checked' against a carer's specific circumstances to ensure that what is proposed is likely to meet the assessed need and agreed desired outcomes.

Whilst there is no implied upper limit to the number of respite nights available to an individual, it is worth highlighting that an amount greater than 56 nights per year can adversely affect certain benefits such as Carer's Allowance.

All staff need to remind carers that if they cancel their planned respite, they need to give as much notice as possible. This is to ensure that scarce respite resources are not left vacant when, with sufficient notice, they might have been made available to someone else in need. Furthermore, there is no guarantee that requests for specific dates within residential respite units can always be met.

10. Preference for Particular Accommodation

The 2014 Act recognises the importance of persons in need of care and support being able to express an element of choice around the meeting of need. Where a person receives ongoing care and support, or long term residential care provided or facilitated by the Council, we do our best to ensure that element of choice. The short term and intermittent nature of respite care, coupled with the need to ensure the continued availability of respite provision by guaranteeing funding levels to providers, prevents the Council from commissioning a range of providers, so we cannot offer the same level of choice of commissioned services. An element of preference/choice is, however, maintained through the offer of Direct Payments (see Section 12 below).

Currently, the Council's designated provider of:

- Overnight respite for older people is Plas Bryn Rhosyn.
- Overnight nursing respite is Gnoll Nursing Home.
- Overnight respite for people with complex needs, including learning disabilities, is Trem Y Mor.

11. Principles of Charging for Services

The maximum amount which a person may be charged as a contribution towards the cost of non-residential care and support, which by definition includes respite care, is set by the Welsh Government by regulation. Individual

liability to contribute to the cost of respite, up to the maximum figure from time to time, will be calculated in accordance with Regulations.

12. Direct Payments

Direct Payments will be offered to promote, where possible, flexibility in the provision of respite.

A carer can choose a Direct Payment from the Council to commission care and support from providers of their choice. This can give the carer more choice, control and flexibility over how they receive respite.

When the Direct Payment for respite services is used to fund residential care, Shared Lives or community based services, the person will be charged according to the Council's 'Residential and Non-Residential Care Charging Policy' at the time when the respite is taken.

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

The need for the Council to ensure availability for respite placements through the block funding of places, as explained in Section 10 above, means that it is not possible, save in exceptional circumstances, for Direct Payments to be used to purchase respite care at the properties named in Section 10.

13. Transition Period

It is anticipated that most carers will be moved onto the new allocation immediately following review.

However, it is recognised that for people who are allocated a significantly lower allocation of nights than they currently receive and who would find it particularly difficult to cope with an immediate full reduction it may be reasonable to maintain a higher, but steadily reducing, level of respite support during a transition period, particularly when the current level of provision has been in place for a long time. In these exceptional circumstances, which will be considered on an individual basis, a phased approach may be taken.

People who have had an assessment will be able to book up to 14 days respite for the next year whilst awaiting their reassessment.

14. Review of Service

All care and support packages which include respite services will be subject to a minimum of an annual review to ensure they remain the most appropriate option for meeting the carer's assessed needs. This will include, where applicable, taking into consideration the previous year's allocation and take up.

15. Complaints / Appeals Procedure

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

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

16. Review of the Policy

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

17. Resources

Paying for Residential and Community Care: <https://www.npt.gov.uk/1290>



**Easy Read Version
of
Neath Port Talbot Council's
Adult Services Respite
Allocation Policy 2019**



What is the Policy about?



The Policy describes how Neath Port Talbot Council will provide respite services to unpaid carers who have an assessed social care and support need.



The Policy tells us how the Council will make sure unpaid carers receive support that meets their assessed needs in ways which are fair to all.

If a person wants respite in a different way we will offer a direct payment to meet their assessed needs and they can choose to pay any extra cost.



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

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

We want to make sure that the most vulnerable adults and their 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.

The unpaid carer will be offered a number of nights according to their assessed need, taking account of other care and support that might be available. This will be reviewed each year to make sure it still meets identified eligible needs.

Different things are classed as respite. For some the cared for person will stay in a care home for a period of time. For others it might be a sitting service whereby an approved person sits with the person while the carer goes out for a few hours.

If an unpaid carer wants respite in a different way or one that costs more than what the Council assesses as being able to meet their needs, they may be entitled to receive a Direct Payment (see page 4 below).

Our Aim

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

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

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

We want to make sure that those who need respite most can access support services.

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

Who will be affected by this Policy?

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

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

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

More about Direct Payments

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

They allow you to choose and control who supports you and how, when and where this support is provided. A Direct Payment means that a person can arrange the care they want rather than the Council arrange the care for them.

This means:

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

The value of the Direct Payment will be similar to the amount it will cost the Council to arrange the care.

Direct Payments must be used to meet your social care and support needs as described in your Carer's Assessment, and could be spent on things like:

- A sitting service, so that someone can look after the person you care for at home, while you go out during the day or night
- Access to leisure services
- Support services from an agency

Employing a Personal Assistant to support with the above tasks is one of the most common ways people choose to use Direct Payments. The Council's Direct Payments Support Service can give you help and advice around employing a Personal Assistant.

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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	28 th October 2019

1. Details of the initiative

	Title of the Initiative: Adult Services Respite Allocation Policy
1a	Service Area: Adult Services
1b	Directorate: Social Services, Health & Housing
1c	Summary of the initiative: To establish a policy for the allocation and provision of respite.
1d	Who will be directly affected by this initiative? Current and future service users and their unpaid carers.
1e	When and how were people consulted? A 90 day consultation was conducted between 17 th June and 15 th September 2019 consisting of: letters to around 300 people who could be affected by the policy; the policy, easy read and consultation feedback documents (in English and Welsh) distributed across day and respite services, civic centres and partner organisations; all documents available via the Council's website (in English and Welsh); consultation events held at Trem Y Mor Respite and Day Service on 29 th July 2019 and Neath Civic Centre on 1 st August 2019.

1f	What were the outcomes of the consultation? See Appendix 4.

2. Evidence

What evidence was used in assessing the initiative?

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

In addition to the number of people accessing the services, limited equalities data such as age, disability, ethnicity and sex is also collected, which in turn informs policy development and service provision. The following provides a summary of information known about current users of Adult Respite Services:

The Social Services Client Index shows that there are currently 196 people with an assessed need for general respite (typically older people accessing Plas Bryn Rhosyn or similar provision). The table below shows those people according to age group and the number of nights respite allocation in the year:

	Nights Allocated															
Age Group	7	14	16	20	21	24	26	28	36	37	42	48	56	58	78	Total
<20						1			1							2
30s									1							1
50s		1							2				1			4
60s									2				5			7
70s			8	1	1				19		5		9		1	44
80s	1	3	7			1	1	1	36	1	5	1	24			81
90s			7			1		1	32		2		11	1		55
100+			1										1			2
Total	1	4	23	1	1	3	1	2	93	1	12	1	51	1	1	196

It can be seen that people in their 80s are most likely users of this service (81 people), and that the most common allocation is for 36 nights (93 people).

Social Services data also shows that in the last year 175 people had an assessed need for general respite. During that period, those assessed received a total allocation amounting to over 5,500 nights per annum, while analysis shows that the number of nights actually used was just over 2,800. This means that uptake was approximately 51% of assessed entitlement.

In addition, 129 people had an assessed need for complex respite services (typically adults with learning disabilities accessing Trem Y Mor) in the last year. During that period, those assessed received a total allocation amounting to over 5,200 nights per annum, while analysis shows that the number of nights actually used was nearly 4,100. This means that uptake was approximately 79% of assessed entitlement.

	Nights Allocated										
	16	24	28	35	36	42	45	48	55	56	Total
No. of Clients	4	2	10	1	32	1	1	1	1	76	129

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

Overarching Public Consultation – Responses

A total of 14 completed questionnaires were received during the consultation period. All were completed in English with no Welsh responses. 6 of the responses were submitted online, with 8 paper questionnaires received.

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

About the respondents

Of the responses:

- 1 (8%) stated that they are service users
- 6 (46%) stated that they are a carer for a service user
- 4 (31%) stated they are related to a service user
- 2 (15%) stated that they are a member of staff at a service

Age

Age range (years)	Number	% of respondents
16 - 24	-	-
25 – 29	2	20%
30 - 39	2	20%
40 - 49	-	
50 – 59	-	
60 – 74	5	50%
75 – 85	1	10%
Prefer not to say	-	
Total	10	100%

Gender

6 (60%) respondents were female and 4 (40%) male.

Nationality

8 (80%) respondents described their nationality as Welsh, 1 (10%) as British and 1 (10%) as English.

Ethnic origin

9 (90%) respondents described their ethnicity as White British and 1 (25%) preferred not to say.

Sexual orientation

8 (80%) respondents described themselves as heterosexual, and 2 (20%) preferred not to say.

Disability

6 (60%) respondents reported having a disability with 3 (30%) stating that they did not have a disability and 1 (10%) preferring not to say.

Welsh Language

7 (70%) respondents reported having little or no knowledge of the Welsh language, while 2 (20%) reported as being Welsh learners, and 1 (10%) fairly fluent speaker and writer.

Religion

5 (56%) respondents reported as being Christian, 1 (11%) preferred not to say and 3 (33%) respondents reported as having no religion/beliefs.

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 people receiving general respite have a protected characteristic by virtue of their age. The allocation tool takes into account individual circumstances of the carer and the cared for person in order to ensure that respite services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring respite are considered as part

			<p>of the needs assessment process and catered for in the individual's bespoke support plan.</p> <p>This proposal better ensures that peoples protected characteristics are considered by removing the banding system and replacing this with a system which is more in line with the Social Services and Wellbeing (Wales) Act 2014 by looking at the individual circumstances of the carer and cared for person and how their respite needs can be best met. In addition the proposal makes provision for alternatives to traditional residential respite, which offers more flexibility. The policy will also help to improve carers' experience by, for example, people that have had an assessment can book up to 14 nights for the next year without review.</p> <p>Assessment of need will take into account various protected characteristics including age and disability. Although the policy will mainly affect people with a disability or age related frailty, there is no evidence that the policy would lead to discrimination. This policy will not change the council's obligations to ensure people's eligible needs are met.</p> <p>Some people may see a change to services following a review and this may be perceived by those receiving and their family/carers as having a negative impact. However, any change will be planned with the person and their carer(s). Changes are not necessarily as a result of this policy as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs, and their views and individual circumstances will be taken account of when determining the options available to the person/carers to meet their eligible needs.</p> <p>Some may feel that the establishment of designated providers for respite is restrictive and therefore has a negative impact. However, this is mitigated by the offer of a direct payments as an alternative.</p>
Disability		X	Data shows that people with complex needs due to their disability are likely to require respite.

			<p>The allocation tool takes into account individual circumstances of the carer and the cared for person in order to ensure that respite services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring respite are considered as part of the needs assessment process and catered for in the individual's bespoke support plan.</p> <p>This proposal better ensures that peoples protected characteristics are considered by removing the banding system and replacing this with a system which is more in line with the Social Services and Wellbeing (Wales) Act 2014 by looking at the individual circumstances of the carer and cared for person and how their respite needs can be best met. In addition the proposal makes provision for alternatives to traditional residential respite, which offers more flexibility. The policy will also help to improve carers' experience by, for example, people that have had an assessment can book up to 14 nights for the next year without review.</p> <p>Assessment of need will take into account various protected characteristics including age and disability. Although the policy will mainly affect people with a disability or age related frailty, there is no evidence that the policy would lead to discrimination. This policy will not change the council's obligations to ensure people's eligible needs are met.</p> <p>Some people may see a change to services following a review and this may be perceived by those receiving and their family/carers as having a negative impact. However, any change will be planned with the person and their carer(s). Changes are not necessarily as a result of this policy as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs, and their views and individual circumstances will be taken account of when determining the options available to the person/carers to meet their eligible needs.</p>
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			<p>Some may feel that the establishment of designated providers for respite is restrictive and therefore has a negative impact. However, this is mitigated by the offer of a direct payments as an alternative.</p>
<p>Gender reassignment</p>		<p>X</p>	<p>Access to respite 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 respite is delivered or the level of respite required.</p> <p>The allocation tool takes into account individual circumstances of the carer and the cared for person in order to ensure that respite services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring respite are considered as part of the needs assessment process and catered for in the individual's bespoke support plan.</p> <p>This proposal better ensures that peoples protected characteristics are considered by removing the banding system and replacing this with a system which is more in line with the Social Services and Wellbeing (Wales) Act 2014, by looking at the individual circumstances of the carer and cared for person and how their respite needs can be best met. In addition the proposal makes provision for alternatives to traditional residential respite, which offers more flexibility. The policy will also help to improve carers' experience by, for example, people that have had an assessment can book up to 14 nights for the next year without review.</p> <p>Some people may see a change to services following a review and this may be perceived by those receiving and their family/carers as having a negative impact. However, any change will be planned with the person and their carer(s). Changes are not necessarily as a result of this policy as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs, and their views and individual circumstances will be taken account of when determining the options available to the person/carers to meet their eligible needs.</p>

			<p>Some may feel that the establishment of designated providers for respite is restrictive and therefore has a negative impact. However, this is mitigated by the offer of a direct payments as an alternative.</p> <p>This policy will not change the council’s obligations to ensure people’s eligible needs are met.</p>
<p>Marriage & civil partnership</p>		<p>X</p>	<p>Unpaid carers are often family members/partners of the person being cared for, which can have an impact on relationships and cause difficulties in maintaining the caring role as well as their personal relationships.</p> <p>The allocation tool takes into account individual circumstances of the carer and the cared for person in order to ensure that respite services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring respite are considered as part of the needs assessment process and catered for in the individual’s bespoke support plan.</p> <p>This proposal better ensures that peoples protected characteristics are considered by removing the banding system and replacing this with a system which is more in line with the Social Services and Wellbeing (Wales) Act 2014, by looking at the individual circumstances of the carer and cared for person and how their respite needs can be best met. In addition the proposal makes provision for alternatives to traditional residential respite, which offers more flexibility. The policy will also help to improve carers’ experience by, for example, people that have had an assessment can book up to 14 nights for the next year without review.</p> <p>Some people may see a change to services following a review and this may be perceived by those receiving and their family/carers as having a negative impact. However, any change will be planned with the person and their carer(s). Changes are not necessarily as a result of this policy as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs, and</p>

			<p>their views and individual circumstances will be taken account of when determining the options available to the person/carer to meet their eligible needs.</p> <p>Some may feel that the establishment of designated providers for respite is restrictive and therefore has a negative impact. However, this is mitigated by the offer of a direct payments as an alternative.</p> <p>This policy will not change the council's obligations to ensure people's eligible needs are met.</p>
<p>Pregnancy and maternity</p>		<p>X</p>	<p>It is possible that someone providing unpaid care may be, or become, pregnant which can cause difficulties in maintaining the caring role. It is also possible that the cared for person may become pregnant or have a young child, which would need to be taken into account when determining how to best meet any respite needs.</p> <p>The allocation tool takes into account individual circumstances of the carer and the cared for person in order to ensure that respite services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring respite are considered as part of the needs assessment process and catered for in the individual's bespoke support plan.</p> <p>This proposal better ensures that peoples protected characteristics are considered by removing the banding system and replacing this with a system which is more in line with the Social Services and Wellbeing (Wales) Act 2014, by looking at the individual circumstances of the carer and cared for person and how their respite needs can be best met. In addition the proposal makes provision for alternatives to traditional residential respite, which offers more flexibility. The policy will also help to improve carers' experience by, for example, people that have had an assessment can book up to 14 nights for the next year without review.</p> <p>Some people may see a change to services following a review and this may be perceived by those receiving and their family/carers as having a negative impact.</p>

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Race		X	<p>Access to respite 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 respite is delivered or the level of respite required.</p> <p>The allocation tool takes into account individual circumstances of the carer and the cared for person in order to ensure that respite services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring respite are considered as part of the needs assessment process and catered for in the individual's bespoke support plan.</p> <p>This proposal better ensures that peoples protected characteristics are considered by removing the banding system and replacing this with a system which is more in line with the Social Services and Wellbeing (Wales) Act 2014, by looking at the individual circumstances of the carer and cared for person and how their respite needs can be best met. In addition the proposal makes provision for alternatives to traditional residential respite, which offers more flexibility. The policy will also help to improve carers' experience by, for example, people that have had an assessment can book up to 14 nights for the next year without review.</p>

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<p>Religion or belief</p>		<p>X</p>	<p>Access to respite 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 respite is delivered or the level of respite required.</p> <p>The allocation tool takes into account individual circumstances of the carer and the cared for person in order to ensure that respite services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring respite are considered as part of the needs assessment process and catered for in the individual's bespoke support plan.</p> <p>This proposal better ensures that peoples protected characteristics are considered by removing the banding system and replacing this with a system which is more in line with the Social Services and Wellbeing (Wales) Act 2014, by looking at the individual circumstances of the carer and cared for person and how their respite needs can be best met. In addition the proposal makes provision for alternatives to traditional residential respite, which offers more flexibility. The policy will also help to</p>

			<p>improve carers' experience by, for example, people that have had an assessment can book up to 14 nights for the next year without review.</p> <p>Some people may see a change to services following a review and this may be perceived by those receiving and their family/carers as having a negative impact. However, any change will be planned with the person and their carer(s). Changes are not necessarily as a result of this policy as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs, and their views and individual circumstances will be taken account of when determining the options available to the person/carer to meet their eligible needs.</p> <p>Some may feel that the establishment of designated providers for respite is restrictive and therefore has a negative impact. However, this is mitigated by the offer of a direct payments as an alternative.</p> <p>This policy will not change the council's obligations to ensure people's eligible needs are met.</p>
Sex		X	<p>Access to respite is unlikely to be solely due to a person's sex. However, personal circumstances relating to a person's sex may have an impact on how respite is delivered or the level of respite required.</p> <p>The allocation tool takes into account individual circumstances of the carer and the cared for person in order to ensure that respite services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring respite are considered as part of the needs assessment process and catered for in the individual's bespoke support plan.</p> <p>This proposal better ensures that peoples protected characteristics are considered by removing the banding system and replacing this with a system which is more in line with the Social Services and Wellbeing (Wales) Act 2014, by looking at the individual circumstances of the carer and cared for person and how their respite</p>

			<p>needs can be best met. In addition the proposal makes provision for alternatives to traditional residential respite, which offers more flexibility. The policy will also help to improve carers' experience by, for example, people that have had an assessment can book up to 14 nights for the next year without review.</p> <p>Some people may see a change to services following a review and this may be perceived by those receiving and their family/carers as having a negative impact. However, any change will be planned with the person and their carer(s). Changes are not necessarily as a result of this policy as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs, and their views and individual circumstances will be taken account of when determining the options available to the person/carer to meet their eligible needs.</p> <p>Some may feel that the establishment of designated providers for respite is restrictive and therefore has a negative impact. However, this is mitigated by the offer of a direct payments as an alternative.</p> <p>Respite services provide needs-led, person centred support. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring respite are considered as part of the needs assessment process and catered for in the individual's bespoke support plan.</p> <p>This policy will not change the council's obligations to ensure people's eligible needs are met.</p>
Sexual orientation		X	<p>Access to respite 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 respite is delivered or the level of respite required.</p> <p>The allocation tool takes into account individual circumstances of the carer and the cared for person in order to ensure that respite services provide a needs-led, person centred response. Therefore the protected characteristics of those to whom the service is delivered and the needs of carers requiring respite are considered as part</p>

			<p>of the needs assessment process and catered for in the individual's bespoke support plan.</p> <p>This proposal better ensures that peoples protected characteristics are considered by removing the banding system and replacing this with a system which is more in line with the Social Services and Wellbeing (Wales) Act 2014, by looking at the individual circumstances of the carer and cared for person and how their respite needs can be best met. In addition the proposal makes provision for alternatives to traditional residential respite, which offers more flexibility. The policy will also help to improve carers' experience by, for example, people that have had an assessment can book up to 14 nights for the next year without review.</p> <p>Some people may see a change to services following a review and this may be perceived by those receiving and their family/carers as having a negative impact. However, any change will be planned with the person and their carer(s). Changes are not necessarily as a result of this policy as reviews take place to assess changes in need. All people will continue to receive services that meet eligible needs, and their views and individual circumstances will be taken account of when determining the options available to the person/carers to meet their eligible needs.</p> <p>Some may feel that the establishment of designated providers for respite is restrictive and therefore has a negative impact. However, this is mitigated by the offer of a direct payments as an alternative.</p> <p>This policy will not change the council's obligations to ensure people's eligible needs are met.</p>
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What action will be taken to improve positive or mitigate negative impacts?

The policy's intention is to make access to respite services for unpaid carers to be as fair and equitable as possible for all those with an eligible assessed need. This proposal better ensures that people's protected characteristics are considered by removing the banding system and replacing this with a system which is more in line with the Social Services and Wellbeing (Wales) Act 2014, by looking at the individual circumstances of the carer and cared for person and how their respite needs can be best met. As such it is not anticipated that this policy will have a negative impact based on a person's protected characteristics.

The current banding system is not as person centred as this policy, as the revised policy will ensure that people receive the level of respite required for their individual needs. Furthermore, this policy enables the Council to make best use of its available resources, supporting the Council to be financially sustainable in order to meet the needs and demands of those requiring respite. If the commissioned services are not suitable due to a person's protected characteristic then a direct payment can be offered or where possible an alternative commissioned.

It is acknowledged that some people may receive a reduction in respite if this policy is implemented. Although the reduced allocation would continue to meet the person's need (as the allocation is based on a personalised assessment of a person's need), this may still potentially have a perceived negative impact.

This policy enables the Council to make best use of its available resources, supporting the Council to be financially sustainable in order to meet the needs and demands of those requiring respite. If the commissioned services are not suitable due to a person's protected characteristic then a direct payment will be offered or an alternative commissioned.

Some may feel that the establishment of designated providers for respite is restrictive and therefore has a negative impact. However, this is mitigated by the offer of a direct payment as an alternative, which offers more flexibility. The policy will also help to improve carers' experience by, for example, people that have had an assessment can book up to 14 nights for the next year without review.

There is no discrimination on the grounds of a person's protected characteristics in terms of age and disability because this policy does not treat people with a protected characteristic less favourably than those with a protected characteristic. Rather, it ensures equity and transparency between all people requiring intervention from Adult Social Services.

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

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

Public Sector Equality Duty (PSED)	+	-	+/-	Why will it have this impact?
To eliminate discrimination, harassment and victimisation			X	The policy provides a framework that helps to ensure a person's individual needs and circumstances are taken into account, rather than a person being allocated into a respite banding. This is a more equitable system, which supports the Council in meeting its PSED. This policy helps to ensure that carers have a life alongside caring, which supports the Council in meeting its PSED. Respite also enables the cared for person to have social opportunities.
To advance equality of opportunity between different groups			X	
To foster good relations between different groups			X	

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

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

This policy supports carers' well-being by enabling them to have a break from their caring role. Enabling carers to have a break from their caring role also supports the well-being 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). Respite provision will help to ensure the Council meets its PSED.

The policy supports provision of respite care and support tailored to meet individuals' assessed needs.

4. Community Cohesion/Social Exclusion/Poverty

	+	-	+/-	Why will it have this impact?
Community Cohesion	X			The Policy 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.
Social Exclusion	X			
Poverty			X	<p>Respite 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 policy 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. Therefore, this policy will have a natural impact on poverty as it does not make provision for any changes to the charging of services.</p>

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

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

As noted above the policy should have a positive or neutral impact. The consultation will enable people to highlight any unintended consequences of the policy 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.

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

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

The proposals in the Policy do not include any planned reduction in human resource at the frontline. It is not therefore anticipated that they will have any effect on the service delivered to those who receive care and support from Adult Services and who wish the service they receive to be delivered through the medium of the Welsh language.

The Policy is written on the assumption that there will be no further financial or human resources available to Adult Services throughout the life of the Policy and that therefore, sustaining the current level of equality of treatment, in respect of the Welsh language, is the only realistically achievable aim.

Opportunities for staff to use their language skills will continue to be promoted and training will continue to be made available to those who wish to further develop their skills.

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

6. Biodiversity

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

Biodiversity Duty	+	-	+/-	Why will it have this impact?
To maintain and enhance biodiversity			X	It is not expected that the policy will have any adverse effect on biodiversity or ecosystem resilience.

To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.			X	
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What action will be taken to improve positive or mitigate negative impacts?

Not applicable.

7. Well-being of Future Generations

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

Ways of Working	Details
i. Long term – looking at least 10 years (and up to 25 years) ahead	This is one of a range of new policies being consulted on which aim to improve fairness of access to services, as well as the long term sustainability of service provision in line with the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015.
ii. Prevention – preventing problems occurring or getting worse	The aim of the revised Respite Allocation Policy is to help support unpaid carers to maintain their caring role. Provision of services to prevent carers from developing need for care and support themselves is a Directorate priority. Respite care is one intervention for carers that contributes 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.

iii. Collaboration – working with other services internal or external	The proposal enables us to make best use of our partnerships with those who are commissioned to provide respite services. The policy also enables us to explore alternatives to commissioned respite services when determining how to support a person’s respite needs.
iv. Involvement – involving people, ensuring they reflect the diversity of the population	Various staff representatives have been involved in the development of the draft policy and allocation tool, including social workers and managers, Finance, Legal and Audit. The draft policy will be subject, with Members’ approval, to a full 90 public consultation to gain public opinion and feedback.
v. Integration – making connections to maximise contribution to:	<p>The aim of the revised Respite Allocation Policy is to help support unpaid carers to maintain their caring role. Respite care is one intervention for carers that contributes 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.</p> <p>The policy therefore contributes towards the objective of improving the well-being of adults who live in the county borough and to develop the economy.</p>
Council’s well-being objectives	<p>To improve the well-being of all adults who live in the county borough.</p> <p>To develop the economy and the environment so that the well-being of people can be improved.</p>
Other public bodies objectives	<p>Create safe, confident and resilient communities, focusing on vulnerable people.</p> <p>Encourage Ageing Well.</p>

8. Monitoring Arrangements

Provide information on the monitoring arrangements to:

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

Ongoing consideration of equality impact will continue to be given as the Policy is implemented.

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

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

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

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

9. Assessment Conclusions

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

	Conclusion
Equalities	<p>The policy's intention is to make access to respite services for unpaid carers to be as fair and equitable as possible for all those with an eligible assessed need. This proposal better ensures that peoples protected characteristics are considered by removing the banding system and replacing this with a system which is more in line with the Social Services and Wellbeing (Wales) 2014 act, by looking at the individual circumstances of the carer and cared for person and how their respite needs can be best met. As such it is not anticipated that this policy will have a negative impact based on a persons protected characteristic.</p> <p>The current banding system is not as person centred as this policy, as the revised policy will ensure that people receive the level of respite required for their individual needs. It is acknowledged that some people may receive a reduction in respite if this policy is implemented. Although the reduced allocation would continue to meet the persons need (as the allocation is based on a personalised assessment of a persons need), this may still potentially have a perceived negative impact.</p>

	<p>This policy enables the Council to make best use of its available resources, supporting the Council to be financially sustainable in order to meet the needs and demands of those requiring respite. If the commissioned services are not suitable due to a person's protected characteristic then a direct payment will be offered or an alternative commissioned.</p> <p>There is no discrimination on the grounds of a persons protected characteristics in terms of age and disability because this policy does not treat people with a protected characteristic less favourably than those with a protected characteristic. Rather, it ensures equitability and transparency between all people requiring intervention from Adult Social Services.</p> <p>In light of the above this policy should overall have a neutral impact.</p>
<p>Community Cohesion/ Social Exclusion/Poverty</p>	<p>The potential impact of the proposed Policy on those with eligible care and support needs on PSED, given their various protected characteristics, has been fully considered and it has been assessed that overall this policy will have a positive impact.</p> <p>This policy supports carers wellbeing by enabling them to have a break from their caring role. Enabling carers to have a break from their caring role 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). Respite provision will help to ensure the Council meets it PSED.</p> <p>Respite 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 policy will have a positive impact on community cohesion and social exclusion.</p> <p>Any charge for services will be in line with the Councils charging policy, which is compliant with legislation. As such, only those people who can afford to pay for a service will be expected to do so. Therefore, this policy will have a natural impact on poverty as it does not make provision for any changes to the charging of services.</p>

<p>Welsh</p>	<p>The Council currently has only a small number of staff with Welsh language skills working in the Directorate. However, opportunities for staff to use their language skills are promoted and training made available to those who wish to further develop their skills.</p> <p>The proposals in the Policy do not include any planned reduction in human resource at the frontline. It is not therefore anticipated that they will have any effect on the service delivered to those who receive care and support from Adult Services and who wish the service they receive to be delivered through the medium of the Welsh language.</p> <p>The Policy is written on the assumption that there will be no further financial or human resources available to Adult Services throughout the life of the Policy and that therefore, sustaining the current level of equality of treatment, in respect of the Welsh language, is the only realistically achievable aim.</p> <p>Opportunities for staff to use their language skills will continue to be promoted and training will continue to be made available to those who wish to further develop their skills.</p> <p>Contracts for commissioned services contain clauses to ensure the provider delivers services in line with the Welsh Language Act.</p>
<p>Biodiversity</p>	<p>The draft policy has no impact on biodiversity.</p>
<p>Well-being of Future Generations</p>	<p>The draft policy contributes to the long term sustainability of service provision.</p>

Overall Conclusion

Please indicate the conclusion reached:

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

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

The purpose of the policy is to help protect the county's most vulnerable citizens, including unpaid carers. The policy's intention is to make access to respite services for unpaid carers to be as fair and equitable as possible for all those with an eligible assessed need. This is one of a range of new policies which aim to improve fairness of access to services, as well as the long term sustainability of services in line with the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015 to meet the outcomes of a growing population with social care and support needs.

10. Actions

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

Action	Who will be responsible for seeing it is done?	When will it be done by?	How will we know we have achieved our objective?
Put robust digital systems in place to improve data collection against all protected characteristics.	Head of Adult Services	Annually from 2020	Improved equalities data collection systems are in place.
Continue to promote opportunities for staff to use their Welsh language skills and make available training for those	Head of Adult Services	Annually from 2020	There is at least no reduction in the number of staff able to deliver the Council's Adult Services, including Respite, through the medium of the

who wish to further develop their skills.			Welsh language. Enable staff to attend Welsh language training.
As the Policy is implemented, complete further EIAs in respect of any emerging unintended/unforeseen impact and include them in annual monitoring reports to Members.	Commissioning Officer - Policy & Strategy	Annually from 2020	The overall impact of the Policy on all those receiving care and support from Adult Services remains positive.

11. Sign off

	Name	Position	Signature	Date
Completed by	Andrew Potts	Commissioning Officer		28 th October 2019
Signed off by	Angela Thomas	Head of Service/Director		

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CONSULTATION REPORT:
Respite Allocation Policy

Background

- 1.1 On 10th June 2019, the Social Care, Health and Well-being Cabinet Board authorised officers to consult members of the public and other stakeholders for 90 days on the Respite Allocation Policy.
- 1.2 The existing Respite Allocation Policy was approved by Members and implemented with effect from 1st April 2014.
- 1.3 Set against a background of increasing demand for our services and economic pressures requiring budgetary savings, the provision of good quality and responsive adult social care support remains a priority of the Council.
- 1.4 However, in doing so it is necessary to review what services are provided and how we deliver them, whilst taking into account the strengths, resources and needs of the carer and the cared for person.
- 1.5 The revised Respite Allocation Policy therefore removes the current bandings which will provide greater flexibility over booking and will tailor allocations to an individual's needs.
- 1.6 The Policy also takes into account any existing support the service user is receiving, for example Direct Payments, as well as whether the carer is a lone carer or has health related problems of their own.
- 1.7 It also recognizes the wider choices available that are considered respite. The current model is largely a traditional, buildings-based approach. However, carers often want more flexibility in how they have a break from their caring role. For example, this might include a sitting service to provide a regular afternoon break. The new policy therefore puts greater emphasis on flexibility of service provision and allows greater choice and control rather than individuals fitting into one form of service provision.
- 1.8 Applying eligibility criteria robustly will ensure that only those people who have identifiable needs will receive help and support

from the Council. This will ensure that all people will be treated fairly and equitably according to the needs that they have. People who have needs that are not deemed eligible will be offered advice and signposted to other organisations who may be able to help.

- 1.9 Over time, it is expected that this will help improve planning both in terms of demand for overnight respite accommodation, and in the provision of alternatives to buildings-based respite, such as sitting services.
- 1.10 The individual / carer will be supported during a transition period whereby they will be able to book up to 14 days respite for the next year whilst awaiting their reassessment in order to remove any uncertainty over ongoing support.

2.0 Introduction

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

- Overarching public consultation
- Stakeholder consultation
- Formal written responses

3.0 Consultation objectives

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

4.0 Overarching public consultation – Methodology

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

- **Online** - a self-completion questionnaire was published on the Council's website. Respondents were not asked to identify themselves, but were asked to indicate why they were interested in the Draft Plan and their postcode. The questionnaire was live from 17th June to 15th September 2019.
- **Paper Questionnaires in public buildings** - consultation packs were made available in the Civic Centres and within CVS. The consultation packs included a poster and copies of the Draft Policy in various formats in Welsh and English, which outlined the proposals along with a supply of self-completion questionnaires, and a post box for completed questionnaires in Civic Centres.

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

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

4.2 **The consultation was promoted via:**

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

5.0 Overarching Public Consultation – Responses

A total of 14 completed questionnaires were received during the consultation period. All were completed in English with no Welsh responses. 6 of the responses were submitted online, with 8 paper questionnaire received.

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

5.1 About the respondents

Of the responses:

- 1 (8%) stated that they are service users
- 6 (46%) stated that they are a carer for a service user
- 4 (31%) stated they are related to a service user
- 2 (15%) stated that they are a member of staff at a service

5.2 Age

Age range (years)	Number	% of respondents
16 - 24	-	-
25 – 29	2	20%
30 - 39	2	20%
40 - 49	-	
50 – 59	-	
60 – 74	5	50%
75 – 85	1	10%
Prefer not to say	-	
Total	10	100%

5.3 Gender

6 (60%) respondents were female and 4 (40%) male.

5.4 Nationality

8 (80%) respondents described their nationality as Welsh, 1 (10%) as British and 1 (10%) as English.

5.5 Ethnic origin

9 (90%) respondents described their ethnicity as White British and 1 (25%) preferred not to say.

5.6 Sexual orientation

8 (80%) respondents described themselves as heterosexual, and 2 (20%) preferred not to say.

5.7 Disability

6 (60%) respondents reported having a disability with 3 (30%) stating that they did not have a disability and 1 (10%) preferring not to say.

5.8 Welsh Language

7 (70%) respondents reported having little or no knowledge of the Welsh language, while 2 (20%) reported as being Welsh learners, and 1 (10%) fairly fluent speaker and writer.

5.9 Religion

5 (56%) respondents reported as being Christian, 1 (11%) preferred not to say and 3 (33%) respondents reported as having no religion/beliefs.

6.0 How respondents feel about the proposals

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

7 respondents (58%) stated it was fairly easy to get information, 2 (17%) stated it was fairly difficult, 2 (17%) that it was very difficult, while 1 (8%) stated don't know. Although the numbers are small the majority of respondents found it easy to get information.

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

3 respondents (25%) strongly agree, 2 (17%) tend to agree, 3 (25%) strongly disagree, 2 (17%) tend to disagree, 1 (8%) neither agreed nor disagreed and 1 (8%) stated don't know. Again, the numbers are small with an equal proportion agreeing and disagreeing with the proposed policy.

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

3 respondents (27%) stated positive, 6 (55%) stated negative and 2 (18%) stated don't know.

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

6 respondents (50%) stated it was very important, 2 (17%) stated fairly important, 1 (8%) not very important, 1 (8%) that it was not important at all, and 2 (17%) stated don't know.

6.3 What do you think respite should consist of?

8 respondents (80%) stated a sitting service so that the carer can go out during the daytime, 8 (80%) stated a night sitting service so that the carer can go out in the evening, 7 (70%) stated one or more nights' stay in a care home for the cared for person, 6 (60%) stated a Direct Payment to help pay for alternative types of break/respite, and 3 (30%) stated other.

Note that for the above question respondents were asked to complete all that applied. Therefore percentages are greater than 100%.

7.0 Social Media and Email Responses

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

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

- Comment regarding taking away from the most vulnerable
- That the consultation is a tick box exercise

8.0 Consultation with other stakeholders

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

8.2 CVS Forums:

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

8.3 Public Events:

- 29th July 2019 – Trem Y Mor Respite & Day Service, Aberavon.
- 1st August 2019 – Civic Centre, Neath.

9.0 Formal / Written Responses

9.1 Four formal responses were received – from the Older Persons' Council, the Support Additional Needs (SAN) Volunteer Group, and two from members of the public:

Response from the Older Persons' Council

- In terms of the proposals, it is recognised that there needs to be an emphasis on promoting greater flexibility and personal choice for all those in need of respite services, both in terms of current and future potential users. It is also understood that the main objective of the proposed changes is to take pressure off the local authority both financially and in practical terms going forward, whilst still meeting its statutory obligations.
- There were, however, a number of issues raised that are of concern to the members of the Older Persons' Council.

- In terms of reviews and assessments for qualification for potential respite support, it was felt that a greater understanding by end users of what this process consists of, an assurance that any potential respite care offering or package would not be managed downwards as a result of the proposed changes, and that due care and diligence is maintained at all times throughout the process.
- It is very important that staff have the appropriate skills, knowledge and empathy to implement these proposed changes, and a clearly understood framework and process is in place to ensure potential end users are engaged and able to make fully informed choices with regards the options available to them, and that there is a regular review system in place, with set intervals of less than the twelve months minimum proposed in the consultation documentation.
- Attention has been drawn to the statement on page three of the proposed Respite Allocation Policy, “Wherever possible, the council will look and see whether identified eligible needs can be met in a less formal way by family, friends, neighbours and the wider community”. Is this approach likely to lead to feelings of guilt for family, friends etc., and them being put in the position where they feel obliged or pressured to offer more support than they would normally be comfortable in providing?
- There are two concerns with regards the positioning of the Direct Payment option within the proposal.
 - Firstly it seems to be projected as being available only if a person wants more, or requires more expensive services than the council can provide. Our understanding is that the direct payment option should be offered to all potential users and actively promoted in order to provide a solution that is tailored to meet the individual’s needs.
 - Secondly, for the actual recipients of direct payments, what checks are in place to ensure the funds are not being misused in any way?
- Finally, a robust and clearly understood system of appeal needs to be in place in order that any service user, who feels that their current respite arrangements will be adversely impacted by the proposed changes, or who disagrees with any new assessment decision in terms of what is the appropriate service required or being proposed for them, has the means to make a meaningful and constructive challenge.

Council’s response:

Assessments will be undertaken by appropriate social care professionals. The purpose of this policy is to provide guidance to staff,

service users and carers on both assessment criteria and the respite options that may be available. All assessments will be person centred conversations about identifying if a person's needs can be met in a less formal way, e.g. family, friends, etc. These will be handled sensitively by trained professionals taking into account the strengths and needs of the individual and carer(s) concerned. Reviews will be conducted on a minimum of an annual basis; however, individuals are entitled to request a reassessment at any time that they feel their circumstances have changed. Direct Payments will be promoted to aid flexibility in service delivery, not necessarily to solely access services that are more expensive. A separate Direct Payments Policy is being developed to aid with this. All new policies include information on how people can appeal any decisions regarding assessments, etc.

Response from Support Additional Needs Volunteer Group:

This response to the consultation on the new, draft, Adult Social Care Respite Allocation Policy has been written by SAN: Support Additional Needs Volunteer Group; it has 34 active members and just over 600 members on its public group. This response represents views from both the active members of SAN as well as those who have commented on our public page.

We have welcomed the opportunity to comment on the Adult Social Care Respite Allocation Policy. We agree that due to the current circumstances a review is needed and hope we can work together with the Local Authority to create a final draft, which ensures suitable provision for those who are entitled to it, avoids risks for vulnerable adults, whilst encouraging an emphasis on independent living; all while ensuring funds are spent efficiently and effectively.

We feel it is important for the Local Authority to understand, and the policy does go some way in acknowledging this, that parents/families/carers only want their loved one who access this service or services to have a positive quality of life. That the suitability of the service is bespoke to that individual and they are treated as such.

We have some specific comments/concerns, which have been divided into different topics.

Positive Developments:

1. Within the questionnaire there are questions relating to not only the service user but the Carer, which is such a positive approach. As stated in The Social and Wellbeing (Wales) Act 2014 the carer is just as important in assessing the needs of the service user and this is reflected

in the list of questions. In addition, the environmental and family circumstances have been considered.

2. A positive outcome from one of the consultation meetings was that you acknowledged the admin response/access is not good enough and you are working towards fixing this.

We understand with funding cuts and lack of resources this may be a struggle but like what you have done with Direct Payments, maybe more communication between the service (although provided through the council) and the carer may be an option. So the admin can be done via the service and correlated back to yourselves.

3. As part of your duty to the service provider you also understand you have a duty to the carer, which is greatly appreciated and you are looking at helping them to enjoy their time while the adult is in respite. Can we suggest that when assessments are carried out a leaflet of information or information given via verbal communication is passed on to the carer's about such organisations like Neath Port Talbot Carers Service or local volunteer/support groups like ourselves. Therefore, even if they are unsuccessful in being allocated Respite they have a place to go to improve their mental wellbeing and continue to provide care.

4. Angela Thomas mentioned she would like to create a sub committee made up of parents/carers which is amazing. However, due to the nature of their caring role it may be difficult and time given may vary from week to week depending on their home life. A more efficient way would be for a member of the Council/Respite committee etc... to go to the groups the parents/carers take part in; as they are held weekly and even though the members vary they are a vital source of information regardless of who attend.

5. The opening statement:

“committed to ensuring that all people with an assessed eligible care and support need receive high quality, sustainable and personalised responses to meet that need and help them to achieve their agreed personal outcome” Is such an empowering declaration to make due to it addressing many parents/carers concerns over their loved ones quality of life, their own quality of life and the symbolism of a joint relationship that works together to achieve this.

6. The progression/availability of a sense of greater independence in relation to not only the service user but the families as well, is a vision many share and aim for; where applicable.

7. The fact that the policy asks “what intervention can best meet the person’s identified assessed needs” promotes a sense of knowing this is a policy that deals with individuals and the need to be treated as such. Highlights the caring role the council have and takes into account all

factors; not just the cheapest/easiest option that may not be facilitate the “best” needs of the service user.

8. Following on from the previous point the council says it aims to provide maximum amount of choice. We in no way imagine 20 options will be given but the fact that this implies an in-depth search will take place is reassuring.

9. The approach given by the policy in connection to benefit advice and the explanation of how different options may affect this is encouraging to know that the council are working in the best way to suit everyone from the service user, family and carer.

10. The freedom the Direct Payments offer can be extremely beneficial and this is reiterated by those who already have access to this.

CONCERNS

Legality:

1. The Social and Wellbeing (Wales) Act 2014 in Part 2, Section 17 states:

“requires the provision by local authorities of a service providing information and advice relating to care and support and support for carers and assistance in accessing it”

Is this in connection of the use of assistance with travel to and from respite? From earlier consultations it was said that the carer will be responsible, if they are in receipt of a mobility car, to drive the service user to and from their respite provision. How is this then respite?

2. Furthermore, as highlighted in the “Home to School Travel Policy” we gave you it is illegal to refuse transport due to receipt of DLA Mobility. As well as the lack of power you have to reinforce it, find out etc... For further information please read “S.A.N’s Response to Home to School Travel Policy, July 2019”; sent to the education department and the transport department.

3. The Social and Wellbeing (Wales) Act 2014 in Part 9, Section 162 states:

“requires local authorities to make arrangements to promote cooperation with their relevant partners and others in relation to adults with needs for care and support”.

Does this mean just the Respite providers or Carer’s as well? Although the latter is aimed for within the assessment criteria questions, how important does the council value their cooperation with the service user’s families? For example, if a Respite provider was found and it, on paper, met all of the service user’s needs but due to opinions/facts from the carer will this be worked on or given the same/even higher value than the opinion/facts of the respite provider?

If there is a conflict of interests from the council, due to the fact they need to cooperate with both the provider and carer how will this be resolved? Has this been thought of during the Policy?

Omissions:

1. It was explained in one of the consultation meetings in July that when assessments are carried out day service will be taken into account, which as a result may affect overnight respite. We understand all factors need to be taken into account but a day service can range from an hour activity to a full day, is this being recognised and the criteria adapted? Will it be explained that if, for example, under two hours day service should not be counted because when you factor in travel time or even if the parent/carer/family member can leave during that time is that truly a form of respite?

2. During the consultation meeting Andrew Potts mentioned “Shared Living” this is not explained or mentioned in the proposed policy. Is this classed as a form of respite in the various options available to the service user, as other forms have been mentioned in the policy? While this can be a service welcomed and useful to those who need it, service users are generally very vulnerable, who is taking responsibility for these people/service providers who move into the home? If it will be the carer’s responsibility will the council be providing support/training on what to watch out for/expect/how to handle situations/on-going support etc...

3. In the policy it is stated that an “appointed care manager” will be carrying out assessments yet, in the consultations it was discussed that it would be a “social worker”.

Can you clarify this please? Furthermore, what will be their history with regards to how they are qualified to assess the need for respite or on-going support? In the past assessors have not been clear on what is available, open to the carer/service user which has resulted in a lot of people not receiving the care they need/are entitled to. Who will be taking responsibility for the decisions being made by these people?

4. In conjunction with Point 11 in the Positives Section:

“council concerned to see that the care and support services purchased meet the assessed need and achieve agreed personal outcomes”

How do you propose to do this? Also what will be the criteria to assess if the needs have been met? For example, the assessment may highlight they need respite that improves their mental wellbeing and a provider has been identified and by the use of direct payments was used.

However, circumstances changed and a different provider was needed and they offer a non-conventional wellbeing therapy, how will the council quantify this?

5. Expanding on the “Transition Period”, it was stated that in some personal circumstances they may be a need for a phased approach; who takes responsibility for this decision and surely this should be made by the service user or their carer. Furthermore, what is the criteria for “personal circumstances” as this can be a matter of opinion that varies from person to person who are dealing with the assessment.

6. Although the restriction regarding the bands of entitlement/respite provision have been removed, how are you now establishing how much care a service user is entitled to?

Surely, there is a grey area for those who are between the levels in the new assessment procedure as the issue of care is not a solid, constant thing? Therefore, what does it mean if you score high in relation to medium with regards to respite? Is this where the personal and individual criteria/opinions of those doing the assessment come into place?

Highlighting the need for one assessor or them all working from the same pot of information/specification.

7. Following on from Point 8 in the Positive Section - is it a list of options from the council’s database of resources or is there someone dedicated in providing continual research into finding the right respite/service for individuals and their families?

Risks:

1. Following on from Point 1 in Omissions, lack of overnight respite for those who really need it can have catastrophic knock on effects. As the parent/carer may, due to lack of sleep, forget to administer a medication, be forced to nap putting the person they care for at risk, be too tired to drive them or do simple tasks around the home. So what precautions are being put in place to help protect those who already have this service when it comes to the assessment criteria?

2. In the policy it is stated that a resource of respite help may need to come from the family.

With regards to family support are the council understanding that there may be members of their family in the way of parents, cousins etc... living close by but they are unable to provide respite (whether that is in the form of physical, money or emotional support for either the service user or carer). Are the council purely going on a catchment area style criteria or are they getting to know the situation, real practicality of the family connections? There is a concern from families that the assessor may use the fact that a relative lives, for example, 10 minutes away from their home and therefore they are going to be used as a respite resource; even though the family member may not be able to give any help or be in regular contact with the service user or carer.

3. In connection with Point 9 in Positives and Point 1 in Legality; are the carers expected to take the service user to the proposed respite? If so, how can this then qualify as respite?

As many respite services are some distance from the service user's home it is impractical, in some circumstances, for the carer to drive them there, back to their home and back again to collect them; in addition to the carer's other commitments at home (such as other children/family members/work/prepping for the service user's return and so forth).

4. There is a risk that taking into account Day Services and Home Care will result in less or no overnight respite being provided. These services are a "statutory right" not a form of respite. We agree that yes it is a small break but it is not classed a respite due to the carer needing to prepare for the service user coming home, prepping food/medications and the carer travelling to and from said services; resulting in the carer not being fully rested or having a full break.

Manner of Communicating and Anxiety:

1. Carers stated in one of the consultation meetings that due to the nature of the adults they care for in some circumstances/reasons they cannot take up their allocation service and the administration is poor. The council admitted it is not good enough. What is going to be done to solve this and make it easier for all those who access respite services? Furthermore, this issue of poor administration was also expressed in connection with if a carer cannot take up the respite allocation; the feedback, follow on communication and so forth.

2. Direct Payments are a fantastic method to help make the respite service a personal and fit for purpose activity; as well as providing help to access the more expensive services that the council cannot provide. However, what happens if the carer cannot afford the specialist respite even with Direct Payments? This is an extreme circumstance but it will be highly likely that the only reason the service user needs this particular service is because it is the only resource that meets all/majority of their needs. Is there any individual circumstances for help/support if this service is the only one able to suit their needs?

3. There are concerns around what is meant by "sustainability of respite". With the risks, to name a few; Brexit, European funding, council cuts, availability, respite staff and training, closing of facilities etc... What is in place if the respite is effected? By this we mean due to the limited number of respite services that meet the service user's needs, if any of them where to stop providing respite what is going to be done if no other service can be found?

4. There is a concern that the new scoring system, tick boxes, is not fair as it does not provide a bespoke service which will result in a lot of people losing or not being able to access overnight respite.

Quotes:

“Young people under adult provision with autism have no suitable overnight respite facilities.

The only respite facility at present is Trem-Y-Mor, which is more for the complex needs. The council are aware of this but are not commenting on whether or not they will provide overnight respite for those that need it or simply not provide this vital service.”

“Due to having a mobility car the council expected me to drive my son to and from his respite, which was over an hour away. This was not practical or helpful as it cuts massively into my respite time. I am grateful for any help I receive as I am a single parent with no family help but if I did not argue my case there would have been no point in me having respite at all. I was being made to feel like I was in the wrong and I should of been grateful for anything they gave me; regardless if it met our needs or had an impact on my mental health or wellbeing.”

“My idea of respite is overnight respite, of at least two consecutive nights, so that my mind and body can completely rest. In order for me to feel energized enough to continue my caring role. In my opinion more overnight respite is required, not less.”

“Your proposal for Adult Respite will in my opinion will cause hardship and make it more difficult for carers to access overnight respite. Resulting in carers being forced to put their loved ones into residential care; simply because they are burnt out due to lack of sufficient respite. Furthermore, this change will severely impact on the health and wellbeing of carers, contrary to the Health and Wellbeing Act (2014) which by now you should be implementing.”

SAN “Support Additional Needs”

Volunteer Support Group for Parent/Carers of Children with Additional Learning Needs.

Council’s response:

With reference to travel to/from respite, transport needs will be considered under the Council’s Assisted Transport Policy taking account of individual circumstances. Assessment for respite will take into account individuals’ and carers’ needs, strengths and outcomes to ensure that the respite offered is the most appropriate. The new assessment tool takes into account other services that the individual may be in receipt of, including day services. The amount can vary between individuals and

again would be considered on a case by case basis. Reference was made to 'Shared Lives Schemes' in the public meetings. This is an area that the Council is currently researching and will develop appropriate guidance and safeguards should this become an option for respite. Assessments and reviews will be conducted by appropriate social care professionals, and terms such as 'social worker' and 'care manager' are interchangeable. Respite offered will be tailored to meet the needs of the individual(s) concerned. Overnight, buildings-based respite is not being removed; simply, the policy promotes a wider range of options allowing individuals flexibility in how they access respite. Travel to/from respite will be considered under the Council's Assisted Transport Policy. The respite offered will be based on individuals' assessed needs, strengths and outcomes. The assessment tool is meant to provide a guide to those undertaking assessments/reviews of respite need. The current version uses a series of 'tick box' questions but the new version is meant to be more flexible in its approach by considering individuals' and carers' strengths, needs, other services and options available for respite.

Member of the public (1)

My name is [anonymised for report]. I am 76, not in good health myself, and am a carer for my wife, [anonymised], who has had MS for over 30 years.

My wife receives double staffed homecare 4 times per day. She has to be hoisted, is double incontinent and has a pubic catheter fitted. Even with the help I receive from the councils homecare services, it is a struggle to continue to care for her. Without the 56 days respite I currently receive, I would find it very hard to cope. The respite is necessary so that I can recharge my batteries ready to face the next period of care.

The bombshell that has been thrown at me, and other carers, makes me question why I'm doing and what is the purpose of my life. Completing a form consisting of tick boxes, that are quite generic to say the least, does not take into account the amount of responsibility and stress that we carry with us day in, day out.

Even though the carers provide toileting needs etc. for my wife, the 'tick box' form does not take into account all that needs to be done outside of her personal care. The stress caused from other things such as wet bed clothes, soiled clothes, wet and soiled chairs, sorting out blocked catheters (especially when district nurses weren't allowed to come to sort out blocked catheters etc.), these are just a small number of things I, and others, have to deal with on a daily basis, along with everything else involved in running and maintaining a home. Our stress levels are

at the next level and at breaking point, and now it seems you're trying to deny us the very thing that makes our life a little more tolerable – regular overnight respite breaks!!!

Council's response:

The policy and assessment tool are intended to improve access to respite for those who need it. It removes the current 'arbitrary' bandings, recognises that buildings-based overnight respite is not for everyone, but ensures those with an assessed need will receive respite in whichever form is most appropriate to their individual needs and circumstances.

Member of the public (2) - Grievances / Concerns regarding Respite Allocation Policy Consultation Documentation

1. Taking into account all other services is very unfair, and misleading, before determining Overnight Respite Allocation, in my opinion you are simply making it harder for unpaid carers to access Overnight Respite, by changing the Criteria and making it harder to access this service!!
2. I certainly do not agree with ticking boxes, and obtaining a "Score" to be considered in the first place, this is unjustified, and not a fairer or bespoke service, this may mean that some people cannot access overnight respite at all!!! And it could mean that some people will have their annual allocation allowance cut!!!
3. I don't consider Day Services and Home Care services as respite, I call these a "statutory right". Yes, it's a break for a couple of hours for carer, but you are mindful of the person returning home, and you are also preparing for your loved one to return home, you may have to prepare meals for your loved one and prepare medications etc, so you are not properly being "rested", and you certainly don't feel like you have had a restful break!!
4. My idea of respite, is OVERNIGHT RESPITE, of at least two consecutive nights, so that your mind and body can completely rest, and hopefully you will feel energised enough to continue in your caring role, in my personal experience, more overnight respite is required not less to enable me to continue in my caring role!!
5. I do agree that overnight respite should be made a more efficient tailor made and bespoke holistic service, so that the whole wider family can benefit, but you should not be taking into account the other services that the cared for is accessing, as all the services are equally important to the well-being of the cared for and the carer!!!

Conclusion

Your proposed consultation policies in my opinion will cause hardship, and make it more difficult for carers to access overnight respite, and as a result carers will be forced to put their loved ones into residential care, simply because they cannot cope with their caring responsibilities any longer, because they are not having sufficient overnight respite, and feel “burned out” as a consequence.

Neither the carer or cared for wants this, we simply want to care for our loved ones at home, with the appropriate supporting services in place!!! But your proposals will make it harder for unpaid carers to achieve this!! Surely it would make more financial economic sense to help support carers to support their loved ones at home, and that does mean giving carers sufficient overnight respite tailor made to suit their needs, so that they can rest up and carry on with their caring duties??

Your proposed consultation policy will impact severely on the health and wellbeing of all unpaid carers, contrary to the 2014 health and wellbeing act which by now you should be implementing!!!

I really do feel that the service you are proposing will not be a fairer or bespoke service at all, you are not being completely honest with carers and are misleading them, so that you can continue to cut services, and save money on the most needy and venerable citizens of our society!!! Please reconsider your consultation policies in particular for overnight respite allocation.

Council's response:

The policy and assessment tool are intended to improve access to respite for those who need it. It removes the current ‘arbitrary’ bandings, recognises that buildings-based overnight respite is not for everyone, but ensures those with an assessed need will receive respite in whichever form and level is most appropriate to their individual needs and circumstances. Reference to home care has been removed from the assessment tool. Supporting unpaid carers remains a priority for the Council.

10.0 Petitions

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

11.0 Council Response to the Consultation

11.1 The Council response to comments received is summarised below in a “you said - we did” format.

Comments or questions raised on SNAP Survey and formal responses		
Getting information about social care and support		
Number	Comment:	Council response:
1	It seems a bit hit and miss what information you get from front of house services like Gateway. Similarly 2 people with similar conditions can end up with wildly different information about what the authority can give them depending on what social worker or team they get allocated or referred to. Knowledge of services both internally and externally are a bit patchy. That being said it is improving and most are happy to look into things for people.	The Council is seeking to improve its Information, Advice and Assistance (IAA) offer through various means.
2	Very time consuming to try to find information.	The Council is working towards improving access to Information, Advice and Assistance, including a single point of contact “Gateway”
3	Info not readily available. You have to dig around for it without always knowing where to look.	No response required.
4	As I work in social care I am aware of some things out in the community. First SW we dealt with for my father did not give us much information and advised us we had to try a community group first before having support, even though he needed a specific day which the group didn't run. We have had excellent support from Pam Forde who has followed through with any queries we have had.	No response required.

5	I ask my Mum if I need to know anything. Don't understand much about it.	No response required.
6	Would really prefer to have one social worker rather than new ones being allocated every year, which is confusing for my 94 year old mother. As soon as we get used to one, they are then replaced.	The Council recognises the importance of continuity to service users and carers, but acknowledges that staff changes mean that this is not always possible.
7	I rely on information that is sent through the post as am not on the internet – no broadband.	No response required.
8	The system and services have changed so often over the years that, at the moment, it's hard to know who to speak with and where they are based. It's very frustrating to constantly have to leave telephone messages on an answer phone and wait for the call back, rather than speak to a person in the first instance – this adds to our frustration. Until now I've been relatively satisfied with the services my wife receives. However, there is less continuity and no easy communication system that allows us to access resources as this keeps changing. All this adds to stress levels for carers meaning we are getting less and less able to cope, especially in my case, due to my own health issues.	Social Services has established the Gateway Team as a single point of contact to assist with providing information, advice or signposting to services, teams or other agencies as appropriate.
Do you agree or disagree with the proposed policy?		
Number	Comment:	Council response:
9	This would seem to be a sensible policy. Having bands of support is quite an imprecise way of meeting needs especially as all other policies are moving towards a model that is tailored around individual needs. Giving specific days dependant on need makes sense to me.	No response required.

	The scoring system seems fair taking into account support that individuals have, how many people are involved in the care etc. the Act encourages authorities and individuals to utilise resources they have instead of just coming to the authority and this policy seems to be in line with that. Allowing people to have a direct payment to purchase support in different ways is also a positive step and will hopefully enable people to have more choice and control over their care and support.	
10	I would favour direct payment option.	No response required.
11	The provision of high quality respite or short breaks for the people of NPT is essential to support the work of unpaid carers whilst offering a range of options to people who require support. I think it is important to ensure that unpaid carers and their relatives have clear information about all the options available to them for short breaks. My organisation provides Shared Lives which, though small at the moment, currently offers care and support within the households of carefully recruited and trained Shared Lives Carers. Our team ensures that Shared Lives carers are suitable, understand their role, have clear written agreements about how support is provided as well as providing support and guidance which ensures that short breaks are safe and positive experiences for all concerned.	No response required.
12	Theoretically it seems to make sense but past experience of assessments show they do not always result in an accurate deduction of the persons needs so can therefore be unfair.	No response required.
13	I don't think this applies to my daughter as she doesn't have a social worker or has had an annual review ever.	Anyone currently receiving a service will be allocated a social worker and receive a minimum of annual review of the care and support needs.

14	However, I am concerned that you say you are getting away from banding the respite to make it individual however in the policy you have a scoring grid assessment and scoring allocation! This totally contradicts it.	The assessment tool is intended to act as a guide when undertaking assessments. Individual needs and circumstances must be taken into account.
15	Don't understand what's happening. I just have it down Trem Y Mor with my friends.	No response required.
16	Poor methodology as full time caring for someone seriously disabled is not recognised as being hugely demanding. The policy itself states the health of the individuals is not significant, and the draft scoring schedule only awards 2 or 3 points more for someone completely dependent as compared to someone independent in most areas. A serious failure in the policy to not be aware of the respite demands of full time caring for someone completely dependent. A poor policy that prioritises money for discretionary services above funding care and respite for the most vulnerable in the community. The community will be disappointed in a Labour council that does it!	Allocation will be based on individual assessed need. The purpose of the policy is to provide flexibility on respite provision so that people can access buildings-based or alternatives that are most suitable to their individual support needs.
17	Respite is very important to my husband and myself as carers for our own well-being and sanity. Still not sure how these proposals will affect us, and worry that nights will be drastically reduced.	Allocation will be based on individual assessed need.
18	It should depend on what is involved in the caring of a person, and also if it is a lone carer with no help from extended family which has to be taken into account as the carer can be affected themselves mentally and physically by the strain of being a carer.	Allocation will be based on individual assessed need.
19	Yet again another blow dealt to myself as a carer, especially when I'm at my lowest ebb. Having read your Policy Documents it looks like I, and many others, won't	Allocation will be based on individual assessed need. The purpose of the policy is to provide flexibility on respite provision so that people can access buildings-

	get overnight respite – ANOTHER AXE OVER MY HEAD!!!! due to score tick boxes. Recharging batteries isn't done by having an hour or two off, or an afternoon to oneself. Frequent overnight respite, of a number of days, is needed in order to recharge batteries in order to continue our caring roles. Anything less and I definitely couldn't cope. I feel I'm far more vulnerable than my wife, as without the respite package I'll definitely go under.	based or alternatives that are most suitable to their individual support needs.
Do you think that the policy would have a positive or negative impact on any of the adult care sector?		
Number	Comment:	Council response:
20	There is no doubt that many people are going to be quite unhappy with this policy at first. Many families have grown used to how things work and will not take kindly to having respite days looked at. It is necessary though to make the system fairer and allocate the resources to more people that truly need it.	Allocation will be based on individual assessed need. The purpose of the policy is to provide flexibility on respite provision so that people can access buildings-based or alternatives that are most suitable to their individual support needs.
21	Caring is a 24 hour commitment, it is life changing, things you used to take for granted are no longer possible. A holiday is totally out of the question, time for yourself is non-existent.	No response required.
22	Many unpaid carers are reluctant to seek short break support for their relatives because they have little trust in the services on offer. A clear description of the range of services available is likely to encourage greater use but more importantly, appropriate use of services. Shared Lives short breaks offer a very individualised and consistent approach to respite because there is no staff team with changing personnel, there is just the	No response required.

	Shared Lives Carer and their family who get to know the individual and include them within their daily routines in a very inclusive and ordinary way.	
23	If unable to have overnight type of respite it may not provide a sufficient break for the carer which most need.	Allocation will be based on individual assessed need. The purpose of the policy is to provide flexibility on respite provision so that people can access buildings-based or alternatives that are most suitable to their individual support needs.
24	Please refer to previous answers.	No response required.
25	This will depend on the assessments being undertaken and outcomes of these. Professionals' assessment of someone's needs may differ to the carer's and service user's views on their needs.	Allocation will be based on individual assessed need. The purpose of the policy is to provide flexibility on respite provision so that people can access buildings-based or alternatives that are most suitable to their individual support needs.
26	Don't understand.	No response required.
27	The policy failure to recognise the demands of someone dependent means they are likely to suffer if policy is implemented.	Allocation will be based on individual assessed need.
28	Worries that amount of respite given will be reduced.	Assessment/reassessment will be needs based for the individual(s) concerned. It is possible amount of respite could go up.
29	Each case is different.	No response required.
30	It would mean that, without regular respite breaks for my wife (day and night breaks) so that I can get away from the daily toll and stress involved in caring for her, then it would have even more of a detrimental impact on my health, and on the caring role I provide. This would leave your services with a lot more to cope with as I would definitely go under. Health and Wellbeing you may call your services, but I see no wellbeing in the policy you're attempting to introduce. The service you're	Allocation will be based on individual assessed need. The purpose of the policy is to provide flexibility on respite provision so that people can access buildings-based or alternatives that are most suitable to their individual support needs.

	trying to introduce may benefit the council by costing less and saving money, but it will have a much bigger effect on carers not coping and with the council having to pick up the pieces from the carers going under – therefore, being more costly in the long run.	
How important is it for the Council to consider the resources it has available to support the most vulnerable residents and reduce overall dependency on social services?		
Number	Comment:	Council response:
31	It is essential. We must break the culture of dependency that exists in some sections of the community and encourage and empower people to take ownership of their own lives. Leaving aside discussions about resources it is a generally good thing when people are able to deal with their own problems. As good as any public service is it cannot fix every individuals problems. It should however be able to provide the tools for individuals to do that themselves. Even if resources were not as stretched as they are it would be important to consider resources and make sure they went where they were most needed. That's just a simple matter of fairness. It's also worth noting that if we are going to have strong communities as part of the community asset model then the council must start enabling individuals, social enterprises, charities and businesses to provide some of these services. Direct payments can and should be a part of that as well as helping people set up cooperatives.	No response required.

32	Carers need support. They are in my case elderly with health problems of their own. If we don't have a break the person being cared for could suffer and require a stay in a nursing home or hospital which is not the answer.	Allocation will be based on individual assessed need. The purpose of the policy is to provide flexibility on respite provision so that people can access buildings-based or alternatives that are most suitable to their individual support needs.
33	Currently short breaks are provided within the more institutional models of care and support. Though this is perfectly suitable for many people it is inappropriate for others. Of course citizens of NPT have a mixed understanding of what respite facilities are like so to offer clear information about how a staffed respite home differs from a Shared Lives arrangement or other respite options would help to ensure that individuals access the kind of respite that suits them and their family.	No response required.
34	Don't understand.	No response required.
35	The council should prioritise the needs of the most vulnerable above other services such as libraries, parks, etc etc etc.	Allocation will be based on individual assessed need.
36	But still those that need the support should gain all that is needed for their welfare.	Allocation will be based on individual assessed need.
37	Overall services shouldn't be reduced at the cost of needs. The council can reduce unnecessary spending from other sources in council departments to be able to continue and provide (and improve upon) existing service (for example, give less money for painting roads and unnecessary signage to highways department as they seem to have gone mad in wasting their resources – take the £3.5 million for the consultation period for Jnc.41 of the M4 as another example). This money could be transferred to adult social services and be used to better effect!!!!	No response required.

What do you think respite should consist of?		
Number	Comment:	Council response:
38	<p>These are all good. Other things could be: day centres provided by charities, social enterprises and businesses where people can go for activities as well as care. Strengthening support given to charities who already support carers, why reinvent the wheel after all? Exploring new developments such as the new recreational development in the Afan Valley to have a carers lodge where people can go for a night or 2.</p>	No response required.
39	<p>I don't wish my husband to have to go to a care home. I would prefer someone to be here to attend to his needs.</p>	<p>It is recognised that 'traditional' care home-based respite is not for everyone and this policy aims to introduce a degree of flexibility in how respite is provided.</p>
40	<p>All these are valuable options. Shared Lives also offers one or more nights' stay for the cared for person and could offer day time support in the Shared Lives Carers home or elsewhere. The difference is that the cared for person is matched with a Shared Lives Carer with whom they build a positive, lasting relationship that means their short break stays become a very ordinary part of the individuals' life. There are great examples of Shared Lives Carers offering weekend breaks to people with dementia. The unpaid carer gets a proper break knowing that the Shared Lives Carer is spending time giving consistent, family based support to their relative. The individual benefits from knowing they will be staying in the same room they are used to, supported by the same person and that they will be able to maintain their routines and pastimes exactly as they wish to.</p>	No response required.

41	A night sitting service would be invaluable in order for the carer to maintain a social life with friends etc instead of having to decline due to caring commitments.	It is recognised that 'traditional' care home-based respite is not for everyone and this policy aims to introduce a degree of flexibility in how respite is provided.
42	All of the above. However, this will depend on individual's need. For example, while hours of direct payment may give a carer respite, they might have other responsibilities on that day (grandchildren, etc.) therefore overnight respite may be the only real time for them to fully recharge their batteries to allow them to continue to care. A combination of support is currently working for my mother and father. Without it she wouldn't be able to care for him.	Allocation will be based on individual assessed need. The purpose of the policy is to provide flexibility on respite provision so that people can access buildings-based or alternatives that are most suitable to their individual support needs.
43	All support is needed for me and my friends.	No response required.
44	All the other options would not work in our situation; we need respite facilities so we can have complete break, knowing that my mother is safe and well cared for.	Assessment/reassessment will be needs based for the individual(s) concerned.
45	As a parent carer of two and sole carer having been widowed young and no help from extended family the respite service has given me time to relax and have a break from all the stress physical and mentally, being able to come and go as I please, to do what I want or need to do is wonderful to recharge my batteries and knowing the care received as the respite place is superb.	No response required.
46	It takes many days for a carer, especially a carer who's been caring 24 hours per day for many years (maybe not so much for a carer who spends only a few hours per day in the role) to recharge their depleted mental strength, their sleep and to completely recharge their batteries. This is not a holiday for the carer, it is a necessary and essential break to re-energise	No response required.

	themselves in order to continue coping when the person they are caring for returns home.	
Further comments or suggestions		
Number	Comment:	Council response:
47	Reducing the need for respite in the first place should also be looked at. This comes from effective signposting at the beginning and a good assessment process that encourages people to consider existing resources. We should also, where appropriate, be encouraging people to be independent and giving people skills to manage their caring responsibilities. I do hope that when the inevitable backlash against any change to respite comes the council will be able to defend its position and not cave in at the first sign of opposition. The authority needs to decide on a principled approach and then defend it vigorously otherwise we'll revert to a system where "he who shouts loudest gets best service".	No response required.
48	I am concerned that my need for respite is based on the judgement of someone, however experienced they may be. It seems too subjective and past experience has proved this. Also due to the constant stress of caring I have to say that the only time I have felt as I have had a true break is when the person being cared for was in a respite home for a week.	Allocation will be based on individual assessed need. The purpose of the policy is to provide flexibility on respite provision so that people can access buildings-based or alternatives that are most suitable to their individual support needs.
49	I know for a fact that people are given up to 56 days a year and people who have the same disability are only given 16 nights respite.	Allocation will be based on individual assessed need. The purpose of the policy is to provide flexibility on respite provision so that people can access buildings-based or alternatives that are most suitable to their individual support needs.

50	Take out the banding assessment / allocation. As reviews for assessments didn't always take place on time, there must be a system in place where a carer can book respite past the date of the reassessment date provisionally. Continue to allow mixed packages of care to include a variety of ways to meet people's needs including DPs and overnight. However, please be mindful some people use these services to meet different aspects of their own needs (i.e. other responsibilities, working, social opportunities, sleep, other caring roles).	Allocation will be based on individual assessed need. The purpose of the policy is to provide flexibility on respite provision so that people can access buildings-based or alternatives that are most suitable to their individual support needs. People who have had an assessment will be able to book up to 14 days respite for the next year whilst awaiting their reassessment.
51	I have my respite down Trem Y Mor and my Mum needs a break. She works hard to help me lead a fuller life and we both deserve help when needed.	No response required.
52	As above, a) priority of funding should be given to the most vulnerable in our community. This policy doesn't do that. b) The methodology fails dramatically to recognise the demands on carers and service users of caring for someone entirely dependent on carers.	Allocation will be based on individual assessed need. The purpose of the policy is to provide flexibility on respite provision so that people can access buildings-based or alternatives that are most suitable to their individual support needs.
53	See attached emails which is a summary of the problems we've had in the past in booking respite care. This was regarding Dan y Bryn, but the same problems are relevant today, in particular reassessment.	For the sake of confidentiality, individual cases have not been commented on. Individuals attending public consultation meetings were invited to speak to senior staff afterwards on a one to one basis.
54	Being in respite means that also during the night the carer can have a restful and undisturbed sleep which benefits their health and wellbeing. Those who go into respite enjoy the experience and look forward to their visit.	No response required.
55	At the consultation meeting I came away feeling that respite care was going to continue and that we were genuinely being listened to. But, yet again, this was another delusion. On reading the report I can see you	Allocation will be based on individual assessed need. The purpose of the policy is to provide flexibility on respite provision so that people can access buildings-

	were “pulling the wool over our eyes” by only giving us some information and not telling us everything – in fact, you were misleading us with what you’d said. By having the ‘score’ boxes, it will mean that most people won’t have the required score for respite in its true sense – a break for day and overnight periods. This means that you’ll do away with respite for many ‘desperately in need’ carers. It looks like you’re trying to outsource this requirement through direct payments etc. which provides yet more stress for carers – as if they haven’t got enough to cope with already. The council carers are brilliant in most cases, but the care from outside agencies doesn’t reach anywhere near the standard of the council, and yet, that’s the route you seem to want to go down.	based or alternatives that are most suitable to their individual support needs.
Public Consultation Meeting held at Trem Y Mor		
Number	Comment:	Council response:
56	We can never get in to Plas Bryn Rosyn. Brokerage doesn’t work very well as it is Monday to Friday. Days are precious to me, what’s wrong with weekend admissions?	Weekends are difficult to arrange. We have set up a meeting to discuss issues people have with booking respite.
57	Who is that hardship for, you or PBR? It is difficult for us but no different to other days. We need action.	We are happy to have some conversations with PBR.
58	Caewern was absolutely fine, the staff that worked there were the ones that work in PBR.	We have increased the amount of beds in PBR from 8 to 12 to offer better access to respite.
59	Do you reduce the beds in winter because ABMU use the beds for Step Up Step Down? We break our hearts when loved ones have to go into respite. People don’t	A pilot was held for a couple of weeks. Our booking system showed a drop in respite for winter that

	just need respite in the summer. You should tell ABMU to find their own beds.	allowed us to utilise these beds differently over winter.
60	Will there be more pilots? Will there always be 12 beds?	We are not going to introduce this pilot this winter.
61	What are the procedures for booking? Will you allocate places other than PBR if there is no availability?	A meeting was set up to look at issues with booking.
62	It is not rare! I have had private respite the last 3 times due to lack of availability.	We try and use designated beds but accept that this isn't always possible and may need to use alternative care homes.
63	PBR is impersonal. Why did you move from DYB?	The majority of beds in DYB are long term beds, it is difficult to manage referrals alongside this. PBR is more central and enabled us to increase the number of beds for respite.
64	Why can't you employ someone to manage this? Where did the feedback come from?	A broker manages placements in PBR.
65	It is not being used as we can't get into the place, everyone can't get in as there is not enough beds.	We have increased the number of beds from 8 to 12.
66	In regards to the respite allocation, we need some positivity not just negativity. The problem comes when we are awaiting our confirmation of our next respite allocation – we cannot book any respite until confirmed.	We have included in the policy that people who have had an assessment will be able to book up to 14 days respite for the next year whilst awaiting their reassessment.
67	I don't have a great problem with Brokerage, I usually book the whole lot straight away but I have to get in early. Why do you need brokerage, can't I just ring PBR myself?	Brokerage has been going for 1 year now, we have been able to reduce bed wastage. There is a need to coordinate paperwork. We can look at having a reserve list to maximise beds more effectively.
68	There is now human side to brokerage. Can you utilise technology and have an online diary? Why aren't you	We have linked in with IT to see if we can develop an online diary.

	monitoring the situation with these beds? It is simple business.	
69	Are private firms registered to the authority?	Yes, there is an accreditation process for homes and we undertake monitoring visits once a year and deal with any issues which arise.
70	Once a year isn't enough, we have to put our loved ones into private care.	Care Inspectorate Wales (CIW) also inspect the home.
71	Why do we have to change social workers every year?	The team managers of the Network teams try to keep continuity where possible, but cannot guarantee the same social workers due to staff shortages, sickness etc.
72	I have no problem with TYM, however I didn't get to use all my respite (beyond control), does this go against me, and will I get less?	No, allocation of nights will be done in line with policy and assessed need.
73	We didn't get the policies until the 8 th July but it came out on the 17 th June. Can we have a flow chart of respite? It is our lifeline.	We are developing a flowchart.
Public Consultation Meeting held at Neath Civic Centre		
Number	Comment:	Council response:
74	When my daughter goes to respite in TYM, my husband and I only have a small window – we don't want anyone else in our home.	No response required.
75	My wife currently has 56 nights respite, will she be entitled to keep them?	Allocation will be based on assessed need.
76	My son didn't manage to use all his nights, will that be held against him?	No, it is based on assessed need.

77	<p>I became a carer and didn't know where to go – the Carers' service were amazing. I had huge concerns around the care my mother in law had. It is difficult to find a place to trust, there are reasons that I didn't use my allocation of respite [safeguarding concerns].</p> <p>Respite is for carers to recharge their batteries, the reality is that we worry more when they are in respite. PBR was amazing. She now requires me being with her all the time. I want allocation on a rolling basis and I want a specific location. There is a lack of system in Brokerage, I would like my respite allocation in writing. Brokerage should pass the assessment to the care home so they can assess 2 days before. The Council needs to look at the care homes.</p>	A group was set up to look at the booking process.
78	<p>These people need their respite. The Council carers are brilliant and give us a break day in, day out. Some respite days are kept back for emergencies. With reallocation/reassessment, Brokerage wouldn't allow me to book a provisional date for respite whilst assessment was undertaken.</p>	People who have had an assessment will be able to book up to 14 days respite for the next year whilst awaiting their reassessment.
79	<p>Taking into account other services is unfair and misleading. It is important to have overnight respite. I do not agree with ticking boxes – it is just another way of cutting overnight respite. Unjustified. I fail to see that this is fairer or a more 'bespoke' service and some people will have allocations cut. I don't see day service or homecare as respite – if it is an assessed need then it must be met! They are all needed. Your proposed</p>	The policy and assessment tool are intended to improve access to respite for those who need it. It removes the current 'arbitrary' bandings, recognises that buildings-based overnight respite is not for everyone, but ensures those with an assessed need will receive respite in whichever form and level is most appropriate to their individual needs and circumstances. Reference to home care has been

	policy causes hardship, I hope I am proved wrong but he will end up in residential care! I need to prepare meals and meds. I do believe that respite should be overnight and holistic. It would make financial economic sense to keep clients at home. You are misleading carers.	removed from the assessment tool. Supporting unpaid carers remains a priority for the Council.
80	I have had dementia for 10 years. I don't want to be in a respite care home, but my wife needs respite. I have isolation and loneliness in respite – there is no internet and I rely on the internet to communicate.	People were invited to discuss personal issues after the meeting.
81	I don't use respite at all at the moment, however I am concerned for the future. Who determines the amount of hours? Will the whole family dynamic be taken into account?	The social worker will assess with a multi-disciplinary team, the existing services, family situation will be taken into consideration along with the carer's assessment.
82	How is feedback going to be given to people after the consultation?	Feedback will be published.
83	You can use direct payments, if you are lucky enough to get them – to use more expensive services – the terminology is not right and the policy is misleading.	Direct Payments are available to anyone with an assessed eligible care need. A separate Direct Payments Policy is being developed.
84	Will the reallocation of respite happen in January?	Your reallocation of respite be in line with your review/reassessment.
85	I was granted direct payments in May and they haven't started yet.	There is currently a capacity issue in the Direct Payments team and we are working to resolve this.
86	My son attends TYM and it is amazing for him. They helped out at time of need and always contacted me when there was a problem. The service is essential.	No response required.
87	I agree, PBR is amazing. There was a loss of expertise when Gelligron closed. You are contracting out and no	All domiciliary care agencies have electronic logs to make sure that calls are at the correct time and

	one is policing. Need un-warned inspections. My wife was having Homecare but now they are transferring?	lengths. We undertake contract monitoring visits to ensure providers deliver quality services.
88	We need a telephonist on Brokerage, it is frustrating not being able to get through. We need to be more modern.	We have recently introduced this into brokerage.
89	Can Shared Lives be used for respite? If my son is in day service will this be taken into consideration?	We are reviewing at the moment but would look at all services and family circumstances holistically.
90	What about emergency respite?	We recognise the need for emergency respite and this policy would not prevent placements made in an emergency.
91	When will this be implemented?	End of the year - this will be taken to Cabinet in November and we will feed back to you. Thank you for coming to this meeting to feedback concerns and queries.



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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

19th December 2019

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 – 2nd QUARTER (April 19 – September 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 2nd Quarter Period (April 2019 – September 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 2nd Quarter Period (April 2019 – September 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 2nd Quarter Performance Report (April 2019 – September 2019).
- b. **Appendix 2** – Adult Services 2nd Quarter Performance Report (April 2019 – September 2019).
- c. **Appendix 3** – Children & Young People Services 2nd Quarter Complaints and Compliments Report (April 2019 – September 2019).
- d. **Appendix 4** – Adult Services 2nd Quarter Complaints and Compliments Report (April 2019 – September 2019).

List of Background Papers:

20. None.

Officer Contacts:

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Appendix 1 - Children & Young People's Services – Quarterly Performance Report - Quarter 2 - 2019/20



Print Date: 04-Nov-2019

How will we know we are making a difference (01/04/2019 to 30/09/2019)?

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	97.83	91.93	97.11	94.00	 Green
1141 out of 1175 in Quarter 2 2019/20 compared to 991 out of 1078 in the same period 2018/19. We recognise our figure is considerably higher than the All Wales Average of 88.9% and although there has been some fluctuation, Senior Officers are continuing to work with team managers along with their teams to ensure assessments are completed on time. Each quarter, an audit is undertaken on those assessments which have exceeded the 42 days.					
PI/239 - % of children supported to live with their family.	61.93	68.09	64.11	68.40	 Red
568 out of 886 in Quarter 2 2019/20 compared to 704 out of 1034 in the same period 2018/19. 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	6.56	9.09	13.46	5.40	 Red
17 out of 52 in Quarter 2 2019/20 compared to 11 out of 121 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.					
PI/242 - Average length of time (in days) for all children who were on the child protection register during the year.	312.20	269.90	256.50	248.90	 Amber
256.5 days in Quarter 2 2019/20 compared to 269.90 in the same period 2018/19. All Wales Average 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.					



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



Print Date: 22-Nov-2019

How will we know we are making a difference (01/04/2019 to 30/09/2019)?

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		53.97	51.19	58.00	 Red
<p>172 of 336 successfully prevented. Of those successfully presented, 155 cases were supported to find alternative accommodation by way of a minimum 6 month tenancy or returning home/to friends and 17 cases were prevented due to negotiations with landlords or with financial assistance.</p> <p>Of the 164 not prevented, 64 were withdrawn applications or were closed for no contact. Of the remaining 100 not prevented, 59 are single people who are consistently the hardest group to source accommodation for due to supply of single person units and with benefit restrictions for under 35's. Officers are also feeding back that Registered Social Landlords (RSL) cases presenting with rent arrears are getting harder to prevent due to the RSL wanting the arrears cleared in full before action will be withdrawn as opposed to negotiating a payment of part of the arrears with support moving forward. Arrears levels are also becoming higher so harder to prevent. This could be for a variety of reasons such as tenants not being in receipt of full housing costs, chaotic lifestyle, working tenants having to constantly submit info for benefits which then become irregular (There were IT issues relating to the data collection of the statutory PI's during Q1 and Q2 of 2017/18 hence not being included).</p>					
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	230.59	256.01	185.38	230.00	 Green
<p>33 DFG's/24,656 calendar days taken). The time taken to deliver a Disabled Facilities Grant (DFG) is below the target of 230 days. This can be attributed to the reduced waiting time for a Community Occupational Therapy (COT) assessment.</p>					
CP/048 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	1.26	2.67	4.41	1.80	 Red
<p>(57 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>					
PI/284 - PI/1 - Number of adults who received advice or assistance from the information, advice and assistance service during the year	1204.00	1174.00	1356.00		
<p>The Local Authority continues to consider how we provide information, advice and assistance at the front door. Work continues with early intervention and prevention services to ensure that up to date information is provided.</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	19.44	12.04	11.76		
<p>(14 of 119) This fall likely represents the growing complexities of people's needs coming through the service and needs to be considered within the context of the whole Community Resource Team (CRT).</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	153.00	136.00	124.00		
Carers are routinely offered an assessment, however it is the decision of the individual carer whether they wish to take up the offer of this assessment. The majority of carers assessments are undertaken by NPT Carers Service who undertake assessments on behalf of the Local Authority. Even if a person declines a Carers assessment they are still offered information and are able to access services delivered by the Carers service.					
PI288 - PI/3(i) - Of which; the number of carers assessments that led to a support plan	2.00	3.00	0.00		
This number relates to the number of carers who have an eligible need for support that is to be met through the Local Authority arranging the support. Carers are still able to access support and services delivered within the community, including from NPT Carers Service.					
PI289 - PI4 - Number of carer assessments that were refused by carers during the year	28.00	40.00	54.00		
Carers are routinely offered an assessment, however it is the decision of the individual carer whether they wish to take up the offer of this assessment. The majority of carers assessments are undertaken by NPT Carers Service who undertake assessments on behalf of the Local Authority. Even if a person declines a Carers assessment they are still offered information and are able to access services delivered by the Carers service.					
PI307 - Measure 18 - The percentage of Adult at Risk enquiries completed within 7 days		91.20	90.06		
(26 of 362) Where there are good reasons (i.e. complexity) to go over the seven days this is permissible. All seven day enquiries are signed off by a manager who ensures that the safeguarding co-ordinator has clearly documented a justification for going over the seven days. (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	36.11	68.59	70.59		
(84 of 119) This increase represents the change to service delivery model where people are seen more quickly, before they become deconditioned due to a prolonged period of increased care. Also the proactive approach being taken by therapy and social work staff to explore options outside of statutory funding.					

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Appendix 3 -Children & Young People Services - Compliments and Complaints - Quarter 2 - 2019/20



Print Date: 04-Nov-2019

How will we know we are making a difference (01/04/2019 to 30/09/2019)?

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	33.33	29.41	22.22		
There was a slight increase in the number of complaints received during the second quarter of 2019/20, when compared to 2018/19, from 17 to 18. 1 Complaint was upheld and 3 complaints were partially upheld. The Complaints Team work closely with Front Line Managers, including providing weekly monitoring reports, along with 'upheld' summaries to ensure complaints are managed appropriately. Any required lessons learned are communicated accordingly.					
PI/261 - Children & Young Peoples Services - % of complaints at Stage 2 that were upheld	0.00	33.33			
There were no complaints at Stage 2 during the second quarter of 2019/20. There continues to be a strong emphasis on a speedier resolution at 'local' and 'Stage 1 ' levels.					
PI/262 -Children & Young People Services - % of complaints dealt with by the Public Services Ombudsman that were upheld					
There were no ombudsman investigations during the 2nd Quarter 2019/20.					
PI/263 - Children & Young People Services- Number of compliments received from the public	4.00	21.00	24.00		
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.					



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Appendix 4 - Social Services, Health & Housing (excluding CYPS) - Compliments and Complaints - Quarter 2 - 2019/20



Print Date: 21-Oct-2019

How will we know we are making a difference (01/04/2019 to 30/09/2019)?

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	33.33	26.32	81.82		
There was a decrease in the number of complaints received during the second quarter of 2019/20, when compared to 2018/19, from 19 to 11. 3 Stage 1 complaints were upheld and 6 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. (There was 1 complaint at Stage 2 during the same period last year which was not upheld - hence why it is showing as 0).					
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	13.00	33.00	16.00		
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.					

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