



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

**NEATH PORT TALBOT COUNCIL
SOCIAL SERVICES, HOUSING AND COMMUNITY SAFETY
SCRUTINY COMMITTEE**

12th December 2024

Report of Angela Thomas, Head of Adult Services.

Matter for Information

Wards Affected: All Wards

Report Title: Adult Services Prevention, Early Intervention and Community Services Progress Update Report

Purpose of the Report

The objective of this report is to provide an update on the work of the Prevention and Early Intervention Team. This will include providing a summary of the overall service activity for 2023 / 24, an update on the detail of the first six months of 2024/25; reflection on the impact of the provision makes to the individuals we support and finally to outline the transformational influence this is creating within our communities alongside our future plan of work.

Executive Summary

The Adult Prevention and Early Intervention Team encompasses several service areas, including Ageing Well, Bspoked, Community Connecting Team, Digital Enablement, Freshstart, Local Area Coordination,

Technology Enabled Care (Assistive Technology), Volunteering, and support for unpaid carers. As an evolving service area, we continuously develop, refine, and strengthen our approach, focusing on resilience, sustainability, and community empowerment.

Over the past eighteen months, our service activity has grown significantly, with a 109% increase in the number of people supported. Comparing the whole of 2023/24 period to April-September 2024, we supported 1,414 individuals in 2023/24 and 2,964 individuals from April to September 2024. This rise is largely driven by increased demand, but we have also prioritised understanding our service users' experiences, the impact of our interventions and their changing needs. This ongoing feedback informs the continuous refinement and adaption of our services.

We have also observed an increase in the complexity of needs presented to our services, particularly concerning mental health issues and the significant impact of poor mental health on individuals' overall wellbeing as well as the ongoing impact of the cost-of-living crisis.

We actively engage with staff and stakeholders to ensure they are supported and developed to fulfil their roles effectively, maintaining high standards and significantly contributing to reducing demand for frontline adult health and social care services.

Additionally, the Prevention and Early Intervention Team is undertaking an extensive change program to reshape our workforce and formalise a single prevention and early intervention team and pathway by April 1, 2025. This approach will include implementing a model of progression, designed to systematically help people build their skills and knowledge and resilience over time. To implement this model, we are working to strengthen our community offer by developing early help hubs across the borough. These hubs will be based within community venues, bringing a wide range of support services closer to people's homes. The aim is to provide individuals with the support they need when they need it, to reduce crisis escalation by providing a safe and cost-effective response.

Our focus is on cohesion and sustainability within our team and our communities.

Background

Prevention is a central theme and statutory requirement of The Social Services and Wellbeing (Wales) Act 2014. Under Section 15 of the Act, local authorities are required to provide or arrange for a range of preventative services aimed at:

- a) Preventing or delaying the development of people's needs for care and support.
- b) Reducing the care and support needs of those who already require such services.
- c) Minimising the impact of disabilities on disabled individuals.
- d) Preventing abuse or neglect.
- e) Enabling people to live as independently as possible.
(Social Services & Wellbeing (Wales) Act 2014 Part 2 Code of Practice (General Functions)).

Prevention is also a key feature of subsequent legislation and strategies, including the Future Generations (Wales) Act 2015. The "A Healthier Wales" report further underscores the need for service transformation. Consequently, the Prevention and Early Intervention service grouping was established in 2021 to support and enhance this approach. The role of prevention and early intervention, and the need for continued transformational change in health and social care, remains critical. This is especially important given the unprecedented financial, workforce, and service demand pressures currently facing the health and care system both nationally and locally.

Since our last report, in November 2023, we have seen a significant increase in demand for Prevention and Early Intervention provision with a 109% increase in the number of people supported and a notable increase in the number of contacts indicating likely increases in complexity and the need for more intensive support. Further detail of the service activity for 2023/ 24 and 2024/5 so far is included below.

Service Activity and Impact

Prevention and Early Intervention Summary Activity 2023 / 2024 (excluding Technology Enabled Care & Digital Enablement)



Prevention & Early Intervention Overall Service Activity 1st April – 30th September 2024 (excluding Technology Enabled Care & Digital Enablement)



**change in referral process (March 2024) to single point so reduction expected as referrals counted per individual rather than as multiple for each part of the provision.*

Reasons for referral (Local Area Coordination)

Reason	Percentage
Community Engagement	28%
Loneliness/Isolation	15%
Debt/Financial/Benefit	12%
Physical issues/disability	10%
Mental health	10%
Housing/homeless	9%
Low confidence	6%
Anxiety	5%
Food poverty	5%

Comments and Feedback

“You were instrumental in supporting me to access the community and getting a volunteer position which gives me purpose.”

“X has made my life, this is the best thing that's happened to me since my accident, it's a completely new way of life it's changed my life for the better, it's give me a new lease of life.”

“I am just writing this to you as it’s been a while since I joined the Tuesday group. When I first met you, you suggested the group may help me. I was very nervous as I was new to Wales and because of the lockdown, I had not been out in over two years. I did go to the group and quite quickly I found everyone was very friendly. Throughout the months, I have relaxed more, made new friends and have really enjoyed the activities. My confidence has grown enormously. I just wanted to thank you for being there for me and everyone you help. So, thank you and keep doing what you are doing.”



Comments from professionals when referring to the service if provision was not available.

X was contacting services up to 90 times per day. She has admitted she is lonely and just wants to speak to someone.

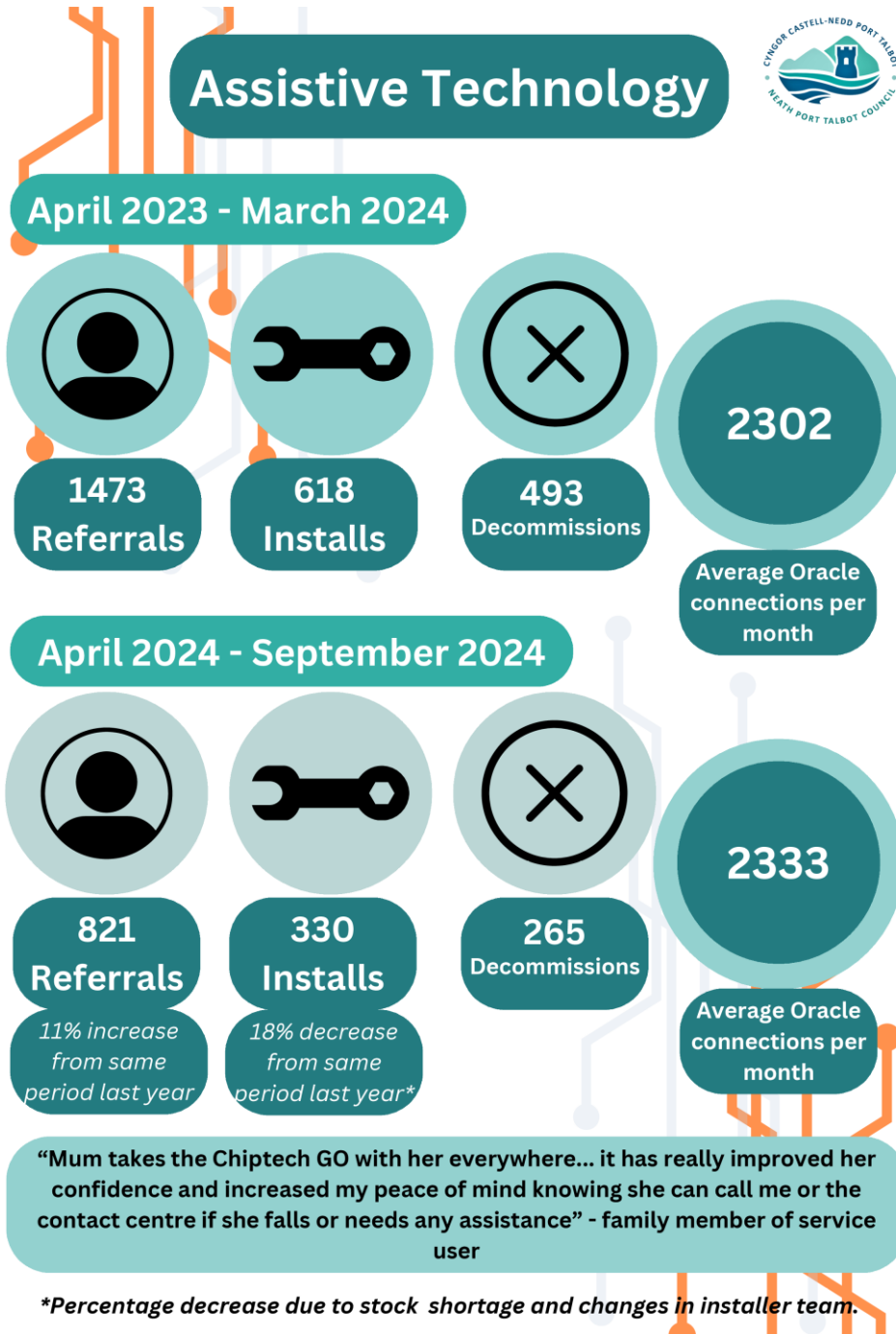
X's emotional wellbeing could deteriorate, he enjoys being busy and going out. Without support likely to require admission to Cefn Coed or a supported living placement.

Risk of breakdown in relationship, carer stress and need for a care package for both.

Currently homeless and living between mother's house and a tent. Has history of psychotic depression. It would be helpful if someone could assist in overcoming obstacles to get new accommodation to avoid escalation of his health challenges and need for formal assistance.

X needs support to maintain his property and ensure that it is of a good enough standard to meet the criteria of his tenancy agreement. If this support is not provided X would be at risk of losing his tenancy leading to a need for statutory support.

If the service was not available then direct payments, or other form of statutory support would need to be explored as this client would meet the eligibility criteria for support from social services.





Digital Enablement

April 2024 - September 2024



56
DSS
Attendances

27
professionals
&
29 members
of the public



173
Individuals
Supported

72% self-
referred &
28% referred
by a
professional



141
Items loaned
from DSS

Survey Feedback

88% say smart tech
has improved their
daily life

77% say smart tech
has provided greater
independence and
less reliance on
others

73% feel less
isolated

*"I can now email
and message my
family. This is
priceless to me"*

*"[Smart lights
have made] a
huge difference
to my safety"*

Current and Future Priorities

Our primary aim is to prevent, reduce, or delay the need for long-term care, enabling individuals to live independently for as long as possible and reducing reliance on statutory health and social care services. To achieve this, we have adopted a program management approach to our work plan, with a clear vision, objectives, and outcomes to track and measure our progress.

Our vision is to create an inclusive and empowering model of support and progression where individuals can explore, discover, and grow. By integrating existing Prevention and Early Intervention services into a centralised, accessible pathway, we will enable seamless access to community opportunities, reducing the need for formal care and support. This holistic approach will cultivate an environment where people can build resilience, nurture their identities, and thrive as confident, active members of their communities.

The model will focus on individual's outcomes with ongoing progression for all, using a strength-based approach and ensuring flow to maximise opportunities. This could range from targeted one-to-one support, Independent Living Skills, Mentoring, Volunteering, and work placements. This will be supported through the development of an Early Help Hub approach, using a network of partners across the borough county of Neath Port Talbot. Partnership working with internal Council departments and external partners is key to making this successful.

Additional priorities include:

- Enhancing our system for monitoring and evaluating the effectiveness of the integrated pathway and progression model, ensuring continuous improvement and adaptation to community needs. (Outcome Star)
- To ensure the Prevention and Early Intervention service model continues to be underpinned by “lived experience” collaboration

and social value and is sustainable and sufficiently flexible to meet the long-term needs of our population.

- To ensure there is a continued focus and strengthening of the identification and proactive support, including formal assessment when appropriate, of unpaid carers across Neath Port Talbot.
- Development of a model of calculating social return on investment and cost avoidance.

These priorities are currently being tested and remain on track to be fully implemented at the beginning of the 2025/6 financial year with the intention of achieving a range of benefits including:

- Individuals will be empowered to explore, discover, and grow, leading to a stronger sense of identity, independence and personal achievement.
- Individuals seeking assistance will face fewer obstacles, resulting in improved outcomes.
- Strengthened connections and increased participation within the community which will create a more inclusive and supportive environment for people drawing on support.
- Reduction in reliance on formal care
- Increase in service capacity.

Conclusion and next steps

Our key priorities for the next year include:

- Shaping and adoption of team identity, values, behaviours and integration to embed a whole team approach.
- Adoption of the Prevention First Pathway

- Early Help Hub Network development
- Strengthening of our quality and impact framework. (Outcome Star model)
- Further service redesign and scoping - e.g. Social enterprise, expansion of B'spoked.

Financial Impacts

This report has no financial impacts as it for information purposes.

Integrated Impact Assessment

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

Valleys Communities Impacts

This report has no valleys communities' impacts as it for information purposes.

Workforce Impacts

This report has no workforce impacts as it for information purposes.

Legal Impacts

This report has no legal impacts as it for information purposes.

Risk Management Impacts

This report has no risk management impacts as it for information purposes.

Consultation

There is no requirement for external consultation on this item as the report is for information purpose.

Recommendations

To note the contents of the report.

Reasons for Proposed Decision

To ensure oversight of the Prevention, Early Intervention and Community Services element of Adult Services

Implementation of Decision

There is no decision or implementation as this report as it is for oversight and information purposes.

Appendices

None

Officer Contact

Sarah Waite, Principal Officer, Prevention, Early Intervention and Community Services s.waite@npt.gov.uk