



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

4th December 2024

Report of the Head of Adult Services

Ms A Thomas

Matter for Information

Wards Affected: All wards

Report Title: CIW Assurance Check of NPT Council Adult Services

Purpose of the Report

This report presents the findings of the Assurance Check of Neath Port Talbot Council's ('the Council') Adult Services by Care Inspectorate Wales (CIW).

Executive Summary

CIW undertook an Assurance Check of the Council's Adult Services in September 2024. During this time, they focused their lines of enquiry in accordance with the four principles of the Social Services and Well-being (Wales) Act 2014 ('the Act'), namely: People - Voice and Control, Prevention, Partnerships and Integration, Well-being. Their subsequent report highlights strengths and areas for improvement according to their judgements and findings.

Background

Between 17 – 19 September 2024 CIW carried out an assurance check of the Council's Adult Services, the purpose of which was to review the local authority's

social services performance in exercising duties and functions in line with legislation, under four key principles of the Act:

People - voice and control

How well is the local authority ensuring all people are equal partners who have voice, choice and control over their lives and can achieve what matters to them?

Prevention

To what extent is the local authority ensuring the need for care and support is minimised, and the escalation of need is prevented whilst ensuring that the best possible outcomes for people are achieved? To what extent are adults provided with care and/or support in a timely manner? How are waiting lists managed, to minimise the impact on people and their carers?

Well-being

To what extent is the local authority ensuring that people are protected and safeguarded from abuse and neglect and any other types of harm? How well are people supported to actively manage their well-being and make their own informed decisions so that they can achieve their full potential and live independently for as long as possible?

Partnership

To what extent is the local authority able to assure themselves effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people?

Summary of Assurance Check

- Adult services benefits from visible and accessible leaders. Staff describe timely and good quality supervision which meets their development needs. Practitioners are enthusiastic about their work, and there is an embedded learning culture.
- The Deprivation of Liberty Safeguards (DoLS) team aims to ensure appropriate legal protection for individuals. Leaders are working with practitioners to develop and improve systems for identifying and assessing DOLS in a timely and robust way.

- The local authority responds to most safeguarding enquiries in a timely and proportionate manner. Effective collaboration among partners is evident in the development of risk management plans, with strategy meetings encouraging professional challenge.
- People do not consistently experience care planning which is strength based. Assessments, plans and reviews would benefit from increased focus on the voice of people and their personal outcomes.
- There is insufficient evidence of consistent quality assurance that results in improved practice and outcomes for people.
- Practitioners, people, and carers describe limited services in the community that meet the holistic well-being needs of people. There is a disconnect between strategic views on the availability and quality of preventative services, and the experiences of staff and people.
- Carers report difficulties in accessing support, and there is variability in the quality and timeliness of assessments and services for carers. There is a need for a more consistent and timely approach to offering and undertaking carers' assessments, ensuring their voices are heard and their needs are met.
- Partnerships at various levels need strengthening to ensure integrated, high-quality services resulting in positive outcomes for people. Strengthening the voice of people in these forums and working with key stakeholders is essential to meet population need.

Financial Impacts

There are no financial impacts associated with this report.

Integrated Impact Assessment

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

Valleys Communities Impacts:

No implications.

Legal Impacts

There are no legal implications associated with this report.

Risk Management

No implications.

Workforce Impacts:

No implications.

Consultation

There is no requirement under the Constitution for external consultation on this item.

Recommendation:

That Members note the content of the CIW Assurance Check of NPT Adult Services.

Appendices

Appendix 1: CIW- NPT – Assurance Check 2024-25 – Findings Letter.

Officer Contact:

For further information on this report item, please contact:

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