

# **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

## **Personnel Committee**

**28<sup>th</sup> November 2016**

### **Report of the Head of Community Care Services – Andrew Jarrett**

#### **Matter for Decision**

**Wards Affected: All**

#### **Creation of two posts within the Gateway Team**

#### **Purpose of the Report**

1. The purpose of this report is to establish one Deputy Manager Post (Grade 10) and one Contact Officer (Grade 5) within the Gateway Team, Community Care Services Division, Social Services, Health and Housing Directorate

#### **Executive Summary**

2. The Gateway is a front line service for Social and Health Care Services within Neath Port Talbot. Working within the guidelines of National and Local Government legislation. Providing Information, Advice and Assistance, ensuring that the individual personal needs are met, whether by main stream or community services.

During the period from 1<sup>st</sup> July 2016 to 31<sup>st</sup> August, 2016, there were 5,569 enquires made into the service.

It was identified in August 2016 that the department was under resourced .This was acknowledged by Senior Management and a Deputy Manager from Children's Services is currently seconded into the team in order to provide additional support to address safeguarding issues and to assist the Team Manager with the supervision and management of staff.

## **Background**

3. It was highlighted in a Non-Criminal Investigation earlier this year that the current frontline service is not sufficiently resourced to deal with the demand placed upon it.

The Deputy Manager seconded from Children's Services will be required to return to their substantive post in the New Year, at a time when the referral rate into the Gateway increases, resulting in additional resource pressures on the team.

The responsibility to oversee and manage the Local Authority's respite Care will be part of the Gateway Service. This will ensure there is control over the expenditure and that the allocation of respite is managed effectively. Currently we have no data to measure how we use respite care. An additional Contact Officer will ensure that we can make the best use of resources and plan respite effectively.

## **Proposal**

4. Having a permanent Deputy Manager will ensure that the team will have the appropriate management support and social work presence within the team.

A Deputy Manager will free up the Manager's capacity, enabling the post holder to strategically manage the frontline service and implement the required changes to improve the quality of the service which we provide to citizens within the county borough.

The additional Contact Officer post will ensure that the respite function is planned effectively.

The changes will improve the experience for carers who will have one single point of contact that provides them with a streamlined service. It will also increase the frontline staffing numbers of our service to ensure that the citizen's experience is both positive and timely.

## **Financial Impact**

5. The cost of establishing both posts within the service is £81,619 per annum. Please see Appendix 1 – Financial Appraisal for further details.

## **Equality Impact Assessment**

6. An Equality Impact Assessment (EIA) screening form has been completed and a full EIA is not required.

## **Workforce Impacts**

7. This will increase headcount and have a positive impact on the management and front line capacity within the service.

## **Legal Impacts**

8. There are no legal impacts.

## **Risk Management**

9. There are no significant risks associated with this proposal.

## **Consultation**

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

## **Recommendations**

11. It is RECOMMENDED that Members approve the creation of one Deputy Manager Post (Grade 10) and one Contact Officer post (Grade 5) within the Gateway Team, Community Care Services, Social Services, Health and Housing Directorate

## **FOR DECISION**

### **Reasons for Proposed Decision**

Creating these posts in the Gateway Team will increase the capacity to deliver a positive and timely service to citizens. It will also free up management capacity to lead the team effectively through this time of significant change.

### **Appendices**

Appendix 1 – Financial Appraisal

### **List of Background Papers**

Equality Impact Assessment Screening Form

### **Officer Contact**

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