

**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL  
SOCIAL CARE HEALTH & WELL-BEING CABINET BOARD**

**13<sup>th</sup> September 2018**

**Report of the Director of Social Services, Health & Housing –  
Andrew Jarrett**

**SECTION B – MATTER FOR INFORMATION**

**WARDS AFFECTED: ALL**

**DIRECTOR'S ANNUAL REPORT 2017-18**

**Purpose of Report**

The purpose of this report is for Members to note the Director's Annual Report 2017-18.

**Background**

The purpose of the annual report is to set out the local authority's improvement journey in providing services to people in their areas, those who access information, advice and assistance, and those individuals and carers in receipt of care and support. Under the new requirements of the Social Services and Well-being (SSWB) Act, the report needs to demonstrate how local authorities have promoted well-being and accounted for the delivery of well-being standards.

The former reporting requirements for Directors of Social Services in part 6 of the "Statutory Guidance on the Role and Accountabilities of the Director of Social Services" (Welsh Government June 2009) have been replaced as a consequence of both the SSWB and Regulation and Inspection of Social Care (Wales) Act 2016.

The requirements are that every local authority must produce an annual report on the discharge of its social services functions and the report must include:

- an evaluation of the performance in delivering social services functions for the past year including lessons learned (Part 8 Code on the role of the director);

- how the local authority has achieved the six quality standards for well-being outcomes (in a code about measuring social services performance made under s145 of the SSWB Act 2014);
- qualitative and quantitative data relating to the achievement of well-being outcomes (also set out in the code on measuring performance);
- the extent to which the local authority has met requirements under Parts 3 and 4 of the SSWB Act as set out in separate codes covering assessing needs and meeting needs;
- objectives for promoting the well-being of people needing care and support and carers needing support for the following year including those identified by population needs assessments under section 14 of the SSWB Act;
- assurances concerning:
  - structural arrangements enabling good governance and strong accountability
  - effective partnership working via Partnership Boards
  - safeguarding arrangements
- the local authority's performance in handling and investigating complaints
- responses to any inspections of its social services functions an update on Welsh language provision;
- how the local authority has engaged people (including children) in the production of the report.

### **Financial Impact**

Not applicable.

### **Equality Impact Assessment**

Not applicable.

### **Workforce Impacts**

Not applicable.

### **Legal Impacts**

None.

## **Risk Management**

Not applicable.

## **Consultation**

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

## **Recommendation**

Not applicable.

## **Reason For Proposed Decision**

Not applicable.

## **Implementation of Decision**

Not applicable.

## **Appendices**

Director's Annual Report 2017-18 – Appendix 1

## **List of Background Papers**

No additional papers required.

## **Officer Contract**

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2017 - 2018

# Director's Annual Report



**Social Services, Health & Housing**

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## Introduction

I am pleased to present my first annual report as Director of Social Services.

This report provides an overview of the work undertaken by Neath Port Talbot County Borough Council (NPTCBC) during 2017/18 to promote and improve the well-being of its citizens and sets out what we plan to do over the coming year.

It is aimed at a wide audience, including those who use our services, their families and carers, the staff and organisations that provide those services, as well as the general public who have an interest in what their Council is doing.

We have all heard about the financial challenges that the public sector faces, and we continue to manage our resources as effectively as possible so that we can provide equitable care and support for our most vulnerable citizens.

Everything we do is underpinned by the *Social Services and Wellbeing (Wales) Act (2014)*, and the *Wellbeing of Future Generations (Wales) Act 2015*. Combined, this legislation ensures people who use services have choice and control, and places the wellbeing of individuals and communities at the centre of health and social care.

We have achieved much but are not complacent and there is more that we want to accomplish over the coming year and beyond. We will be working more closely with those who use our services, their carers and the wider public, as well as the private and third sector organisations that provide those services. This way we will ensure that social care provision is the best it can be.

Together we can meet the Council's vision to create a Neath Port Talbot where everyone has an equal opportunity to be healthier, happier, safer and prosperous.

**Andrew Jarrett**  
Director of Social Services, Health & Housing  
Neath Port Talbot County Borough Council



## Director's Summary of Performance

Social Services continue to focus on promoting people's well-being and independence. We supported more than 2,900 adults and saw an overall reduction in the number of people aged 65+ supported in the community during the period. By better identifying at an early stage what they need, a greater number of people are receiving help and support from third sector and other community based organisations, without the need for managed care and support from Social Services.

We have reduced the rate of people delayed from leaving hospital because they were waiting for a social care package, and increased the number of Local Area Coordinators to help reduce social isolation.

We believe that children's needs are best met by their own families if this can be safely supported, and I am pleased to report that the percentage of children supported to remain living with their family reached more than 67% last year. Furthermore, the number of Looked After Children continues to fall, standing at 327 at the end of the year.

2017/18 was again a challenging year financially, and the Directorate was required to find efficiencies of £2.6m (and has achieved £28m of savings since 2011/12). Through careful planning and financial discipline we delivered the saving together with an underspend of £200k. This gives Social Services the flexibility to respond to unpredicted demands without overspending and contribute to the Council's Forward Financial Plan. The support we receive from the Director of Finance and his teams is invaluable.

In January 2018 Elected Members endorsed our Strategic Business Plan, setting out our priorities for improving people's independence and well-being, as well as closer working arrangements to improve our effectiveness and efficiency. Those priorities are laid out throughout this document.

Meanwhile, under the banner of "*Building Safe and Resilient Communities*" we will be consulting with all stakeholders on the medium term future delivery of social care in Neath Port Talbot, focusing on early intervention and prevention.

## How are People Shaping our Services?

*This is about how we find out what people think about our services so we can build on good practice.*

The views of the children and adults who access our services, as well as their parents, families and carers, are important to us. Last year we used a number of ways of gaining feedback to see what people think about how effective our services are and what we can do to further improve.

In May 2017 Children & Young People Services (CYPS) established the Looked After Children's Youth Council, known as **YOVO – YOur VOice Matters**, which was formed to empower young people aged 11-18 years to influence and inform the decisions that affect their lives. CYPS support young people to get involved in their communities, making a difference as volunteers, campaigners, decision-makers and leaders. There are currently 15 members who meet monthly.

The NPTCBC **Young Carers Strategy** aims to improve the lives of young carers and their families in NPT. Consultation with young carers was undertaken so that they could give their opinions and share their experiences to help shape the strategy.

The **Public Service Board's Citizens Engagement Scheme** allows all partners to collaborate more effectively, focus resources and avoid duplication. The CYPS Engagement & Participation Officer ensured the voice of the child was a key part of the scheme, and consulted the public on the Welsh Government's well-being objectives, producing a children and young people friendly questionnaire to gather their views on 'The Well-being of Future Generations Act'.

Young people in secondary schools across NPT were approached to support the development of a **Child Sex Exploitation website**. Young people and parent/carers were consulted on the design and content of the website. In addition, a Community Resource Group was formed and vulnerable young people attended a half day workshop for 5 weeks to educate them on a range of safeguarding issues.

The **Older Persons' Council (OPC)** consists of up to 12 people aged over 50 years, with existing networks of contacts in their own community, who carry out two-way engagement bringing matters that are relevant to older people to



their attention, and gather opinions about changes or innovations to services which support older people. In the last year the OPC has been involved with around 30 engagement opportunities for organisations including NPTCBC, Abertawe Bro Morgannwg University (ABMU) Health Board and Welsh Government. As such, they support the Council in the implementation of the Strategy for Older People, along with monitoring and scrutinising the Ageing Well in Wales Programme.

*"[I was] impressed with the range of skills and knowledge shown in the individual profiles for each of the Members of the OPC, who are a 'Powerhouse' of knowledge....Neath Port Talbot CBC should consider themselves very lucky to have such expertise to support them."*

**The Commissioner for Older People in Wales**

A **'Citizen Survey'** was completed at the end of February 2018, where we asked those children over the age of 7, adults, parents and carers who we help, to provide us with feedback on the service they receive and whether it makes a positive difference to them.

#### Children's Responses – Children and Young People Services

In respect of Children's Services, 415 questionnaires were sent out to children with 123 returned, making a response rate of 30%.

#### Parents Responses – Children and Young People Services

385 questionnaires were sent out to parents to ask their views on their involvement in decisions about how their child's care and support was provided. There was a low response rate with only 41 respondents returning their questionnaire, giving a response rate of 11%.

#### Adult Responses – Adult Services

In respect of Adult Services, 1,331 surveys were sent out to adults aged 18 and over with 523 received, equating to a response rate of 39%.

#### Carers Responses – Adult Services

Questionnaires were sent to 672 carers with a total of 227 returned, giving a 34% response rate.

Results and feedback obtained through that survey are contained throughout this report.

### Priorities for 2017-18 - What we said we would do and what we achieved

- **Strategic intention of Adult Services – Building Communities**

- ✓ The Community Connecting Team (CCT) is a pan-disability service that works with vulnerable people aged 16+ to build increased confidence and independence by ensuring all people are given the best possible chances and opportunities to achieve their personal goals. CCT currently supports 50 individuals, the majority of whom have a learning disability – the youngest is 19 and the oldest is 98 – through a mix of community groups throughout the borough.
- ✓ Our Local Area Coordinators have helped more than 300 people in the last year to feel less isolated and more a part of their local communities

- **Improvements to performance management to ensure data and feedback from service users helps shape CRT service developments**

- ✓ The quality of the service provided by the Reablement Team is monitored by means of a questionnaire given to all individuals on discharge from the service. The survey is designed to seek opinions on the service and offer opportunities for improvement suggestions. 85% of respondents agreed that Reablement improved their independence/confidence/quality of life, whilst following feedback alterations to staff schedules were implemented immediately in the case of four individuals to improve the service they received.

### Priorities for 2018/19 – What we want to achieve this year

- To put in place a Participation & Engagement Strategy for Children, and an Engagement & Consultation Strategy for Adults
- All teams within CRT to utilise ‘friends & family’ survey for service feedback/improvement when patient case is closed

## Promoting and Improving the Well-being of Those We Help

This section of the report measures both the quantitative and qualitative performance of Neath Port Talbot Social Services against each of the six quality standards, as laid out within the Social Services & Well-being Act.

Performance against these quality standards is shown below, outlining:

- What we achieved in 2017/18 and what difference did we make; and
- What are our priorities for 2018/19

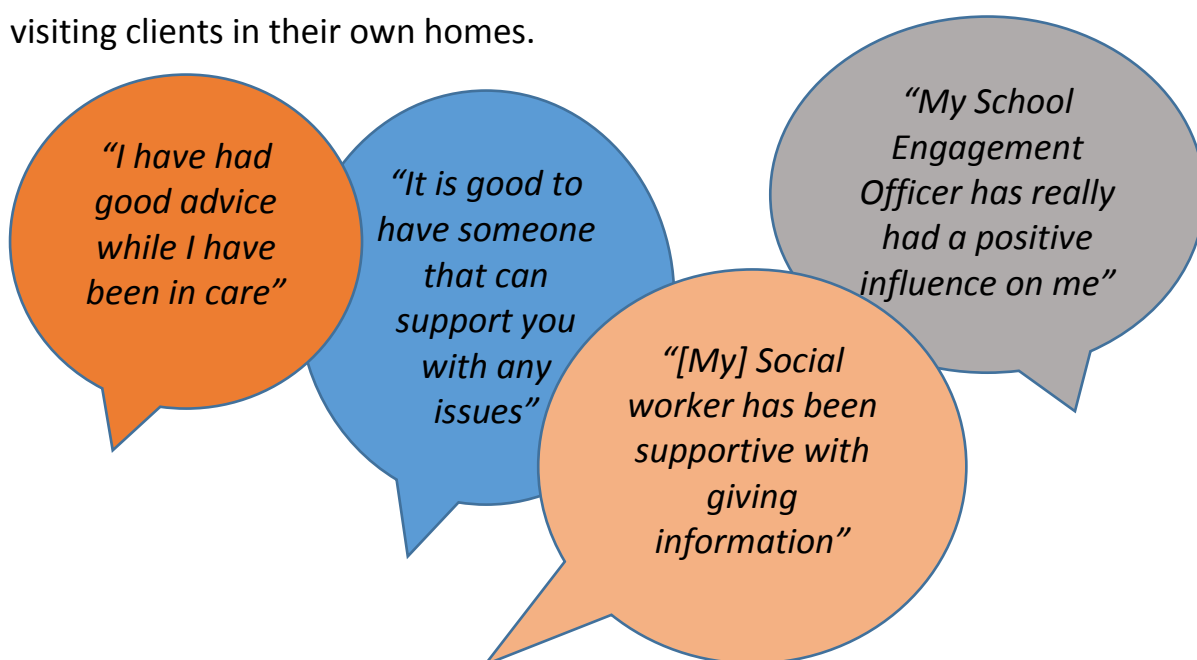
Key Performance Indicators (KPIs) relating to the quality standards can be found within ***Accessing Further Information and Key Documents*** at the back of this report.

### Quality Standard 1 - Working with people to define and co-produce personal well-being outcomes that people wish to achieve

*This is about how we work in partnership to help people achieve positive outcomes.*

#### Information, Advice and Assistance (IAA)

Nearly 2,600 adults received advice or assistance from our IAA service in 2017/18, up 11% on the previous year. Our ***Community Directory***, which lists various care and support services in and around NPT, is available across many venues including libraries and GP surgeries. In addition, a dedicated mobile phone app allows social workers the ability to access information online while visiting clients in their own homes.



## Assistive Technology

The Assistive Technology Service has supported over 2,500 residents and their carers during 2017/18 and has continued to grow and improve the service we provide, helping clients to remain as safe and as independent as possible in their own homes whilst giving peace of mind to families and carers.

During 2017/18 a programme of training, '*Understanding Assistive Technology*', has been provided to Social Services and Health staff in order to raise awareness of the service. This has seen an increase in the number of new referrals the team has received. In addition to this, a new front-end referral system has been incorporated into the Social Services Oracle database system, which has simplified the process for professionals wanting to make a request for the service.

The team has been able to continue the assessment and monitoring of clients' needs across Adult Social Services to support care planning and placement decisions with the use of the **Just Checking** systems. We saw a significant increase in the number of requests for the service in 2017/2018, giving us useful information to enhance assessments and reviews. This has helped us to better understand people's needs to make sure they get the right support at the right time.

## Acute Clinical Team (ACT)

The Acute Clinical Team is an Advanced Nurse Practitioner led service with a specific remit for provision of nursing and medical interventions in people's homes including care homes. Supported by Consultant Physicians, the team successfully manage conditions that traditionally would have been viewed as hospital based treatments. This enables better care in the community, thereby preventing unnecessary hospital admission.

In 2017/2018 ACT received an Innovation in Practice Award, a Patients Choice Award and in July 2018 was shortlisted for ABMUHB Chairman's Awards. The team present locally, nationally and internationally and is held as a Bevan Exemplar for the work it has achieved with the Welsh Ambulance Service.

## Supporting Carers

NPT Carers Service continues to work in partnership as an integrated service with health and social care. Based at Cimla Health & Social Care Centre, it

provides information, advice and assistance for carers on a wide range of issues including benefits advice. A support worker is co-located with the Community Mental Health Teams (CMHTs) to ensure carers of someone with mental ill health have appropriate support. In addition, a Carers Health Liaison Worker is based in the multi-disciplinary ***Transfer of Care Liaison Service***, where they are able to share knowledge and experience with both health and social care workers, to ensure the best support and advice is provided to carers whilst the person they care for is in hospital and when they return home. All carers identified through this project are offered a Carers Assessment.

Last year, NPT Carers Service conducted 225 Carers Assessments on behalf of the Council, while a quarterly newsletter was sent to 3,224 carers known to the service across NPT.

*“Any changes in my wife’s condition were assessed right away”*

### Priorities for 2017-18 - What we said we would do and what we achieved

Greater integration of working between Children and Young People’s Services (CYPS) and Adult Services, which will include:

- **A shared “front-door” provision to screen Contacts into the directorate (to include the development of IAA processes and Young Carer provision)**
  - ✓ Over the past several months considerable work has been undertaken in aligning processes between Adults and Children’s front-door services, such as a standardised Referral Form across services. To further build on our work we are progressing co-location of the teams.
- **The development of a pilot ‘Transition Team’ to jointly work complex cases and facilitate their smooth transfer between CYPS and Adult Services**
  - ✓ We have successfully recruited staff to develop a dedicated team and it is intended that the pilot will commence in 2018/19.
- **Developing co-produced and integrated CRT service improvements and design**

- ✓ Stronger links have been made between the Assistive Technology (AT) Service and Reablement Team. “GSM” units are now offered as standard as part of a free trial for individuals receiving reablement care and support. This gives people the opportunity to try lifeline equipment, and for the AT Service to converse with potentially vulnerable people about other technological solutions to problems they may be experiencing.
- **Further roll out of Local Area Coordinators across NPT and a continued focus on co-production and empowerment of local citizens/communities (CRT)**
  - ✓ We have increased the number of Local Area Coordinators (LACs) from three to five and they worked with 316 people in 2017/18. The team also continue to work closely with GPs to facilitate community engagement and reduce GP visits. Our LACs work closely with social work teams to share best practice in relation to asset based and outcome focused working. By connecting people and initially supporting relationships to develop, people now feel more confident and in control of their lives, whilst knowing that they can call on the help and support of each other.

### Supportive performance data for this quality standard

#### Qualitative

Citizens Survey Responses	Yes	Sometimes	No	Don't know
I have had the right information or advice when I needed it (adults)	78%	15%	4%	3%
I have had the right information or advice when I needed it (children)	85%	11%	3%	2%
I have had the right information or advice when I needed it (carers)	65%	26%	6%	4%
I was treated with dignity and respect (adults)	93%	4%	1%	1%
I was treated with respect (children)	87%	10%	2%	2%
I was treated with dignity and respect (carers)	89%	9%	1%	1%
I know who to contact about my care and support (adults)	84%	8%	6%	2%
I know who to speak to about my care and support (children)	89%	6%	3%	2%
I know who to contact about my support	68%	20%	10%	3%

(carers)				
I have been actively involved in decisions about how my care and support was provided (adults)	77%	16%	4%	3%
My views about my care and support have been listened to (children)	84%	13%	3%	0%
I have been actively involved in decisions about how my support was provided (carers)	63%	26%	6%	5%
I have been involved in all decisions about how the care and support was provided for the person I care for	70%	21%	5%	3%
I am happy with the care and support I have had (adults)	88%	10%	2%	0%
I am happy with the care and support I have had (children)	79%	13%	5%	3%
I am happy with the support I have had (carers)	70%	22%	5%	2%

## Quantitative

Performance Measure / Indicator	2017/18	2016/17
The percentage of adults who have received support from the information, advice and assistance service and have not contacted the service for 6 months	Systems being developed to capture this data	
The percentage of assessments completed for children within 42 days from point of referral	97.9%	97.6%

### **Priorities for 2018/19 – What we want to achieve this year**

- Continue to progress the development of a shared “front door”
- Review the way carers assessments are promoted and undertaken to ensure those carers with an assessed need receive the support they need
- In conjunction with stakeholders, review our short breaks ‘respite’ policy and provision to ensure it continues to meet the needs of clients and carers
- Complete a review of advocacy services setting out clear recommendations to respond to demand for advocacy support
- Further increase the number of Local Area Coordinators
- Lay out our medium term plans Children & Young People Services and Adult Social Care

## Quality Standard 2 - Working with people and partners to protect and promote people's physical and mental health and emotional well-being

*This is about how we help people to look after their physical, mental and emotional health.*

### Direct Payments

Over the last 12 months, the **Direct Payments Support Service** has worked hard to develop a holistic approach that supports both the recipients of direct payments and Personal Assistants (PA). The focus of this work has been to support recipients to be confident in how they use their direct payments, whether as employers or 'micro-commissioners' of services. The number of people in receipt of direct payments increased to 415, up from 354 the previous year.

We extended our PA pastoral support service, training programme, and introduced a PA forum enabling networking and information sharing opportunities. The development of the PA register has resulted in a more efficient system for matching employers to potential PAs, helping to reduce the time to set up packages of support.

In addition, the introduction of the specific role of the Direct Payments Social Worker has enabled our health and social care colleagues to access 1:1 guidance to develop their practice. This has resulted in a growth of confidence in staff when providing information to potential direct payment recipients.

### Mental Health

During 2017 a supportive review was undertaken of the Community Mental Health Team (CMHT) services within NPT. Improvements in efficiency and working practice have already been made, for example staff working in an outcomes focused approach and improved patient flow. Working in partnership with the NPT Carers Service the Council has provided funding to employ a mental health carer support worker, with activities provided to help carers with their emotional well-being. All CMHT health and social care staff have undertaken outcome focused training to help clients set goals and outcomes that supports their recovery and rehabilitation. The Council successfully bid for funding to appoint an Outcome Focused Assessor for individuals who might benefit from a period of intensive re-enablement. In addition, there are client peer support groups in both CMHTs, while multi-



agency Local Planning Board (LPB) meetings enable clients and carers to share their views and experiences.

### Supporting Carers

In early 2017 we conducted a 90 day consultation on a new **Young Carers Strategy**, the purpose of which is to improve the lives of young carers and their families in Neath Port Talbot. The Council aims to identify and reduce the numbers of children and young people who are undertaking inappropriate caring roles and the numbers of families who rely on the care of a young person for their unmet care needs because this impacts negatively on a young person's emotional and physical well-being. The Council and key partners are using the strategy to ensure every young carer in NPT has the resources, services and support necessary to achieve their full potential and lead a life away from their caring role.

### Domiciliary Care

During the year our Common Commissioning Unit went live with a '**Dynamic Purchasing System**' – an online tool that helps match people with domiciliary care providers. It has reduced the average time people wait before their care packages start and improved efficiency, for example by aiding safe and timely hospital discharges.

### Learning Disability Services

In March 2018 Members approved our Learning Disability Services Strategic Delivery Plan, which focuses on working with all stakeholders to help improve the independence of people with learning disabilities, including by embedding the **progression model** of care.

### Priorities for 2017-18 - What we said we would do and what we achieved

Greater integration of working between Children & Young People's Services (CYPS) and Adult Services, which will include:

- **Developing a consistent approach to measuring the quality of social work practice throughout the directorate**
  - ✓ A quality assurance process is fully embedded within CYPS and is being embedded within Adult Services. A feedback mechanism has been

developed for disseminating and acting on lessons learned across the workforce

- **Safely reduce the numbers of Looked After Children**

- ✓ This figure has again shown a year-on-year fall, standing at 327 on 31<sup>st</sup> March 2018 compared with 347 the year before, a near 6% reduction

- **Roll out fully the collection and use of personal outcomes across CYPS, utilising acquired information to support individuals achieve what matters to them**

- ✓ We have made good progress with approximately 70% of cases within CYPS having one or more personal outcome present but we are not complacent and there is more work to do. This will continue to be a priority in the current year

**Supportive performance data for this quality standard**

**Qualitative**

No specified data requirements under this quality standard.

**Quantitative**

<b>Performance Measure / Indicator</b>	<b>2017/18</b>	<b>2016/17</b>
PAM/025 - The rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	3.08	3.88
Measure 20a - The percentage of adults who completed a period of Reablement and have a reduced package of care and support 6 months later	14.6%	Systems were being developed to capture this data
Measure 20b - The percentage of adults who completed a period of Reablement and have a no package of support 6 months later	24.4%	
Measure 21 – The average length of time in calendar days, adults (aged 65+) are supported in residential care homes	766	819
Measure 22 – Average age of adults entering residential care homes	83	83
PI 30 – The percentage of children seen by a dentist within 3 months of becoming looked after	43.1%	New definition
PI 31 – The percentage of looked after children registered with a GP within 10 working days of the start of their placement	98.3%	99.5%

**Priorities for 2018/19 – What we want to achieve this year**

- Complete the roll out of the collection and use of personal outcomes across CYPS, and roll out across Adults Services
- Develop a commissioning framework for Learning Disability Services
- Produce a Mental Health Service Delivery Plan
- Develop commissioning plans for Adults and Children's Services
- Develop crisis accommodation

### **Quality Standard 3 - Protecting and safeguarding people from abuse, neglect or harm**

*This is about helping to protect people who might be at risk of abuse, neglect, harm or exploitation.*

#### **Safeguarding**

We have aligned safeguarding so that Adults and Children's teams take a common approach, including standardised documentation and procedures across the directorate. A review of safeguarding training was undertaken to develop a consistent approach, and a Principal Officer appointed to oversee the work of all teams concerned. Furthermore, Neath Port Talbot is the lead partner responsible for establishing effective regional safeguarding boards for the Western Bay area.

#### **Advocacy Arrangements**

During 2017/18 in conjunction with the Welsh Government's **Golden Thread Advocacy Project** we undertook a review of local advocacy provision for older people and other groups. This involved mapping existing services and identifying gaps. The findings will be used to develop a business case for procuring services across the county.

The Council commission advocacy services for individuals to support and represent the views of adults with learning disabilities, mental health needs,

physical/sensory impairments and/or older people living in Neath Port Talbot with the intention of giving them a voice.

We also procured independent advocacy services for children and young people in response to the Welsh Government’s standardised approach for advocacy. This service is important for those times when children have a problem, concern or want to make a complaint, but is not limited to these situations and referrals can be made whenever it will assist the child to take part or express their views, wishes or feelings on decisions about their lives. As a result of this service we have seen a twelvefold increase in advocacy referrals.

### Priorities for 2017-18 - What we said we would do and what we achieved

- **Greater integration of working between CYPS and Adult Services which will include a shared safeguarding provision**
  - ✓ A Principal Officer has been appointed to oversee Safeguarding across Adult and Children’s Services, and a review of Safeguarding training undertaken to develop and ensure a consistent approach across the directorate.

### Supportive performance data for this quality standard

#### Qualitative

Citizens Survey Responses	Yes	Sometimes	No	Don’t know
I feel safe (adults)	84%	10%	5%	1%
I feel safe (children)	94%	5%	2%	0%
I feel safe (carers)	82%	13%	4%	1%

#### Quantitative

Performance Measure / Indicator	2017/18	2016/17
Measure 18 - The percentage of adult protection enquiries completed within statutory timescales (7 days)	86.3%	Systems were being developed
PI 27 - The percentage of re-registrations of children on the local authority Child Protection Register	5.6%	7.8%
PI 28 – The average length of time (in days) for all children who were on the Child Protection Register during the year	276.6	233.1

### **Priorities for 2018/19 – What we want to achieve this year**

- To achieve consistent and quality safeguarding practice across Adult and Children's
- Develop local quality frameworks across all commissioned service areas
- Strengthen the provision of advocacy services across the county borough

### **Quality Standard 4 - Encouraging and Supporting People to Learn, Develop and Participate in Society**

*This looks at how we help people to learn and interact with other people so they can be part of their communities.*

#### **Community Independence Service (CIS)**

The Community Independence Service (CIS) is a pan-disability service that delivers high quality 'tenancy related support' to vulnerable people aged 16+ living in NPT. CIS strives to build confidence and independence in all the people it supports, through giving people the skillsets they need to live as independently as possible, including budgeting, shopping and basic cookery. It supported 145 people in 2017/18.

#### **Case Study**

"Doug" was referred to the CIS by the Housing Options Team. He was previously homeless which had an impact on his mental health and well-being. CIS supported "Doug" to maintain his tenancy and his well-being by helping him set up utilities, register with a GP, attend medical appointments and create a cleaning rota and healthy eating plan. With support from CIS, "Doug's" life is now what he wants. He lives in an area he likes, is taking his medication as prescribed and attends appointments.

### Local Area Coordination

We have increased the number of **Local Area Coordinators** who provide a local, accessible single point of contact for people of all ages who may be vulnerable due to age, disability, mental illness or social isolation, so that they can build a good life as members of their communities.

*“Local Area Coordination is absolutely vital in helping people get together who would otherwise be isolated. I was unable to get out and about, feeling very depressed and lonely, until Emma my Local Area Coordinator came to see me and persuaded me with her encouraging spirit to come out and meet other people in the community. I haven’t looked back since. I now have a great bunch of friends who I see regularly through the week and look forward to*

### Employment & Training

This service, which provides support for people to engage in productive and meaningful work related activity, operates from two bases – **Bspoked Enterprises** in Neath Abbey and **Fresh Start** in Cymmer. Bspoked is a local authority funded project which has evolved from a conventional social services day centre for people with learning disabilities. It is now a thriving hub of work and training opportunities for people with disabilities, mental health problems or those who are socially disadvantaged. The work and training comes from engagement and manufacturing of high quality products by recycling and repurposing waste materials, including wood, glass, textiles and bicycles. Fresh Start is a small outreach service. Its main activity is personalised soft furnishings and all things craft related. It supports the running of the Croeserw Community Centre with some people involved in the kitchens and at reception. All monies raised by the sale of goods across these projects are reinvested into the service, which supported 112 people last year.

### Supportive performance data for this quality standard

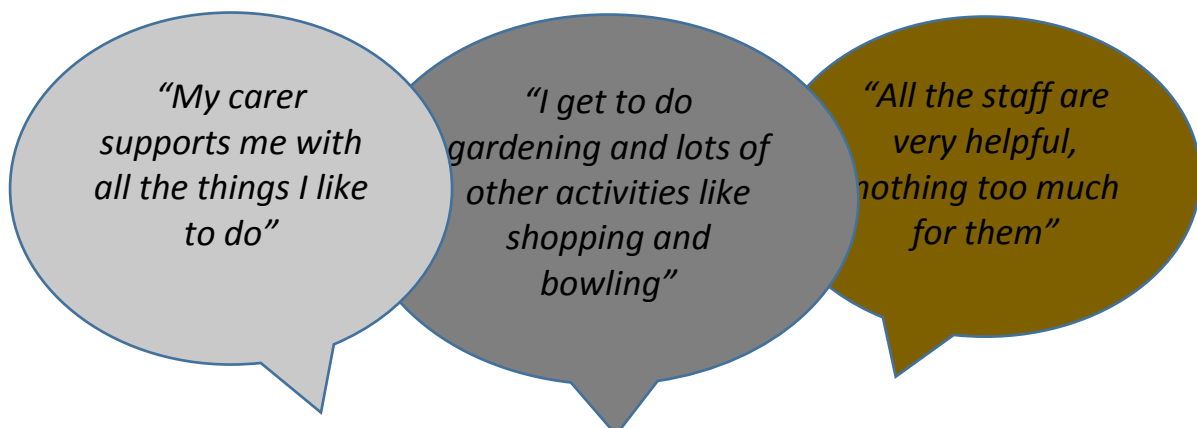
#### Qualitative

Citizens Survey Responses	Yes	Sometimes	No	Don't know
I can do the things that are important to me	54%	29%	17%	1%

(adults)				
I can do the things I like to do (children)	79%	18%	2%	2%
I can do the things that are important to me (carers)	51%	38%	11%	0%
I am happy with the support from my family, friends and neighbours (adults)	86%	10%	3%	0%
I am happy with my family, friends and neighbours (children)	91%	6%	2%	2%
I am happy with the support from my family, friends and neighbours (carers)	88%	10%	2%	0%

## Quantitative

Performance Measure / Indicator	2017/18	2016/17
PI 29a - The percentage of children achieving the core subject indicators at Key Stage 2	59.2%	59.2%
PI 29b - The percentage of children achieving the core subject indicators at Key Stage 4	11.1%	17.5%
PI 32 – The percentage of looked after children who, during the year to 31 <sup>st</sup> March, have experienced one or more changes in school during periods of being looked after that were not due to transitional arrangements	9.8%	9.4%



## Quality Standard 5 - Supporting people to develop safely and to maintain healthy domestic, family and personal relationships

*This is about helping people to achieve healthy relationships at home and with the people they are close to.*

The **Llamau Family Mediation Service** supports young people who have or likely to become homeless because they are experiencing violence, abuse or threatening behaviour at home. Many of the young people supported by the service became homeless because they could no longer stay in the family home – sometimes because of difficulties with relationships and sometimes because it isn't safe for them to stay at home anymore. The Family Mediation Service is very successful at helping to resolve issues between young people and their families, and can support them to continue living at home.

During the year 79 young people were referred to the service. This included 68 aged 14 - 17 years, of whom 51 were able to remain/return home or stay with a family member. A further 15 stayed with friends, including 6 receiving ongoing family support. Of the 11 people aged 18+, five were able to remain at home, return home or stay with a family member, while the remaining 6 stayed with friends including 3 who were receiving ongoing support from family members.

The **Positive Steps Service** was set up to support women who have had one or more children removed from their care and who are at risk of having further children removed to take positive control of their lives and assist them in resolving their difficulties to build a more positive future. The Positive Steps Worker, in partnership with other agencies, is able to offer a variety of different support networks according to individual need, helping increase their resilience and enabling them to make informed life choices in the future. Last year the programme provided 13 women with the tools to help them break the cycle of having repeat removals of children from their care; improving their self-confidence, self-esteem and control over their lives.

*"Sian has helped me lots after my son got taken for adoption. I feel as though I am ready to move on and get myself sorted now. I am doing my GCSEs and want to better myself. I know I can call on Sian for anything I need."*



The ***Family Action Support Team (FAST)*** is a unique project combining a full range of preventative and intensive community-based family support services for children and families on behalf of the local authority. The aim is to promote the well-being, safety and development of children as they grow up, and to develop the positive self-esteem of their parents by providing a range of outreach family support services and coordinated interventions for children, young people and their families. In addition it seeks to reduce the Looked After Children population and maintain children within their families where possible by working with parents and young people to resolve issues.

During 2017-18 the FAST team helped support 381 families, 308 of which were new to the service from the previous year. In total, FAST worked with 937 individual children and family members last year.

### [Medicines Management Team for Domiciliary Care](#)

In partnership with health and social care professionals, the Medicines Management Team for Domiciliary Care (MMTDC) continues to improve medicines safety, promoting safe practices and high quality medicines management for residents of NPT who have care worker support, and/or are housebound and struggling to manage their medicines.

There are currently around 300 service users in NPT who have their medicines administered by care workers or Health Care Support Workers (HCSW) using a Community Pharmacy Medicines Administration Record (MAR) Chart.

Benefits of the Service include: promotes independence and improved health literacy; reduces medicines risks for patients and care staff; can reduce the level of support required to remain living at home; prevents hospital admission and facilitates timely, safer discharges; and offers peace of mind to the patient, carers and family/friends.

### [Priorities for 2017-18 - What we said we would do and what we achieved](#)

- **Further develop our commissioning and delivery of Family Support Services**

- ✓ We fully integrated the Family Action Support Team (FAST), the Intensive Family Support Service (IFSS) and the Hidden Harm Service into a continuum of support to families who are at risk of breakdown. These three services have been brought together under the management of the Principal Officer for Family Support Services. During the year the support services have improved communication through regular joint team meetings, a referral process has been created and monitoring reports are produced on a regular basis to show outcomes of the services involved. The number of families receiving edge of care family support services has been consistently maintained with over 30 referrals per month to the three services.

### Supportive performance data for this quality standard

#### Qualitative

Citizens Survey Responses	Yes	Sometimes	No	Don't know
I feel I am part of my community (adults)	85%	7%	5%	3%
I feel I belong in the area where I live (children)	84%	10%	6%	0%
I feel I am part of my community (carers)	83%	11%	4%	3%
I have been actively involved in all decisions about how my child's/children's care and support was provided (parents)	70%	14%	14%	2%
I feel supported to continue in my caring role (carers)	69%	19%	9%	3%
I have been involved in all decisions about how the care and support was provided for the person I care for (carers)	70%	21%	5%	3%

#### Quantitative

Performance Measure / Indicator	2017/18	2016/17
PI 25 – The percentage of children supported to remain living with their family	67.2%	60.9%
PI 26 – The percentage of Looked After Children returned home from care during the year	Reported annually by	14.8%

PI 33 – The percentage of children looked after on 31 <sup>st</sup> March who have had three or more placements during the year	Welsh Govt.	4.4%
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### **Priorities for 2018/19 – What we want to achieve this year**

- Residents will have access to information and advice about community based support provided by voluntary and statutory services
- Further integrate Edge of Care Services to meet increasing demand

### **Quality Standard 6 - Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs**

*This is about helping people to improve their income, benefit from a social life and have a suitable place to live.*

#### **Welfare Rights**

The **Welfare Rights Unit** helps residents of NPT by giving them advice on their benefits entitlements via the Welfare Benefits system. That system is complex and changing so having access to expert advice and assistance is vital in helping maintain people’s income. This ranges from advice, including via a public advice helpline, to form filling, complex casework and appeal representation at both first tier and upper tier appeals tribunals. Funding from Communities for Work and Macmillan means we have **Macmillan benefit advisors** based mainly in hospital clinics throughout the ABMU area. Clients either self-refer or can be referred by a social worker/support worker. During the year, we helped almost 2,600 people and increased the benefit incomes of residents by £8.3 million.

#### **Homelessness**

Following a tender process in early 2017, the Supporting People (SP) Team commissioned The Wallich, a homelessness charity, to deliver an all-inclusive, multi-specialist support service to assist vulnerable people aged 16 years and over, regardless of their age or housing situation. The new peripatetic service,

known as the ***Prevention and Wellbeing Service (PAWS)*** covers the county borough from four bases as well as accessible locations including libraries, providing a minimum of 340 units of floating support at any one time. A total of 317 vulnerable people received support in 2017/18 to maintain independence within their home, including help with complying with the terms of their tenancy/mortgage, budgeting, and managing the safety and security of the home. As a result NPT was nominated for the 'Excellent Commissioning' Award at Cymorth Cymru's 'Promoting Independence Awards 2017'.

### **Housing Renewal and Adaptation Service**

The Disabled Facilities Grants (DFG) team work very closely with Health partners in reducing delayed transfers from hospital by providing adaptation work to patients' homes to allow them to be discharged more quickly. Last year the team helped 258 people, including grants for 11 children. The Rapid Adaptation Grants (RAG) Scheme continues to be very successful in delivering minor adaptation works to clients very quickly. Split between RAG (93 grants) and hospital discharge grants (32), it delivered support through access works, shower conversions, stair lifts, and hoists. This activity contributes to prevention of slips, trips and falls, as well as potential admissions to hospitals and care homes.

### **Welsh Language**

Social Services has consolidated its position since last year. Officers from the Directorate have worked with Corporate colleagues to promote and support the implementation of the Welsh Language Standards, along with the development of a Welsh Language Promotion Strategy and Action Plan which will strengthen Welsh language arrangements across the services.

In addition, a new Welsh in Education Strategic Plan has been signed off by the Council and will provide for increased opportunities for children and young people to access Welsh and bi-lingual pre-school and education services.

### **Priorities for 2017-18 - What we said we would do and what we achieved**

- **Through further development in participation and engagement, we will enable the full involvement of children and young people in the decisions and processes that affect them; for example, by better facilitating**

**them to play a more active part in the creation and review of their care and support plans**

- ✓ We established the Looked After Children’s Youth Council, known as YOVO (YOur VOice Matters) to empower young people aged 11-18 to influence and inform decisions that affect their lives

**Supportive performance data for this quality standard**

Qualitative

Citizens Survey Responses	Yes	Sometimes	No	Don't know
I live in a home that best supports my well-being (adults)	84%	13%	2%	1%
I live in a home where I am happy (children)	87%	8%	5%	2%
I live in a home that best supports my well-being (carers)	77%	17%	5%	1%
I am happy with the people that I live with (children)	91%	6%	2%	2%
It was my choice to live in a residential care home (adults)	57%	32%	10%	1%
I was able to communicate in my preferred language (adults)	95%	3%	2%	0%
I have been able to use my everyday language (children)	94%	3%	3%	0%
I was able to communicate in my preferred language (carers)	97%	2%	1%	0%

Quantitative

Performance Measure / Indicator	2017/18	2016/17
PI 34a – The percentage of all care leavers who are in education, training or employment continuously for 12 months after leaving care	38.5%	63.0%
PI 34b – The percentage of all care leavers who are in education,	56.5%	44.8%

training or employment continuously for 24 months after leaving care		
PI 35 – The percentage of care leavers who have experienced homelessness during the year	0%	1.1%

### **Priorities for 2018/19 – What we want to achieve this year**

- Publish a Homelessness Strategy that maximises multi-agency effort to prevent and relieve homelessness
- Make optimal use of Welsh Government Housing Capital Grant to increase the supply of affordable housing whilst contributing to wider social care and community regeneration agendas.
- Commission Young People accommodation services

### **How We Do What We Do**

#### **Our Workforce and How We Support Their Professional Roles**

We have continued to support social care staff engaged in duties delivered under the Social Services and Well-being (Wales) Act 2014 to have the knowledge, skills and competencies to operate in the legal and cultural expectations of the Act. Systematic ‘outcome focused conversations’ training and development has been rolled out to the whole of Children’s Services. This has focused on co-production and goal setting with families and young people. Staff have been developed to meet the duties on us in relation to providing Information, Advice and Assistance (IAA), as set out in the Code of Practice for Part 2 of the Act. A Workforce Training Plan is in place which addresses the workforce implications and staff have received training in the key areas of Deafblind; Advocacy; Safeguarding and Assessment. In addition, staff qualifications have been mapped against the assessment requirements within the Code of Practice for Part 3 of the Act, and additional provision put in place for those who do not currently meet the requirements.

### **Priorities for 2017-18 - What we said we would do and what we achieved**

- **Ensuring staff development and wellbeing remains at the forefront of our CRT service model**
  - ✓ We recognise that promoting and improving staff psychological health and well-being benefits individuals, resulting in higher quality delivery of care to the service user, reduces sickness absence and increases productivity. To that end, a well-being committee was formed – run by the staff for the staff – holding team events, and recognising and sharing positive experiences and compliments. Staff have signed up to the “No bystanders” pledge to not tolerate bullying, participated in positive psychology in the workplace learning and a laughter therapy session.

#### **Priorities for 2018/19 – What we want to achieve this year**

- Supporting the social care workforce to achieve the qualification, training and development requirements for registration, ensuring the sustainability, service quality and improvement of care and support across NPTCBC
- Social care workforce to complete outcome focused training

#### **Our Financial Resources and How We Plan For the Future**

Continued public sector funding pressures mean that financial planning remains a challenge for the Council set against increased demand from a growing population.

Monthly reports are produced for senior officers and quarterly reports for Elected Members. These reports monitor expenditure forecasts against the Social Services budget. Regular monitoring and reporting helps to identify trends and highlight cost pressures and savings opportunities.

The monitoring process supports the budget setting for the following year and the Council's Forward Financial Plan (FFP).

The FFP sets out the Council's approach to managing the overall financial position over the following three financial years, and includes strategic financial projections, an assessment of key risks and our medium term approach to achieving the Council's key financial and service priorities.

The focus and direction of the FFP remains heavily influenced by the financial climate and public sector funding cuts, set against a background of increasing demand for more complex services. This has necessitated emphasis on increasing income, as well as delivering further savings and reviewing the Council's service priorities, to help fund and sustain the services we know people value.

### **Our Partnership Working, Political and Corporate Leadership, Governance and Accountability**

Following the introduction of the new administration in May 2017, a number of priorities were laid out from the Political Leadership. The Governance structure changed via a realignment of Scrutiny Committees and the introduction of the Social Care, Health and Wellbeing Scrutiny Committee and Cabinet Board that now sees all Social Services issues reported to one committee.

The Council continues to work closely with partners including the third sector as joint working is seen as a potential solution due to the increasing demographic and funding pressures.

#### **Governance**

A Corporate Governance Group, whose membership is comprised of senior officers, keeps the Council's governance arrangements under review. The systems of governance comply with the Chartered Institute of Public Finance and Accounts (CIPFA) framework. The Group prepares the Annual Governance Statement, identifying any areas that require improvement. This work is then reviewed by corporate directors, the Audit Committee and is finally signed off



as part of the Council's final accounts. The Governance Group reviews progress in delivering any identified improvement activities and these are formally reported during the year to the Council's Cabinet.

### Complaints

The complaints procedure provides people with the opportunity to voice concerns or dissatisfaction over the care or support they or their family has received.

We continue to improve on service delivery and resolve any issues at an early stage. A total of 44 complaints were received last year, a 26% reduction on the 60 made in the previous year. We also received 79 compliments across the Directorate, up 65% from the 48 recorded in the previous year.

### Priorities for 2017-18 - What we said we would do and what we achieved

- **Complete the joint health and social services review that is looking at the following themes:**
  - Patient flow & capacity management
  - Staff management & clinical supervision arrangements
  - Integrated working between health and social services
  - Multi-disciplinary working
  - Making best use of admin resources
  - Safeguarding and quality assurance
  - Quality assure the above
- ✓ The Community Mental Health Teams (CMHT) underwent a supportive review conducted jointly between the Council and ABMU Health Board. An action plan identifying areas for further improving practice and efficiency was developed and implemented during the year. Improvements in efficiency and working practice have already been made, for example the full integration of administrative support functions and a new operational policy to ensure clear acceptance, allocation and discharge planning processes.

## **Priorities for 2018/19 – What we want to achieve this year**

- We will ensure we are compliant with the General Data Protection Regulations (GDPR) in our use and handling of personal data

## **Supportive performance data for this quality standard**

### Qualitative

<b>Citizens Survey Responses</b>	<b>Yes</b>	<b>Sometimes</b>	<b>No</b>	<b>Don't know</b>
I have had advice, help and support that will prepare me for adulthood (children aged 16 or 17 only)	60%	20%	13%	7%
I have had advice, help and support that will prepare me for adulthood (only answered by carers respondents aged 18-24 years old)	80%	10%	10%	0%

## **Accessing Further Information and Key Documents**

Housing (Wales) Act 2014

<http://gov.wales/topics/housing-and-regeneration/legislation/housing-act/?lang=en>

Learning Disability Services Strategic Delivery Plan 2018 – 2019

<https://democracy.npt.gov.uk/documents/s35665/Learning%20Disability%20Service%20Delivery%20Plan%202018-19%20v1.5%2027%20Feb%202018.pdf>

Mental Health Services Strategic Delivery Plan 2018 – 2019

<https://democracy.npt.gov.uk/documents/s36084/Mental%20Health%20Service%20Delivery%20Plan%202018-19%20v1.2.pdf>

National Dementia Action Plan for Wales 2018 - 2022

<https://gov.wales/topics/health/nhswales/mental-health-services/policy/dementia/?lang=en>

Neath Port Talbot CBC Corporate Plan 2017-2022

<https://www.npt.gov.uk/15847>

NPT Key Performance Indicators (KPIs)

<http://moderngov.neath-porttalbot.gov.uk/documents/s40290/V4%20Quarter%204%202017-18.pdf>

Neath Port Talbot CBC Strategic Business Plan for Adult and Children's Services  
<https://democracy.npt.gov.uk/documents/s34372/People%20Directorate%20Strategic%20Business%20Plan%202018-2019%203.pdf>

Regulation and Inspection of Social Care (Wales) Act 2016  
<http://gov.wales/topics/health/socialcare/regulation/?lang=en>

The Strategy for Older People in Wales 2013-2023  
<https://gov.wales/docs/dhss/publications/130521olderpeoplestrategyen.pdf>

Sustainable Social Services for Wales: A Framework for Action 2011  
<http://gov.wales/topics/health/publications/socialcare/guidance1/services/?lang=en>

The Social Services and Wellbeing (Wales) Act 2014  
<http://gov.wales/topics/health/socialcare/act/?lang=en>

Together for Mental Health (2012)  
<http://gov.wales/topics/health/nhswales/plans/mental-health/?lang=en>

Wellbeing of Future Generations (Wales) Act 2015  
<http://gov.wales/topics/people-and-communities/people/future-generations-act/?lang=en>

Western Bay Population Needs Assessment 2016 - 2017  
<http://www.westernbaypopulationassessment.org/en/home/>