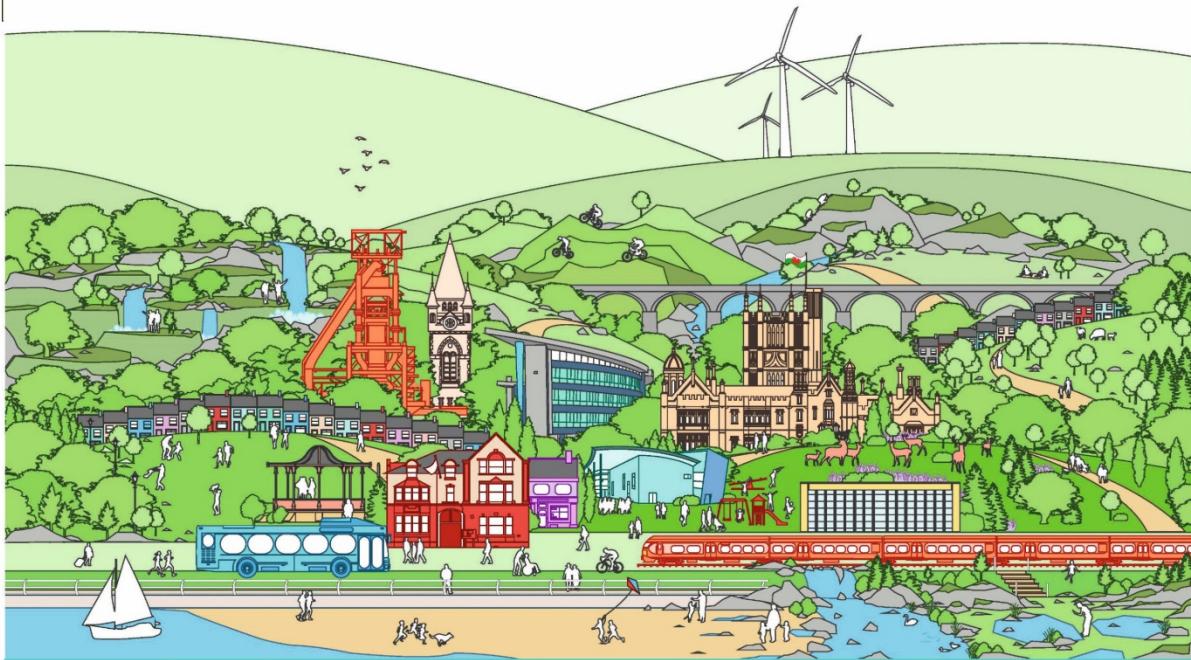




Director's Annual Report 2018 - 19

Social Services, Health & Housing



Building Safe and Resilient Communities



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Introduction

In this, my second annual report as Director of Social Services, I am pleased to present a summary of the progress Neath Port Talbot has made in the last year in meeting the care and support needs of vulnerable children, adults, families and carers.

This report provides an overview of the work undertaken by social services across Neath Port Talbot during 2018/19 to meet the social care and support needs of vulnerable people, and sets out what we plan to do over the coming year.

It serves as a reference point for 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.

The public sector continues to face financial challenges. We have a duty and obligation not only to meet the needs of the most vulnerable people, but also a responsibility to the wider council taxpaying population. As such, when developing, commissioning and providing services our watchwords are fairness and sustainability.

The Building Safe and Resilient Communities Programme means we are working in partnership with our communities and various organisations to establish an Asset Based Community Development approach. The focus is on maintaining general wellbeing through a strengths based approach and being clear about what matters to our citizens.

Neath Port Talbot Council exists to serve and represent the interests of its citizens and communities. We strive to improve the economic, social, environmental and cultural well-being of all of our people, and I will ensure that Social Services, Health & Housing does all it can to help achieve that aim.

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





Director's Summary of Performance

Last year saw a reduction in the overall number of people we support, totalling just over 2,700 who had a service and care plan. While those aged 65+ receiving a service rose by 5%, mainly due to more people having respite or domiciliary care, the overall fall is due to identifying at an earlier stage what support people need. This means many more people are getting help and support from third sector and other community based organisations which promote greater independence.

The number of Local Area Coordinators has been increased as this is key to developing our community by bringing people together and reducing social isolation.

We believe that children's needs are best met by their own families if this can be safely supported. I am pleased to report that the number of Looked After Children has again fallen, standing at 309 at the end of March 2019, down from 327 in the previous year.

We value the vital role that unpaid carers play and have seen a year-on-year increase in the number who have been identified and received a carer's assessment through our partnership with Neath Port Talbot Carers Service.

Tackling homelessness is an important area of our work. Last year we commissioned an independent review which provided us with a plan that aims to prevent homelessness wherever possible and how to best support those experiencing homelessness.

On top of £28.2m of savings achieved since 2011/12, the Directorate was required to achieve efficiencies of £4.55m in 2018/19. Set against a background of increasing demand for more complex services, the Directorate was very close to achieving these efficiencies. This is a great achievement given the target and the financial projections at the start of the financial year, and we continue to value the support we receive from the Director of Finance and his teams.

Although mindful of the resources available to us, we have an ambitious plan to ensure the needs of the most vulnerable people continue to be met through the delivery of high quality responses, and our priorities for the current year are highlighted throughout this report.



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.

We are moving from planning services *for* people towards designing services *with* people. It is important for us to get the views of all those who use our services, their families and carers, as well as the various staff and organisations delivering services.

During the year we held extensive consultation events on a Homelessness Strategy 2018-2022, as well as Plans for both Adults, and Children and Young People Services 2019-2022. Engaging with various stakeholders, these documents set out the medium term direction for services across the Directorate.

The Looked After Children's Youth Council, known as **YOVO** (YOur VOice Matters), collaborated with Lleisiau Bach - a project run by the Swansea University Human Rights Observatory - to undertake a research project to ensure children and young people going into care receive information about their placement. Their work directly influenced social work practice so that, in future, social workers will provide information booklets which include profiles of the foster carers. YOVO also won the NPT CVS Community Youth Award for volunteering and helping the community.



Engagement and participation events were held for younger children aged 7-12 years old. In order to sensitively approach the topic of going into care, children were presented with a Harry Potter storyboard and provided their views on Harry entering care and what information he'd like to share to make his transition as comfortable as possible. Their contribution will be used to improve the fostering survey to ensure entering care or changing placements runs as smoothly as possible for the children involved.

The Council's Cabinet Member for Adult Social Services and Health is also the Carer's Champion, and holds regular coffee mornings throughout the year for unpaid carers so that they can meet others with caring responsibilities, and



speak directly to senior social care staff to express what they think works or needs improvement to help them maintain their caring role.

A '**Citizen Survey**' was completed during Autumn 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, 603 questionnaires were sent out to children with 132 returned, making a response rate of 22%.

Parents Responses – Children and Young People Services

513 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 of 13% with only 68 respondents returning their questionnaire.

Adult Responses – Adult Services

In respect of Adult Services, 1,332 surveys were sent out to adults aged 18 and over with 379 completed, representing a response rate of 29%.

Carers Responses – Adult Services

Questionnaires were sent to 451 carers with a total of 132 returned, giving a 34% response rate.

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

Priorities for 2018-19 - What we said we would do and what we achieved

- **To put in place a Participation & Engagement Strategy for Children, and an Engagement & Consultation Strategy for Adults**
 - ✓ These have been drafted and will provide guidance to the newly formed Engagement and Participation Team.
- **All teams within CRT to utilise 'friends & family' survey for service feedback/improvement when patient case is closed**
 - ✓ This has been achieved, with all areas covered by the Community Resource Team utilising a survey to aid service improvement.



Priorities for 2019/20 – What we want to achieve this year

- To enhance participation and engagement across the Directorate

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 2018/19 and what difference did we make; and
- What our priorities are for 2019/20

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)

The **NPT Gateway Team** acts as a single point of contact for adults who need support to maintain or regain their independence to get in touch with social services. Highly skilled contact officers, and health and social care professionals provide advice and signposting where necessary and make early assessments to identify people who need support from health or social services.



Acute Clinical Team (ACT)

ACT has continued to provide a safe responsive service to the residents of NPT despite recent challenges with staff resources. It is inspiring that a relatively small team provides a seven-day service until 10pm dealing with very unwell and complex patients, ranging from people with sepsis to severe heart failure, along



with the various crises seen in the older frail population. The team are always looking to improve the care they provide as recently demonstrated with the introduction of a ‘paperlite’ system. Staff are now using iPads which has improved the availability of patient records and communication for staff, enables new and innovative working, e.g. instant ‘Face time’ with patients, and allows changes in work plans at short notice. Other advantages include immediate escalation of issues to senior staff members, instant record keeping in line with professional standards, as well as real time statistical analysis. Last year more than 1,000 hospital admissions and over 10,000 hospital bed days were avoided.

ACT has been involved with an innovative project with the Welsh Ambulance Service Trust (WAST) whereby ACT has access to the ‘ambulance stack’, which has enabled ACT to take over appropriate patients without the paramedic having to visit. This reduces ambulance journeys and inappropriate admissions to acute hospitals.

Supporting Carers

NPT Carers Service works in partnership as an integrated service with health and social care. Based at Cimla Health & Social Care Centre, the service provides information, advice and assistance for carers on a wide range of issues including benefits advice. A support worker is co-located within various teams, including SPOC (Single Point of Contact) and Gateway to ensure carers have the right information at the right time and are supported at the first point of contact. A sitting service offers a responsive approach to respite, allowing carers to have a life alongside caring and aid their own well-being. Carers “Have Your Say” events have taken place to ensure that they have had the opportunity to be involved in the start of co-producing services for carers. In 2018/19, NPT Carers Service conducted 274 Carers Assessments on behalf of the Council, an increase of 49 on the previous year, while a quarterly newsletter was sent to 3,430 carers known to the service across NPT.

“The Carers Service and Gateway have given me lots of advice”



Priorities for 2018-19 - 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:

- **Continue to progress the development of a shared “front-door”**
 - ✓ Work was undertaken throughout the year to align processes between Adults and Children’s front-door services. Both teams are now co-located and a Working Group meets weekly to develop further integration.
- **Review the way Carers Assessments are promoted and undertaken to ensure those carers with an assessed need receive the support they need**
 - ✓ We have seen an increase in the number of referrals received and assessments completed, but we know more needs to be done. We are working to make sure the referrals process is as smooth and efficient as possible and services are resourced to meet carers’ needs.
- **In conjunction with stakeholders, review our short breaks ‘respite’ policy and provision to ensure it continues to meet the needs of clients and carers**
 - ✓ A review was undertaken looking at bed usage and location. A new draft respite policy has been developed and will be consulted on in 2019.
- **Complete a review of advocacy services setting out clear recommendations to respond to demand for advocacy support**
 - ✓ In partnership with the Welsh Government-sponsored Age Cymru Golden Thread Advocacy Programme, a stakeholder engagement event was held in December 2018. This helped to map out what formal and informal advocacy is currently available in NPT, what good Independent Professional Advocacy looks like, and what advocacy provision was needed. We are also working towards good practice as outlined in the Older People’s Commissioner for Wales’ report, *Making Voices Heard*. As a result, we will be re-tendering advocacy services for adults to ensure the right provision is available.
- **Further increase the number of Local Area Coordinators**
 - ✓ NPT now has six Local Area Coordinators, up from five in the previous year, focusing on co-production and empowerment of local citizens and communities.



- **Lay out our medium term plans for Children & Young People Services and Adult Social Care**

- ✓ Members endorsed three year plans for both these service areas which take effect from April 2019. Emphasis is placed on safeguarding, early intervention and prevention, and supporting carers.

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% | 16% | 2% | 4% |
| I have had the right information or advice when I needed it (children) | 66% | 20% | 8% | 6% |
| I have had the right information or advice when I needed it (carers) | 57% | 34% | 8% | 2% |
| I was treated with respect (adults) | 93% | 6% | 0% | 1% |
| I was treated with respect (children) | 87% | 9% | 2% | 2% |
| I was treated with respect (carers) | 92% | 6% | 1% | 2% |
| I know who to speak to about my care and support (adults) | 81% | 10% | 6% | 3% |
| I know who to speak to about my care and support (children) | 84% | 9% | 3% | 4% |
| I know who to speak to about my care and support (carers) | 65% | 22% | 8% | 5% |
| My views about my care and support have been listened to (adults) | 80% | 15% | 4% | 2% |
| My views about my care and support have been listened to (children) | 70% | 18% | 6% | 6% |
| My views about my care and support have been listened to (carers) | 60% | 25% | 9% | 6% |
| People have listened to my views about the care and support for the person I care for | 61% | 28% | 8% | 3% |
| I am happy with the care and support I have had (adults) | 87% | 11% | 2% | 1% |
| I am happy with the care and support I have had (children) | 85% | 7% | 5% | 3% |
| I am happy with the support I have had (carers) | 63% | 25% | 12% | 1% |



Quantitative

| Performance Measure / Indicator | 2018/19 | 2017/18 |
|--|---------|---------|
| The percentage of assessments completed for children within 42 days from point of referral | 94.9% | 97.9% |

Priorities for 2019/20 – What we want to achieve this year

- To further develop a shared “front door” provision to provide a single point of contact through which anyone in NPT can be referred
- To ensure effective commissioning arrangements are in place to meet the needs of children and adults

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 (DP)

The **Direct Payment Support Service** has continued in its holistic approach by supporting recipients and/or suitable persons (a willing and appropriate person who receives and manages DPs on behalf of someone who lacks mental capacity), and the Personal Assistant (PA). The Service has managed 123 referrals over the year, and the number of people in receipt of DPs has increased to 440. The service has been recognised as a flagship across Wales for its holistic approach, PA training programme, and Suitable Person Service.

The service aids economic development in the borough by supporting PAs to access job opportunities. This includes links with Swansea University, Ysgol Maes Y Coed, Department for Work and Pensions (DWP) and the Employment Support Group. Most recently, the Service has successfully piloted its own recruitment fair.



Jessica (Apprentice) and James (PA Coordinator) at a recent jobs fair in Neath.



"I feel that my role and the work I do within the DPSS enables individuals to live the lives that they want and gives them a responsibility over their own care and support. I feel that we, as the DPSS, enable individuals to take responsibility of their care which many individuals thrive off." (DPSS Team member)

Mental Health

In April 2018 Members approved our Mental Health Services Strategic Delivery Plan, which set out our commissioning intentions to remodel services and implement a recovery / rehabilitation / progression model of care.

Healthcare Inspectorate Wales (HIW) and Care Inspectorate Wales (CIW) completed a joint announced **Community Mental Health Team** (CMHT) inspection of Neath South CMHT in March 2019. Staff spoke with pride in CMHT and the reputation of the service; they are committed to their roles and benefit from peer support. Care was planned in a way that was person centred and responsive to the needs of service users which incorporated their views, wishes and social needs; and inspectors found that staff were recovery focused in their approach to discharge planning. Overall, the inspection found that the views and wishes of service users were the main focus of the work conducted by the CMHT, with service users supported to actively participate in their assessments and the design of their care and treatment plans. As such, the work of CMHT supports the principles of the Mental Health (Wales) Measure 2010 and the Social Services and Well-being (Wales) Act 2014.

Respite

Trem Y Mor is a purpose built sixteen bedded respite unit situated on the promenade of Aberavon Beach enjoying uninterrupted sea views. Opened in June 2014, the unit is registered to provide care and support to people aged 18 to 64 years with various needs, including learning disabilities, mild to moderate and complex health, functional mental health problems, and physical and sensory disabilities.



A communal lounge in Trem Y Mor



One of the purpose built bedrooms

Since its opening, Trem Y Mor has provided more than 22,000 overnight stays to individual service users, with as many as 90 different service users a month benefitting from the care and support delivered by the dedicated staff team.

Supporting Carers

NPT Carers Service employs a Health Liaison Worker (HLW) who provides Information, Advice and Assistance (IAA) on the wards of Neath Port Talbot Hospital on a weekly basis, as well as in the hospital foyer. As a result 171 carers were provided with IAA. The HLW continues to have regular contact with GP practices as part of the partnership agreement with Carers Champions in all practices across Neath Port Talbot, with 38 carers identified and referred by their GP. The NPT Carers Service as a whole had contact with carers more than 3,400 times during the year, including via telephone, home visits, outreach, and 29 engagement events that provided carers with an opportunity to receive mutual support and decrease isolation. In addition, 43 carer's assessments were completed by the Parent Carer Support Worker; 78 IAA and emotional support sessions were provided via telephone and home visits; and 79 carer's assessments were completed by the Carers Mental Health Support Worker.

We also developed a local carers delivery plan setting out how the Council will respond to issues relating to caring and inform carers how partner organisations will work together to ensure the role of carer is recognised, valued and supported.



Domiciliary Care

Following the introduction of an open framework contract we have increased our external providers from 5 to 16, and it gives them the ongoing opportunity to be able to tender for domiciliary care services. Each provider has a Quality Score that is updated on a monthly basis, which is obtained through all social workers' reviews combined with an annual commissioning score. This ensures we are aware of any concerns with providers before they become a risk, ensuring quality of service delivery is maintained.

Priorities for 2018-19 - 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:

- **Complete the roll out of the collection and use of personal outcomes across CYPS, and roll out across Adult Services**
 - ✓ The new style care plan was introduced in February 2019; all personal outcomes are now being recorded as part of the plan, with 'old style' plans being converted to the new format.
- **Develop a Commissioning Framework for Learning Disability Services**
 - ✓ The Framework is now in place, with tender submissions received from 31 providers interested in delivering services in Neath Port Talbot. Following evaluation by Commissioners, Social Workers and Health colleagues based on a 100% quality criteria, 26 providers were approved for the Framework. This Framework can be used by both the Council and the local University Health Board (Swansea Bay, formerly Abertawe Bro Morgannwg), now to commission new or re-commission existing schemes. It offers a more competitive market of providers and will support us in strengthening the quality and sustainability of our Learning Disability Services.
- **Produce a Mental Health Service Delivery Plan**
 - ✓ In April 2018 Members endorsed the above plan along with its commitments and commissioning intentions to remodel mental health services and implement a recovery/rehabilitation/progression model of care.



- **Develop commissioning plans for Adults and Children's Services**

- ✓ Three-year service plans are in place providing strategic direction. Some services have already been redesigned and work is ongoing in the current year to ensure sustainable services are available to meet people's needs.

- **Develop crisis accommodation**

- ✓ The Council has worked with a local provider to develop crisis accommodation for young people and a new contract has been put in place to ensure that the Council has sole use of two beds within this provision. A total of 16 young people were supported in this way during the year.

Supportive performance data for this quality standard

Qualitative

No specified data requirements under this quality standard.

Quantitative

| Performance Measure / Indicator | 2018/19 | 2017/18 |
|---|---------|---------|
| PAM/025 - The rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ | 6.29 | 3.08 |
| Measure 20a - The percentage of adults who completed a period of Reablement and have a reduced package of care and support 6 months later | 14.29% | 14.6% |
| Measure 20b - The percentage of adults who completed a period of Reablement and have a no package of support 6 months later | 67.03% | 24.4% |
| Measure 21 – The average length of time in calendar days, adults (aged 65+) are supported in residential care homes | 785.45 | 766 |
| Measure 22 – Average age of adults entering residential care homes | 85.04 | 83 |
| PI 30 – The percentage of children seen by a dentist within 3 months of becoming looked after | 45.1% | 43.1% |
| PI 31 – The percentage of looked after children registered with a GP within 10 working days of the start of their placement | 98.8% | 98.3% |

Priorities for 2019/20 – What we want to achieve this year

- To ensure quality and timely support for Carers (including Young Carers)
- To improve the quality and responsiveness of service delivery to adults within the county borough



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

The service provided by the **Adult Safeguarding and Quality Review Team** plays an important role in raising standards across Adult Services. The team has responsibility for Adults at Risk, reviews, Court of Protection work, Best Interest Assessments and authorisations relating to Deprivation of Liberty Safeguards (DoLS). The team also provides a range of services that support the work undertaken by the community based social workers, Contract and Commissioning Team, partner agencies and external providers.

A Duty System has been introduced to ensure a Safeguarding Coordinator is available on a daily basis to support members of the public, practitioners and providers with advice and guidance, and to ensure that all referrals are reviewed and risk assessed prior to allocation or closure. Meanwhile, a Duty Manager rota ensures a daily management presence to provide advice and support to the Team, and review each stage of ongoing Adult at Risk investigations. This is crucial in ensuring that cases are dealt with in a timely manner, whilst ensuring a high standard of service delivery.

In addition, Safeguarding Coordinators and the Team Manager provide training on Safeguarding, the Mental Capacity Act, Deprivation of Liberty Safeguards, and Person Centred Care Planning to professionals and providers. This is an opportunity to share good practice and embed the importance of safeguarding adults as part of day to day practice across the spectrum of adult care provision.

Hillside Secure Children's Home

Hillside is a national purpose built secure children's home which opened in 1996. An integral part of Children's Services, it can accommodate up to twenty-two children and young people between the ages of 12 to 17 years. A new senior management team has been in place since January 2019, and has already driven significant improvements, including a positive Health and Safety Executive (HSE) inspection. Extensive training is undertaken by all staff at Hillside to ensure they



can meet the needs of the young people residing there, including outcomes focused training in line with the Social Services and Well-being (Wales) Act 2014.

The care afforded has regularly been commented on by the young people themselves, as well as their families and professionals. One Judge remarked: "*I left with a deep sense of dedication by you and your staff and also with the knowledge that these unfortunate young people have a real chance of rebuilding their lives under your leadership...I have now had first-hand experience of how you change the lives of young people for the better.*"

Priorities for 2018-19 - What we said we would do and what we achieved

- **To achieve consistent and quality safeguarding practice across Adult and Children's**
 - ✓ Since co-locating in the Neath Civic Annexe (formerly Neath County Court building), a closer working relationship has developed across safeguarding, as well as the Gateway and Single Point of Contact (SPOC) Teams. Processes have been assisted by the introduction of a single referral form across the teams, the sharing of relevant intelligence, and the removal of 'silo' working.
- **Develop local quality frameworks across all commissioned service areas**
 - ✓ We continue to see the benefits of utilising the West Glamorgan (formerly Western Bay) Regional Quality Framework for care homes to ensure that the services we commission meet high standards of care. A new quality framework for supported living placements has been drafted, and a quality monitoring framework for domiciliary care provision is in place. In addition, accreditation documentation for new providers has been updated to ensure the Council continues to contract only with those providers that meet our high standards.
- **Strengthen the provision of advocacy services across the county borough**
 - ✓ Based on a review of advocacy service provision we are remodelling local service delivery to make sure people's views are represented and their voices heard. This has included working with the current provider to increase Independent Professional Advocacy provision.



Supportive performance data for this quality standard

Qualitative

| Citizens Survey Responses | Yes | Sometimes | No | Don't know |
|---|-----|-----------|----|------------|
| I feel safe. For example safe from any kind of abuse or from falling both inside and outside your home (adults) | 79% | 13% | 7% | 1% |
| I feel safe (children) | 89% | 8% | 2% | 1% |
| I feel safe (carers) | 75% | 18% | 6% | 1% |

Quantitative

| Performance Measure / Indicator | 2018/19 | 2017/18 |
|---|---------|---------|
| Measure 18 - The percentage of adult protection enquiries completed within statutory timescales (7 days) | 89.16% | 86.3% |
| PI 27 - The percentage of re-registrations of children on the local authority Child Protection Register | 6.9% | 5.6% |
| PI 28 – The average length of time (in days) for all children who were on the Child Protection Register during the year | 267.0 | 276.6 |

Priorities for 2019/20 – What we want to achieve this year

- To achieve consistent and quality safeguarding practice across Children and Adult Services
- To ensure only those children who need to be in care, remain in care
- To implement a Strategic Autism Plan across the Directorate

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.

The Community Connecting Team (CCT)

The Community Connecting Team (CCT) deliver consistent, high quality community based opportunities and new beginnings to vulnerable people aged 16 and over living throughout Neath Port Talbot. CCT are totally committed to ensuring all people are given the best possible chances and opportunities to achieve their personal goals by enabling them to develop skills, involving people



in local community groups and activities, and encouragement to build new friendships and maintain old ones.



A community group meeting

"If it wasn't for this group I don't know where I would be...It's someone to talk to and recognise when I'm down."

CCT strive to build increased confidence and independence in all the people they support through listening, understanding, encouraging, promoting trust, honesty, and showing integrity and transparency in what they do and how support is delivered. The Team supported 81 people in 2018/19; a number that does not take into account people who attend CCT activities/sessions independently or with support from their Personal Assistant (PA).

Case study

“David” attended a CCT group but found it hard to make friends and had no confidence, keeping himself to himself. “Gareth” was a chatty member of the group but found he had nothing in common with others in the group. CCT staff introduced David to Gareth and on a few occasions they would sit next to each other. They discovered they both liked movies, gaming, building models and asked if they could go together to meet up with the group later. They went to the cinema, visited gaming shops, chatted and have made a fantastic friendship. David and Gareth now meet up and game play and visit the cinema regularly together. This summer they will both be setting up gaming days in their local community for other people to join and share similar interests and make friends.



"I enjoy working in CCT as we all work together, sharing ideas and helping each other. I get great satisfaction working with individuals, watching them develop skills, independence, friendships, and enjoying sessions tailored to them." [CCT staff member]

Community Independence Service (CIS)

CIS delivers high quality ‘housing related support’ to vulnerable people aged 16+ living in NPT. CIS aims to build confidence and independence in all the people it supports by giving them the skillsets they need to live an independent life. These include budgeting, healthy eating options, basic cookery, support to medical appointments, engaging in the community, identifying opportunities, and so on. Sometimes this requires having a multi-agency approach to best meet an individual’s needs. The Service supported 250 people last year – over 100 more than the previous year.

Case Study

“Susan” was referred to CIS as a result of a discussion in a “Frequent Callers” meeting. Susan was known to the group due to the high number (average of 18 a month) of unnecessary calls she was making to emergency services.

CIS met Sarah and gave her the opportunity to tell her story; she suffers with poor mental health which affects her behaviour and well-being.

Since CIS support and with her own determination, Susan has made no further nuisance calls to the emergency services, is in a better place both physically and mentally, and is now getting her life back on track and sees her future as a positive one.



"I usually meet people when they are in crisis or times of great need and we agree on a plan of how to move forward. Usually after a period of support the change in their lives is outstanding and it's great to see they have come through their crisis and are able to move on positively with their lives." [CIS staff member]

"Thank you does not come close to showing you how much I appreciate how much you guys have helped me in so many ways. I was at an all-time low and at a loss of who to contact next. You have managed to get me out of the house which I hadn't left in 11 months and have helped and supported me with everything. I now feel like a normal person and am so happy, not only because I have left my home, but knowing I am not alone." [Individual receiving support]

Local Area Coordination

NPT now has six **Local Area Coordinators** based in communities throughout the borough. They provide a local, accessible point of contact for people of all ages who may be vulnerable due to age, disability, mental illness or social isolation. Local Area Coordination is about supporting people who have been through or are going through difficult times and to help them to recognise "what a good life looks like to them" and supporting them to achieve this. Coordinators have existing connections and relationships to help people in crisis, including Council and Health services, volunteer organisations and community groups. The support is free; there are no assessments or referral process; and no time limits. Supporting people in this way can help to pull communities together, so that individuals can build a good life as active members of their communities.



Case Study

One of the Local Area Coordinators (LAC) identified that there was a lack of social opportunities for men in the local community. After some discussions and information gathering, the Skewen Men's Shed group has started with around 20 men being involved and new people joining each week. Their first project is to help develop a community garden at Ty Santes Fair Community Centre for all the community to enjoy.



Some of the Men's Shed Group

"Thanks to LAC I am getting out and about more than I have done for many years. I have met loads of lovely people and I have made true lasting friendships. I have also moved house and now feel I have a much more positive future."

Employment Liaison Officer (ELO)

The Employment Liaison Officer (ELO) supports people experiencing barriers into employment and training related activities. The ELO supports people to complete a CV, job search, gain volunteering/work placements and source suitable training, deliver employability related training, perform group volunteer activities and offer initial job coach support to eliminate any barriers people may have that stop them progressing into a new working environment.



The ELO supported 108 individuals in 2018/19, including 4 people who entered supported employment with partnered organisations; 16 attended volunteer/work placements; and 6 entered further education.

Case Study

ELO identified 31 individuals who currently access services an average of three days a week and who have the ability to progress independently into the community. Taster group volunteer days were organised at the RSPCA's Llys Nini Animal Rescue Centre. Eight individuals attended and completed the day, with rolling monthly sessions away from services secured and additional days to be sourced and confirmed. Some individuals have even decided that this is something they would like to do independently. Due to the success of the group volunteer sessions we are looking to carry this forward in our aim to promote independence in the community.



Taster session for volunteers

"I enjoyed litter picking, laundry work and meeting the animals. These tasks will also help me to be more independent at home. I would really like to go again!"



Volunteers at Llys Nini

"I enjoyed helping the animals. I feel it's really important and so is being a volunteer. I would like to do this on a regular basis and I'm even looking at transport to do this independently."

"I thought it was brilliant! I enjoyed being outdoors working and seeing the animals. I liked working as a team but I would also like to do it on my own as it's something I can see myself doing as a volunteer."

Pathway to Adulthood Team

This pilot team was established in August 2018 with the aim of supporting young people with complex needs to successfully transition to adulthood with the aim of increasing their independence. The team supports young people who may not ordinarily meet the criteria for adult services but whose complex needs extend the support they need beyond the age of 18. The work is outcome focused – understanding what matters to young people as they move into adulthood.

Case study

The team started working with “Rhys” when he was 17. Rhys has some learning and support needs and had lived with his long term independent foster carers for a number of years. The plan for Rhys was that his foster carers would be assessed as “shared lives” carers and that he would continue to reside with them into his adulthood. Discussions with Rhys identified that his personal outcomes were to live independently with some support. His foster carers were supportive of what he wanted, and instead of becoming shared lives carers they became



“When I am ready” carers and supported Rhys to remain with them until suitable accommodation became available for him to move in to. As a result Rhys achieved his aim of living independently, and continues to receive support from his former foster carers and the Pathway to Adulthood Team.

Employment, Work & Training

This service provides work, training and employment opportunities for pan-disability adults. The purpose is to create a live environment which prepares and provides service users with the tools and skills to develop their potential and eventually to work/train/gain employment in the community. The service is based in two locations: **Bspoked Enterprises** in Neath Abbey, and **Fresh Start** in Cymmer. The organisation consists of a workshop environment covering many areas, including woodwork, bicycles, catering, glasswork and soft furnishings. Its ethos is to recycle and upcycle, with any income generated from products made reinvested back into the service to further enhance service users’ experience.

Over the last 12 months more than 130 people have accessed the service and many have progressed to other areas such as volunteering and working in the community. A number of service users have also successfully gained employment via the Welsh Government-funded Elite Project. This has helped establish good links and partnership working with organisations which compliment the service, including Neath College, Keep Wales Tidy and Career Wales.



Pallets being readied for upcycling



Day Services for Adults

There are three complex health services providing day opportunities for adults with complex health needs, complex autism and significant yet stable needs. The three services are **Abbey View** based in Neath, and **Brynamwlwg** and **Trem Y Mor** Day Services based in Port Talbot. Currently 67 people are assessed as needing to have their personal outcomes met in one of these specialist services. Staff, working as a multidisciplinary team with Health colleagues, deliver a stimulating program of activities throughout the week, Monday to Friday 8am – 4.30pm, including hydrotherapy, physiotherapy, posture management, movement to music, cooking, gardening, adapted bike rides, karaoke, sewing, bingo, hair and beauty, quiz, inclusive communication, arts and crafts, computer studies, swimming and accessing the community on walks, shopping, eating out and general socialising.



Art and craft session at Abbey View

Transformation Team

This team works on specific projects to facilitate the transition to new models of care for those who need support in their community. The team has successfully completed the WILG (Welsh Independent Living Grant - which replaced the Independent Living Fund, ILF) project with all cases successfully transferred to Direct Payments or commissioned services. Working alongside commissioning colleagues to develop new models of care, such as Supported Living and Extra Care schemes for individuals with mental health problems and learning disabilities, the team facilitates progression by working with individuals to transition from residential care to supported living in the community.

Leaving Care Service

The Leaving Care Service has a team of social workers and personal advisors who support young people between the ages of 16-25 who are in care or are leaving care. The service is dedicated to providing support to young people as they move towards independence and achieving their potential by offering access to



education, training and employment opportunities, housing, leisure and health facilities, and contact with their family.

Case Study

“Mark” is 16 years old and has lived in residential care since he was 11, receiving specialist support and therapeutic intervention. Mark and his parents have consistently stated that they want him to return to their care, so work was undertaken with Mark, his siblings and parents to consider what the risks could be if he returned home and how they could be mitigated. The family’s strengths were identified, services provided to support the whole family, and Mark will be returning home to start college after completing his GCSEs.

Looked After Children’s Team

NPT has a dedicated team for Looked After Children, the focus of which is to achieve permanent stable family life for children. The team provides support for the children to have contact with their family and, where it is safe to do so, to return home. Where appropriate, the team support carers to apply for Special Guardianship Orders for children so they are able to remain living with their carers without the need for the Local Authority to share parental responsibility. Where children are not able to return home the team supports carers to provide stable secure homes where children are able to achieve positive outcomes. The team ensures that all looked after children have their health, education, social and well-being needs met, and supports children to understand the reasons why they live in foster care. The achievements of looked after children are celebrated in an annual event and the children are encouraged to take part in consultation events, the Youth Council and Junior Safeguarding Board to ensure their voices are heard.

Multi Agency Placement Support Service (MAPSS)

MAPSS is a multi-disciplinary team that aims to help children with, or at risk of mental illness and emotional and behavioural difficulties by providing specialist placement support. In its third year of funding from the Integrated Care Fund (ICF), it is delivered as a regional service which aims to ensure practice is preventative, proactive, planned and promotes permanence. The creation of



the service was driven by the need to develop an effective pathway to improve mental health and emotional well-being of looked after children with particularly complex needs. Looked after children often fall outside of universal mental health services as they require interventions that not only consider their early trauma but require an approach which promotes the development of resilient carers. This provides them with a stable base from which to start to understand their story and begin to develop positive relationships with their care givers. The objectives of the service are to improve placement stability for looked after children, as well as to reduce the number of children placed with independent foster placements and residential children's homes; those who are subject to a school exclusion; and who are placed outside of the area. It also aims to reduce the reliance on universal services, including Child and Adolescent Mental Health Services (CAMHS), to meet their needs; and increase the confidence, skills and knowledge of foster carers and professionals. A total of 96 referrals were received by the service in 2018/19, with 49 receiving ongoing support.

Supportive performance data for this quality standard

Qualitative

| Citizens Survey Responses | Yes | Sometimes | No | Don't know |
|---|-----|-----------|-----|------------|
| I can do the things that I like to do (adults) | 51% | 28% | 20% | 1% |
| I can do the things I like to do (children) | 70% | 26% | 3% | 1% |
| I can do the things I like to do (carers) | 34% | 52% | 13% | 0% |
| I am happy with the people around me (adults) | 85% | 12% | 2% | 1% |
| I am happy with my family, friends and neighbours (children) | 84% | 12% | 3% | 1% |
| I am happy with the people around me (carers) | 78% | 21% | 1% | 0% |
| I can access the services I need in my local area (adults) | 56% | 17% | 22% | 5% |
| I can access the services I need in my local area (carers) | 53% | 33% | 10% | 5% |
| I can use public transport in my local area to help access services that are important to me (adults) | 27% | 11% | 59% | 4% |
| I can use public transport in my local area to help access services that are important to me (carers) | 50% | 16% | 28% | 6% |



Quantitative

| Performance Measure / Indicator | 2018/19 | 2017/18 |
|--|---------|---------|
| PI 29a - The percentage of children achieving the core subject indicators at Key Stage 2 | 58.9% | 59.2% |
| PI 29b - The percentage of children achieving the core subject indicators at Key Stage 4 | 9.2% | 11.1% |
| PI 32 – The percentage of looked after children who, during the year to 31 st March, have experienced one or more changes in school during periods of being looked after that were not due to transitional arrangements | 7.5% | 9.8% |

Priorities for 2019/20 – What we want to achieve this year

- To facilitate the disaggregation of the Youth Offending Service

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.

Family Support Service (FSS)

FSS consists of a number of services that provide support to parents and children where there is a risk of family breakdown. The ***Integrated Family Support Services*** (IFSS), the ***Family Action Support Team*** (FAST) and ***Hidden Harm Service*** have continued to work closely together to provide a wide range of services to meet the needs of both parents and children. The Emergency Duty Team has also become part of the service area managed by the same Principal Officer for Family Support. Service managers have developed performance monitoring, with reports now forming a benchmark for continuous improvement and development of the service and interventions offered.

IFSS works intensively with parents where substance misuse is a priority risk. The service is now thoroughly embedded in Neath Port Talbot and has further improved links with the community social work teams. IFSS have provided training for Adult Services social workers and staff from other agencies in the



social care sector which has been positive in extending awareness and knowledge of substance misuse to teams such as Homecare, Reablement, and Local Area Coordinators. This has proved beneficial in building links and professional relationships across Children's and Adult Services.

The STAR (Safety Trust and Respect) programme, which is an evidence based model of intervention, now works with both parents and children who have been subjected to domestic abuse. The age range has been extended to widen provision of the service. FAST continue to offer a range of services such as parenting support and advice, Positive Steps for mothers who have had one or more child removed through care proceedings, reunification for children to families where it is in their interests to return home, and Rapid Response where there is a breakdown in relationships.

The Emergency Duty Team has a shared ethos and understanding and views itself part of a service that works out of hours in the same way as day time services. This has been improved through integrating the team into the Family Support Service, leading to better communication between day and night time services to provide a seamless response to needs.

The Hidden Harm service produced its first performance report in 2018 that reflects the service offered and evidences the provision for parents in keeping with the Hidden Harm Report (2011). The report shows the links between mental health and substance misuse and provides information which can assist in further developments in this area to support families in crisis.

Priorities for 2018-19 - What we said we would do and what we achieved

- **Residents will have access to information and advice about community based support provided by voluntary and statutory services**
 - ✓ Neath Port Talbot Council is linked to *Dewis Cymru*, an online directory which contains information on thousands of local and national organisations and services that can help people with their well-being.
- **Further integrate Edge of Care Services to meet increasing demand**
 - ✓ The Family Support Service (FSS) provides support and interventions to parents and children where there is a risk of family



breakdown. The age range of those able to access the Family Action Support Team has been widened, and the Emergency Duty Team has been integrated into FSS.

Supportive performance data for this quality standard

Qualitative

| Citizens Survey Responses | Yes | Sometimes | No | Don't know |
|--|-----|-----------|-----|------------|
| I feel I belong in the area where I live (adults) | 83% | 9% | 4% | 4% |
| I feel I belong in the area where I live (children) | 78% | 10% | 8% | 5% |
| I feel I belong in the area where I live (carers) | 76% | 15% | 7% | 2% |
| I have been actively involved in all decisions about how my child's/children's care and support was provided (parents) | 62% | 20% | 15% | 3% |
| I feel supported to continue in my caring role (carers) | 58% | 27% | 11% | 4% |

Quantitative

| Performance Measure / Indicator | 2018/19 | 2017/18 |
|---|----------------------------------|---------|
| PI 25 – The percentage of children supported to remain living with their family | 68.2% | 67.2% |
| PI 26 – The percentage of Looked After Children returned home from care during the year | Reported annually by Welsh Govt. | 6.65% |
| PI 33 – The percentage of children looked after on 31 st March who have had three or more placements during the year | Reported annually by Welsh Govt. | 6.71% |

Priorities for 2019/20 – What we want to achieve this year

- To ensure Hillside Secure Children's Home actively promotes well-being, good health and recognises the importance of enabling children and young people to achieve and enjoy life in a safe way



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 local residents by giving them advice on their benefits entitlement via the Welfare Benefits system. The Unit offers a public advice helpline, assistance with form filling and representation at appeals tribunals. Continued funding from Communities for Work and Macmillan means we have **Macmillan benefit advisors** based mainly in hospital clinics throughout the area. Clients are able to self-refer or can be referred via Social Services. During the year, we helped over 3,300 people and increased the benefit incomes of residents by £9.5 million.

Supported Lodgings Scheme

This scheme, which consists of 23 self-contained flats and 12 bedsits across the area provided by the homelessness charity **Llamau**, is aimed at young people aged 16-25 years with an ongoing Care and Support Plan or Pathway Plan and may be homeless or threatened with homelessness. Supported accommodation provides an effective and innovative Housing Related Support Service enabling vulnerable young people to live independently within the community. Placements typically last between 6 and 24 months, with Hosts supporting access to services, attending appointments and meeting practical and emotional needs. High level intensive support can also be applied as a direct step down from fostering or residential placements.

Supporting People Programme

The Supporting People Programme is now in its fifteenth year and continues to deliver Housing Related Support Services to vulnerable people enabling them to live independently within the community and with a strong emphasis on preventing homelessness, tackling poverty, reducing social exclusion and isolation, and reducing crime and disorder. Housing Related Support contributes to the achievement of a range of positive outcomes for individuals and the



community, and is a working partnership between Social Care, Health, Housing and Criminal Justice Agencies. Contracts have provided 1,044 units of Housing Related Support in NPT in 2018/19, of which 29% are Fixed Site Supported Accommodation and 71% provide a Peripatetic Support Service (Floating Support).

Working with the Gypsy and Traveller Community

Neath Port Talbot has the third largest Gypsy and Traveller Community in Wales and currently there are no 'specific' Housing Related Support Services funded through the Supporting People Programme Grant for this community. Supporting People have secured monies from the Communities for Work+ grant in order to undertake a pilot project with the Gypsy and Traveller Community in Neath Port Talbot, with support from Swansea University. The project will work across the two main traveller sites within the Borough, as well as providing better outcomes for the Gypsy and Traveller Community, including: offering positive engagement; a more co-ordinated and robust approach to identifying their needs; providing better well-being outcomes; increased school engagement and early years parenting support; and signposting and referral to relevant services to help those requiring support to maintain a tenancy and remain independent.

Homelessness Service

During 2018 we commissioned an independent review of how the service responds to people facing homelessness, in order to see how we can build on our current practice and develop new ways of working. The review involved extensive engagement with a variety of stakeholders, including current and former users of homelessness services, to identify opportunities for change. It focused on housing services and explored the policy context in which they exist. This has provided us with a plan to ensure we are best placed to meet the needs of those threatened with or experiencing homelessness, over the next four years and beyond. The overall aim is to implement an approach that will prevent homelessness wherever possible and effectively support the household when it occurs. To this end, we propose to shift the focus from emergency responses and fulfilling our homelessness duties to households in crisis, by exploring more focused community based support to prevent homelessness before it becomes



a crisis; evidence based support and accommodation options for people with complex needs who have experienced repeat episodes of homelessness and require a range of services; and helping people to secure permanent housing and so reduce demand for temporary accommodation.

The Housing Options Service saw a further increase in the complexity of cases presenting. The service is working with partner agencies to address this to ensure appropriate support is in place for individuals. Part of this is the Street Vulnerable Multi Agency Risk Assessment Conference (MARAC) which contributes to the multi-agency for supporting the most vulnerable. In partnership with Housing Justice Cymru, during the winter months a night shelter was available to anyone who would otherwise be rough sleeping. Housing Options also funded a Mental Health Worker who is based within the temporary accommodation units to provide support to individuals with mental health issues. This support will benefit people who do not meet criteria for statutory mental health services and is in addition to existing tenancy support.

Housing Renewal and Adaptation Service (HRAS)

The Disabled Facilities Grants (DFG) team delivered 300 grants through the DFG process (up from 258), including 20 for children. A further 821 minor adaptations were provided to people's homes through other budgets and processes. The service worked closely with Health partners in reducing delayed transfers from hospital by providing adaptation work to patients. The Rapid Adaptation Grants (RAG) Scheme continued to be very successful in delivering minor adaptations works to clients very quickly. It delivered support through access to works, shower conversions, stairlifts and hoists. The activity contributes to prevention of slips, trips and falls, as well as potential admissions to hospitals and care homes.

Welsh Language

Social Services continue to consolidate arrangements in relation to the Welsh Language and the Welsh Government's Strategic Framework, 'More Than Just Words'. Officers from the Directorate work 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. Training workshops on 'More Than Just Words' were also organised during the year for senior managers and partner agencies.

Priorities for 2018-19 - What we said we would do and what we achieved

- **Publish a Homelessness Strategy that maximises multi-agency effort to prevent and relieve homelessness**
 - ✓ Neath Port Talbot's Homelessness Strategy was published in December 2018. Work is currently underway on coordinating the multi-agency effort required to implement the recently approved Action Plan and progress will be reported annually to Social Care Health & Wellbeing Cabinet Board. Strategic priorities include strengthening approaches to early intervention and prevention, review of temporary accommodation service models so we can help people to access secure permanent accommodation, and development of specific housing plans focusing on helping people most at risk of experiencing 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**
 - ✓ We successfully managed this Programme, thereby securing £5.5 million of grant allocation to local housing associations to develop additional affordable housing (including nearly £1 million of brought forward/additional funding claimed to redeploy underspend in other areas). As a result, a total of 135 units were delivered during the year compared with a target for 2018/19 of 130 units.
- **Commissioning Young People accommodation services**
 - ✓ The re-commissioning of existing Supporting People Funded services continues to be an ongoing priority for the Council and since last year's update on the Local Commissioning Plan 2017/20, the following new services have been established and came into operation as at 1st December 2018:
 - Provision of Support in 24 Hour Temporary Supported Accommodation for Homeless Vulnerable Young People aged 16 – 25 years with Complex Needs



- Temporary Supported Accommodation Service for Homeless Vulnerable Young People aged 16 – 25 years with a range of support needs
- Further recommissioning of Young Persons Supported Lodgings Service

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) | 86% | 9% | 4% | 1% |
| I live in a home where I am happy (children) | 84% | 13% | 3% | 0% |
| I live in a home that best supports my well-being (carers) | 74% | 21% | 5% | 0% |
| I am happy with the people that I live with (children) | 86% | 12% | 1% | 1% |
| It was my choice to live in a residential home (adults) | 66% | 2% | 26% | 6% |
| I was able to use my own language (adults) | 96% | 2% | 1% | 2% |
| I have been able to use my everyday language (children) | 95% | 2% | 4% | 0% |
| I was able to use my own language (carers) | 99% | 0% | 2% | 0% |

Quantitative

| Performance Measure / Indicator | 2018/19 | 2017/18 |
|--|---------|---------|
| PI 34a – The percentage of all care leavers who are in education, training or employment continuously for 12 months after leaving care | 65.4% | 38.5% |
| PI 34b – The percentage of all care leavers who are in education, training or employment continuously for 24 months after leaving care | 48.0% | 56.5% |
| PI 35 – The percentage of care leavers who have experienced homelessness during the year | 0.4% | 0% |

Priorities for 2019/20 – What we want to achieve this year

- To ensure appropriate housing provision is made available to vulnerable children and adults



How We Do What We Do

Our Workforce and How We Support Their Professional Roles

Our Training Team continues to support social care staff, whether employed directly by the Council or external service providers, in their training, learning and development needs. For example, development days focusing on implementing and embedding outcome focused working have been delivered to staff across Children's Services (CYPS), including those in Fostering Team, Family Support and Early Intervention Services. CYPS were supported to hold their second annual Outcome Focus Conference: "*Creating better partnerships and outcomes for children, young people and their families.*" The main themes were poverty and child protection, parents and mental health, deprivation and looked after children. Consultant social workers led and facilitated multiagency workshops on the key issues and actions required to move outcome focused practice forward. A range of partner agencies contributed, including Calan DVS (domestic violence), NPT CVS (voluntary sector), Health, South Wales Police, Hafan Cymru (housing association providing accommodation and support), WCADA (substance misuse), Dewis Housing (supported accommodation services, information and advice for young people), and local schools. Key themes were identified and recommendations used to support NPT "Building Safe and Resilient Communities" projects. We also supported learners to undertake the Level 5 Leadership in Health and Social Care Management qualification.

Priorities for 2018-19 - What we said we would do and what we achieved

- **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**
 - ✓ Three information events were held to explain the registration process in more detail to staff; awareness raising information sheet and 200 memory sticks containing registration information, videos, logs and the qualification framework were distributed to providers; additional advice and support provided by the NPT Training Team to domiciliary care providers including ICT support sessions on the online registration process. Representation continues at the All



Wales Induction Framework Advisory Group, while service providers have been briefed on their responsibilities under the R&I Act (the Regulation and Inspection of Social Care (Wales) Act 2016).

- **Social care workforce to complete outcome focused training**

- ✓ ‘Collaborative Communication Skills’ courses were attended by 134 staff, with 8 follow-up sessions attended by more than 100 staff. Three Introduction to Outcomes Focused Training events were also provided. The Consultant Social Worker Group continued to deliver training on outcome focused practice to partner agencies, including education welfare, inclusion, Flying Start, and WGCADA substance misuse. All Adult Services social work teams undertook outcome focused assessment training which is being positively reflected in assessments undertaken by practitioners.

Priorities for 2019/20 – What we want to achieve this year

- Further develop outcome focused care and support practice
- Support frontline social care workers to develop their skills overall in relation to social care

Our Financial Resources and How We Plan For the Future

A decade of public sector funding pressures which has seen reduced resources combined with increased demand mean that financial planning remains a challenge for the Council.

Senior officers receive monthly reports and quarterly reports are prepared for Elected Members. These reports monitor expenditure forecasts against the Social Services budget which helps to identify trends, and highlight cost pressures and savings opportunities. Monitoring supports the budget setting process for the following year and the Council’s ***Forward Financial Plan*** (FFP).

The FFP sets out the Council’s three year financial management approach, including projections, an assessment of key risks and our medium term approach to achieving the Council’s key financial and service priorities.



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

The Social Care, Health and Wellbeing Scrutiny Committee and Cabinet Board meet on a monthly basis and oversee all Social Services issues. The Directorate enjoys the advice, support and guidance provided by its Cabinet Members and, indeed, the wider Council.

Partnership working is vital to the provision and sustainability of services and we work closely with partners across health, the private and third sectors.

Governance

A Corporate Governance Group comprised of senior officers keeps the Council's governance arrangements under review, and comply with the Chartered Institute of Public Finance and Accounts (CIPFA) framework. Any areas for improvement are identified through the Group's Annual Governance Statement. Work is then reviewed by Corporate Directors and the Audit Committee before being 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 & Representations

The complaints procedure provides people with the opportunity to voice concerns or dissatisfaction over the care or support they or their family has received. A total of 70 complaints were received last year; despite this being an increase on the previous year (44 during 2017/18), we continue to improve on service delivery and encourage resolution of any issues at an early stage. We also received 90 compliments across the Directorate, an increase from the 79 recorded in the previous year.

Priorities for 2018-19 - What we said we would do and what we achieved

- **We will ensure we are compliant with the General Data Protection Regulations (GDPR) in our use and handling of personal data**
- ✓ GDPR came into force on 25th May 2018. As a data controller we are accountable and keep records evidencing our compliance with the GDPR Principles. As part of this we have produced a privacy notice when collecting data which explains our use of the information, who we share it with and what the legal basis is for processing the data. We maintain a



record of all the processing activities that take place within the Directorate. There is a designated Information Officer who coordinates GDPR issues and liaises with the Council's Data Protection Officer.

Priorities for 2019/20 – What we want to achieve this year

- Building Safe and Resilient Communities

Supportive performance data for this quality standard

Qualitative

| Citizens Survey Responses | Yes | Sometimes | No | Don't know |
|---|-----|-----------|-----|------------|
| I have had advice, help and support to prepare me for being an adult | 80% | 4% | 2% | 14% |
| I have had advice, help and support that will prepare me for adulthood (children aged 16 or 17 only) | 63% | 20% | 10% | 7% |
| I have had advice, help and support to prepare me for being an adult (only answered by carers respondents aged 18-24 years old) | 25% | 0% | 75% | 0% |



Accessing Further Information and Key Documents

Homelessness Strategy 2018-22

https://www.npt.gov.uk/media/10632/homelessness_strategy_2018_22.pdf

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/nhwales/mental-health-services/policy/dementia/?lang=en>

Neath Port Talbot CBC Corporate Plan 2017-2022

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

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/nhwales/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>