



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

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

**16<sup>th</sup> November 2023**

**Report of the Head of Adult Services – Angela Thomas**

**Matter for Information**

**Wards Affected:** All Wards

**ADULT SERVICES PREVENTION, EARLY INTERVENTION AND  
COMMUNITY SERVICES PROGRESS UPDATE REPORT**

**Purpose of the Report**

The Prevention, Early Intervention and Community Services element of Adult Services was established during 2021. The aim of this report is to outline the work undertaken in the intervening period to design and embed Prevention and Early Intervention as an underpinning aspect of Adult Social Services, detail progress made and to summarise the future proposed priorities and objectives.

**Executive Summary**

A Principal Officer to Prevention Early Intervention and Community Services was appointed in late 2021, during 2022, a permanent outline management structure was agreed, and key posts established initially bringing together several established teams, namely Local Area Coordination, the Community Independence Service, Community Connecting Team, Safe and Well Volunteering and oversight of support for unpaid carers. As these elements of provision were previously separate entities it was necessary to begin a period of engagement and service remodelling to establish a clear service approach in alignment

with the corporate commitment to place based working with geographically based teams, alongside the social work and occupational therapy hubs. Throughout this entire period, service delivery has been evolving and strengthening in line with an established work plan and identified objectives.

Subsequently, B'spoked Enterprises was incorporated as an additional element of the Prevention and Early Intervention Team during June 2023. In July 2023, the Community Independence Service was transferred to the Housing and Homelessness Service, under the management of the Interim Head of Housing and Communities. This has necessitated the need to further refine the work plan, priorities and future service model for Prevention, Early Intervention and Community Services which remains ongoing.

## **Background**

The focus of the work of the Prevention and Early Intervention Team is closely aligned to Welsh Government's commitment to changing and improving social services. Prevention is a central theme emphasising the need for innovation, collaboration, and active citizenship which is underpinned by The Social Services and Wellbeing (Wales) Act 2014, supported by the Future Generations (Wales) Act 2015 and a key feature of Healthier Wales Report, so has therefore laid the groundwork for this endeavour.

## **Strategic Key Objectives**

To design and embed prevention and early intervention into adult services, significant service redesign has been necessary and will need to be continued to ensure ongoing improvement and best practice. The primary objectives of the remodelling can be summarised as follows:

- To shift the focus from reactive services to prevention and early intervention, minimizing reliance on high-cost, specialist services as the last resort.

- Promotion of well-being holistically, encompassing safety, happiness, choice, support, community integration, resilience and cohesive communities.
- Acknowledgment that prevention requires investment but will lead to reduced reliance on high-cost services, resulting in overall resource savings.

In 2018, Neath Port Talbot Adult Services conducted a comprehensive review of community-based adult health and social care. This review exposed fragmentation, duplication of effort, and a lack of coordination between services, emphasising the need for change. To address these issues, a place-based model of social care aligned with Primary Care Clusters was approved. This model brings together Therapies, Social Work, and Preventative services into integrated place-based teams at the heart of the community. These teams prioritise person-centred approaches, and aim to bridge the gap between voluntary, health, and social care. The onset of COVID-19 delayed the transformation, but since 2021, substantial progress has been made.

### **Service Development**

Over last twelve months it has been critical to develop an evidence based, sustainable and robust service model to deliver and embed Prevention and Early Intervention into adult services. The rationale for this restructure is underpinned by policy requirements during a period of unprecedented demand and the need to prevent and delay the escalation of need, and support into formal services. It is intended that this change will ensure that service responses are more effectively coordinated to meet need based on individual and community voice and needs, responses are timelier and more appropriate, duplication is avoided through collaboration and solutions are strengths based, focussing on independence and resilience.

High-level benefits include:

- Clarity and consistency of a place and strengths-based function across the team improving outcomes for individuals and avoiding variation where appropriate;

- A clear, consistent, framework to monitor quality and impact;
- Development of a revised whole team ethos and multidisciplinary working to maximise the effectiveness of all elements of provision with a renewed focus on the most vulnerable;
- Strengthened service boundaries with focussed leadership, management and development support for staff to maintain high quality services and support staff wellbeing and job satisfaction.

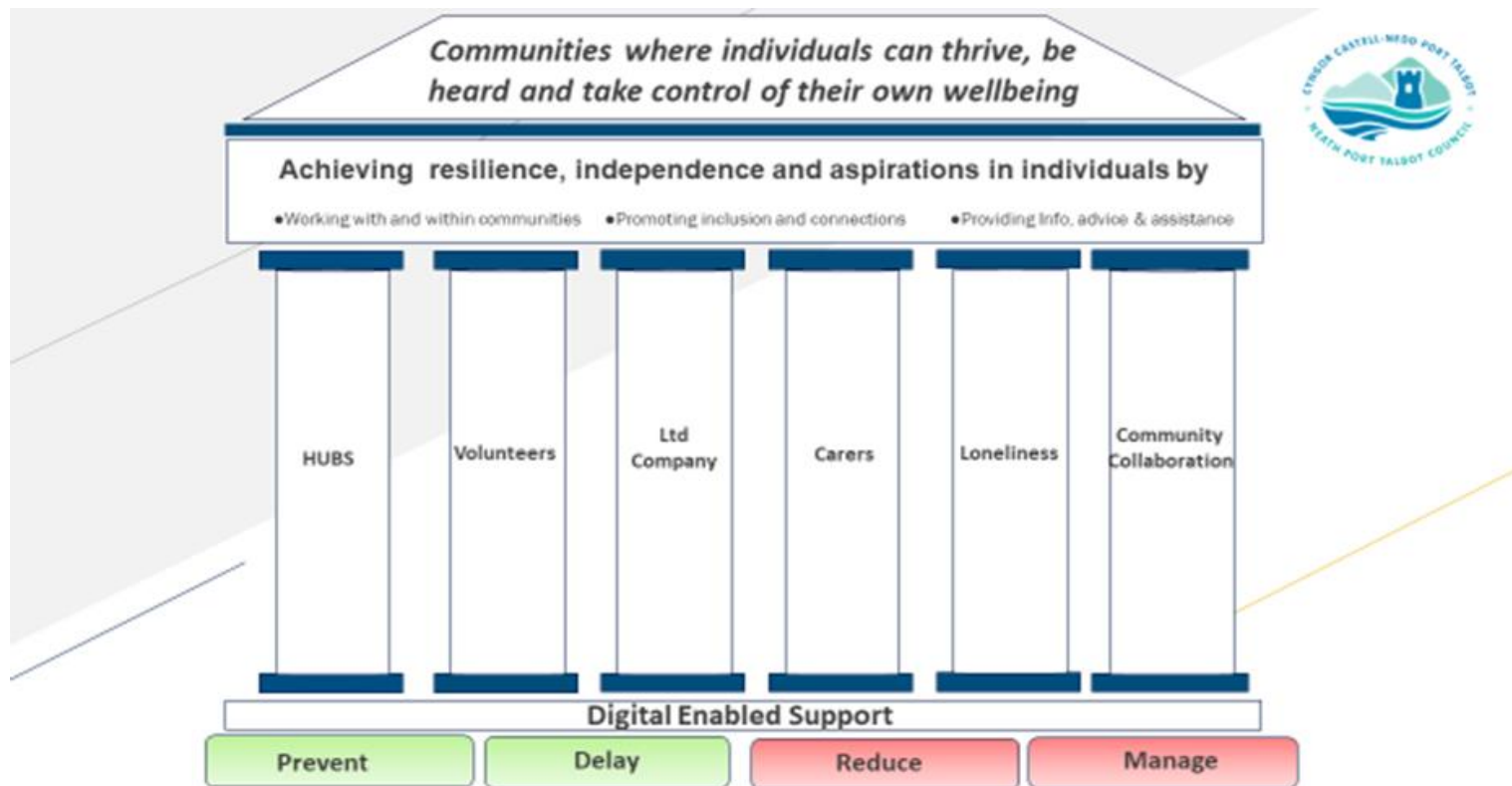
The benefits of prevention and early intervention initiatives may not always be immediately visible, making it challenging to attribute positive outcomes directly to these efforts. However, the long term, success of prevention and early intervention hinges on the services ability to reduce the needs for care and support, avert crises and mitigate long-term negative consequences, such as improved mental health and wellbeing. While prevention can be a challenge, it is critical crucial, to achieve sustainable change.

Through engagement and collaboration with relevant teams, a clear vision of what we hope to achieve has been defined alongside a robust approach of how we intend to deliver it. The proposal is based on principles that aim to enable a shift in power, to establish what's 'strong' instead of what's 'wrong' in communities to facilitate opportunities for change. This shift of focus aims to enable people to stay well, rather than waiting for people to need services, whilst focussing on building sustainable community resilience in partnership with all relevant stakeholders.



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The following diagram represents our vision, principals and key objectives for the coming years. It also indicates that the services key aim is to prevent and delay, but work with partners will also be undertaken to reduce and manage individuals in formal support to facilitate step down where possible.





### **Work undertaken to date**

Reviews of four existing preventative services have been completed to ensure they meet the needs of people accessing them:

- **Safe & Well Volunteering** - During COVID-19, a volunteer response provision was established, from which a number of positive opportunities were identified. As a result, the service has been transformed into a befriending service to help to address isolation and loneliness, incorporating the inclusion of a robust volunteer framework, training and recruitment programme.
- **Local Area Coordination** - The outcome of the Local Area Coordination review resulted in the recruitment of eight additional Local Area Coordinators, increasing access for local communities that otherwise would have been without.
- **Community Independence Team** - This team has since relocated under Housing & Homelessness Services as their primary focus was on tenancy support.
- **Adult Carers Support** has been reviewed with service improvements in progress, separate update paper provided to scrutiny previously.

In addition, a number of wider tasks have also been completed, they include:

- Establishment of a departmental **performance framework** to evidence activity, quality and impact which continues to be strengthened as the delivery model progresses.
- A **draft Isolation and Loneliness Strategy (Adults)** has been developed in collaboration with the third sector and community / voluntary groups. The implementation plan is currently being developed incorporating community engagement.

- **The establishment of a Digital, Assistive Technology and Digital Solutions Suite** and integration of digital solutions and wider digital transformation into the Prevention and Early Intervention model to ensure independence is at the forefront of our work.
- Secured funding for delivery of a **Digital Inclusion Project** via the UK Shared Prosperity Fund (SPF) to increase digital inclusion within our communities.
- **“Our NPT” a digital platform** was developed with community groups, in a bid to offer an interactive digital information and learning site that the public and community groups could easily access. rather than waiting for a crisis.
- **Recruitment of Prevention and Early Intervention Cluster Leads**, who will be responsible for the delivery of prevention and early help services within each of the Clusters. They will work alongside the Social Worker and Community Occupational Therapy leads to provide a holistic place-based offer of support.
- **Mapping of community hubs** was undertaken, in partnership with NPT County Voluntary Service. The work also fed into the development of the Local Area Plan and is available to all staff via Geo Discover, an interactive map.
- **Engagement sessions undertaken with local councillors** facilitated to broaden understanding of Local Area Coordination and the vision for Prevention and Early Intervention.
- **Winter planning community needs mapping** undertaken in partnership with Public Health Wales.
- **An Ageing Well Officer was recruited;** Work has begun to support local groups to identify gaps in services, area needs and possible local solutions, with the aim of the Council becoming a member of the World Health Organisation Ageing Friendly Global Network.
- **A review of the B’spoked Enterprises** is in its early stages with a view to develop progression pathways, such as education and employment, volunteering, sports and leisure and independent living using a social enterprise approach.

- **Community Consultation;** In partnership with education as part of the community focused school’s initiative and the development of community hubs.

Whilst the development and embedding of Prevention and Early Intervention Services remains ongoing our core provision continues to operate, strengthen and evolve, below is a summary of key activity from 1<sup>st</sup> April – 30<sup>th</sup> September 2023.

### Overall Service Activity (April – September 2023)



	Q1	Q2	Total
Number of Volunteer hours provided	228.5	454	682.5
Number of new Local Area Coordination referrals	173	123	296

### Community Development (Local Area Coordination and Community Connecting Team)

Direct support of **a minimum three individual Community Groups** each area on a weekly basis whilst they develop

Circa **fifty individual’s** case managed to access community groups (CCT)

Presence at least **65 other community groups** across the county on an ongoing basis.

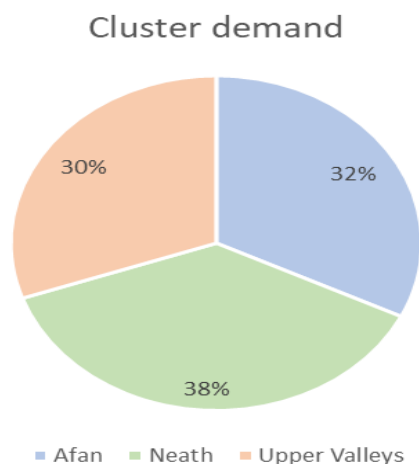


Around **450 additional individuals** access groups whilst regaining their confidence who seek support from the LAC's at these groups as required.

On average, the LAC's workload is split **60 / 40 (1:1 vs Community)** although this varies by area and demand.

### Reasons for referral (Local Area Coordination)

Reason	Percentage
Social Contact	21%
Loneliness	18%
Mental Health Support	12%
Housing	7%



### Conclusion and next steps

Whilst significant progress has been made over the last year to develop, refine and strengthen prevention and early intervention as a key feature of adult services, in accordance with legislative requirements, it is recognised that this redesign is a significant undertaking that will involve a sustained period of change management. As such, this will need to include organisational

development and service improvement to achieve the necessary sustainable change and will require clear decisive leadership to facilitate the required culture change.

**Our key priorities for the next year include:**

- Prevention and Early Intervention Service Team Restructure. This will be cost neutral.
- Shaping and adoption of team identity, values, behaviours and whole team approach.
- Strengthening and embedding of the quality and impact framework.
- Further model development and scoping - e.g.: social enterprise, expansion of B'spoke.
- Embedding of joint working using whole team place based methodology across multidisciplinary teams, directorates and in collaboration with partners.
- Review of transitional cases within complex disability team to identify opportunities for supporting individuals to access community and universal services and where possible stepdown support.

Further details of progress made and planned next steps are included as **Appendix 1** with a variety of Case Examples included as **Appendix 2**.

**Financial Impacts**

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

**Integrated Impact Assessment**

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

### **Valleys Communities Impacts**

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

### **Workforce Impacts**

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

### **Legal Impacts**

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

### **Risk Management Impacts**

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

### **Consultation**

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

### **Recommendations**

To note the contents of the report.

### **Reasons for Proposed Decision**

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

### **Implementation of Decision**

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

### **Appendices**

**Appendix 1** Case Examples

**Appendix 2** Progress Update

### **Officer Contact**

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