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For all enquiries relating to this agenda please contact Amy Dredge  
(Tel: 01443 863100 Email: [dredga@caerphilly.gov.uk](mailto:dredga@caerphilly.gov.uk))

**Date: 18th October 2017**

Dear Sir/Madam,

A meeting of the **Health Social Care and Wellbeing Scrutiny Committee** will be held in the **Sirhowy Room, Penallta House, Tredomen, Ystrad Mynach** on **Tuesday, 24th October, 2017** at **5.30 pm** to consider the matters contained in the following agenda. You are welcome to use Welsh at the meeting, a minimum notice period of 3 working days is required should you wish to do so. A simultaneous translation will be provided if requested.

Yours faithfully,

A handwritten signature in blue ink that reads 'Chris Burns'.

**Chris Burns**  
INTERIM CHIEF EXECUTIVE

## AGENDA

- |  | Pages |
|--|-------|
| 1 To receive apologies for absence.  |       |
| 2 Declarations of Interest.  |       |
| Councillors and Officers are reminded of their personal responsibility to declare any personal and/or prejudicial interest (s) in respect of any item of business on this agenda in accordance with the Local Government Act 2000, the Council's Constitution and the Code of Conduct for both Councillors and Officers. |       |
| To approve and sign the following minutes: -   |       |
| 3 Health Social Care and Wellbeing Scrutiny Committee held on 12th September 2017.   | 1 - 8 |

A greener place Man gwyrddach



- 4 Consideration of any matter referred to this Committee in accordance with the call-in procedure.
- 5 To receive a verbal report by the Cabinet Member(s).
- 6 Health Social Care and Wellbeing Scrutiny Committee Forward Work Programme and Co-opted Member Candidates. 9 - 28
- 7 To receive and consider the following Cabinet reports\*: -
- 8 Caerphilly County Borough Council (Dog Control) Public Spaces Order 2017 - 6th September 2017.

*\*If a Member of the Scrutiny Committee wishes for the above Cabinet report to be brought forward for discussion at the meeting please contact Amy Dredge, Committee Services Officer, Tel no. 01443 863100 by 10.00am on Monday, 23rd October 2017.*

To receive and consider the following Scrutiny reports: -

- 9 Social Services Assisted Transport Policy. 29 - 62
- 10 Rota Visits by Members to Social Services Establishments: 1st April - 30th September 2016 and 1st October 2016 - 31st March 2017. 63 - 66
- 11 Looked After Children - Service Pressures. 67 - 74

**Circulation:**

Councillors: A. Angel, C. Bezzina, L.J. Binding (Chair), D. Cushing, M. Evans, Miss E. Forehead, A. Gair, Ms J. Gale (Vice Chair), D.C. Harse, V. James, L. Jeremiah, B. Owen, Mrs A. Leonard, J. Simmonds, S. Skivens and C. Thomas

Users and Carers: Mr C. Luke and Mrs J. Morgan

Aneurin Bevan Health Board: S. Millar (ABUHB)

And Appropriate Officers

# Agenda Item 3



## HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN,  
YSTRAD MYNACH ON TUESDAY, 12TH SEPTEMBER 2017 AT 5.30 P.M.

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PRESENT:

Councillor L.J. Binding - Chair  
Councillor Ms J. Gale - Vice Chair

Councillors:

C. Bezzina, M. Evans, E. Forehead, A. Gair, V. James, L. Jeremiah, B. Owen, J. Simmonds,  
S. Skivens and C. Thomas

Cabinet Members:

C. Cuss (Social Care and Wellbeing), Mrs E. Stenner (Environment and Public Protection)

Together with:

G. Jenkins (Assistant Director - Children's Services), J. Williams (Assistant Director - Adult Services), R. Hartshorn (Head of Public Protection), M.J. Jones (Interim Financial Services Manager), E. Sullivan (Interim Scrutiny Officer), J. Morgan (Solicitor), C. Evans (Committee Services Officer)

### 1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors A. Angel, D. Cushing, D. Harse, A. Passmore together with C. Luke, Mrs J.M. Morgan (Users and Carers) and S. Crane and S. Millar (Aneurin Bevan University Health Board).

### 2. DECLARATIONS OF INTEREST

There were no declarations of interest received at the commencement or during the course of the meeting.

### 3. MINUTES – 26TH JUNE 2017

RESOLVED that the minutes of the Health, Social Care and Wellbeing Scrutiny Committee meeting held on 26th June 2017 (minute nos. 1 - 10) be approved as a correct record and signed by the Chair.

#### **4. CONSIDERATION OF ANY MATTER REFERRED TO THE SCRUTINY COMMITTEE IN ACCORDANCE WITH THE CALL-IN PROCEDURE**

There had been no matters referred to the Scrutiny Committee in accordance with the call-in procedure.

#### **5. REPORT OF THE CABINET MEMBERS**

The Scrutiny Committee received verbal reports from Councillors Mrs E. Stenner (Environment and Public Protection) and C. Cuss (Cabinet Member for Social Care and Wellbeing).

The Committee noted that, since Councillor Cuss was appointed as Cabinet Member for Social Care & Wellbeing he has conducted visits to a number of services across Adult and Children Services and recognises the hard work of staff delivering services to vulnerable people across the Borough.

The Cabinet Member had made visits to Information, Advice and Assistance (IAA) Service, Trafalgar Park Care Home, Nelson (Private), Blaenau Gwent & Caerphilly Young Offending Service, Caerphilly Children's Centre, Community Resource Team, Hospital Discharge Team, Brooklands and Tywncarn Day Centre and Tŷ Ni Children's Home, with further visits scheduled during the coming months.

It was noted that Cabinet had approved to fund additional resources, for a 12 month period, to meet the increased demand in Children Services; agreeing to provide 2 Social Workers in the Locality Teams, 2 Social Workers in the Fostering Team, 1 Administrator to work in Legal Services and also an additional Solicitor.

The Committee were asked to note that an inspection of the Integrated Mental Health Team was postponed, however this has been rearranged for the 11th and 12th October. Further updates would be provided in due course.

Inspections have however been conducted in Home Assistance Reablement Team (HART), 14 Graig Road Supported Living Home, Ty Iscoed RH and Min-y-Mynydd RH, which have received excellent reports, which are available on the CSSIW website.

Councillor Eluned Stenner, Cabinet Member for Environment and Public Protection provided the Committee with an update and has continued to familiarise herself with the role and meeting Officers and staff.

Members were pleased to note that the CCTV control room has retained the NSI Silver Award following an Audit during the summer and a visit will be scheduled shortly to gain insight into the service and how enquiries and complaints are managed. In addition, visits to the various Catering Services and sites will shortly be undertaken.

Members will be aware that, having considered the outcome of the statutory consultation process Cabinet has now approved a new Public Space Protection Order to enhance the response to irresponsible dog ownership. The Order has a number of new legal powers including a requirement that dog owners carry the means to pick up after their dogs. The Order also has the effect of increasing the level of fixed penalty fine for dog fouling from £75 to £100 and the results of the PSPOs will be closely monitored and reviewed again next year.

Within Catering, the programme of school kitchen refurbishments has continued over the school summer holidays and included full refurbishments at Coed y Brain Primary, Pontllanfraith Primary, and Blackwood Comprehensive schools. In the commitment to

ensuring that school kitchens meet the required standards, a spend of over £600,000 this year has been invested.

Finally, the Committee noted that the public consultation on the draft Hafodyrynys Air Quality Action Plan has recently ended and will be reported to Cabinet for consideration in the near future.

The Chair thanked the Cabinet Members for their informative reports.

## **6. HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE FORWARD WORK PROGRAMME**

Mrs Emma Sullivan (Interim Scrutiny Officer) presented the report which detailed the forward work programme for the Health, Social Care and Wellbeing Scrutiny Committee going forward.

Members were asked to consider the work programme and to make any amendments or for additional agenda items to be included for future meetings. Members were advised that the Air Quality Action Plan would be presented to the Committee on 24th October 2017 and there would be a requirement to consider the addition of Budget Information within the programme.

Having fully considered its content the Health, Social Care and Wellbeing Scrutiny Committee noted the report and agreed the forward work programme as attached in Appendix 1 of the report.

## **7. CABINET REPORT**

The Cabinet report listed on the agenda had not been called forward for discussion at the meeting.

## **REPORTS OF OFFICERS**

Consideration was given to the following reports.

## **8. WELLBEING OBJECTIVES 2016/17 – END OF YEAR REVIEW**

The Local Government (Wales) Measure 2009 requires all local authorities in Wales to set and publish a set of priorities that improve the life of citizens. The Wales Audit Office (WAO) use Well-being Objectives and other data/information to evaluate the Council's annual progress on key performance indicators, measuring the outcomes and impact on the citizens of Caerphilly.

The report provided Members with an update on the progress of two Well-being Objectives (Well-being Objective 1 (WO1) – to help people make the best use of their household income and manage their debts; and Well-being Objective 3 (WO3) – close the gap in life expectancy for residents between the most and least deprived areas in the Borough) for the period April 2016 to March 2017, and whether they are currently being delivered successfully or not.

It was noted that the main outcome for WO1 is to introduce policies focussing on boosting households' resources so that Caerphilly residents are able to improve their income levels and are better able to meet their own needs and reduce the impact of Poverty. In order to

meet this priority, the take up of Free School Meals is being actively promoted through the use of established media channels and working with schools and other partners. Uptake of Free School Meals in Secondary schools is slightly lower than last year whilst Primary School uptake is up by over 2% on the same period last year.

In addition, it was noted that 2183 Council tenants affected by welfare reform changes were visited and provided with advice and support, and 3273 people have been supported to access benefits they are entitled to, which is well above the target for the year.

The report outlined that the status of WO1 as at year end 2016/17 is considered to be successful.

In considering WO3 it was noted that the main outcome is to improve the lifestyles of the local population so that people recognise and take responsibility for their own health and well being, which will in turn reduce the variation in healthy life expectancy so that health and well being of individuals experiencing disadvantage improves to the levels found among the advantaged.

There has been a significant decrease in resources over the past few years, which has had an impact on the availability of funds and capacity to deliver services. With the phasing out of the Communities First Programme, a new approach is to be implemented to meet the need, which will focus on employment, early years and empowerment

The report outlined that the status of WO3 as at year end 2016/17 is considered to be successful as the gap in healthy life expectancy has reduced for both male and female residents between the most and least deprived areas in the Borough, adult smoking rates continue to decline, the Healthy and Sustainable Pre-School Scheme continues to be very successful, participation in the School Cycling Programme has increased, development of community based self-help support for people living with a mild to moderate mental health condition has resulted in increased uptake and over 3900 residents completed a cardiovascular risk assessment as part of the regional Living Well Living Longer programme with 514 residents receiving ongoing support.

The Committee thanked the Officer for the report and discussion ensued.

In considering WO1, a Member sought further information on the reasons for the reduced take up of Free School Meals in Secondary Schools and the promotions in place. The Officer outlined that there could be a number of economical factors contributing to the numbers, which could include Housing Benefit Eligibility and lack of awareness. There is further promotion being undertaken in Secondary Schools, and template letters being sent to the Head teachers, in addition Members were asked to provide any further promotional suggestions to Officers.

Having consideration for WO3, Members raised concerns for the phasing out of Communities First and requested further information on the plans to replace services. Officers provided further details on some of the schemes previously in place and it was noted that there is some uncertainty for contingency, however, Members would be kept up to date through out the process.

A Member considered the number of actions taken in order to meet WO3 and sought further information on the percentage of schools undertaking the Daily Mile. Officers agreed to gather the information and disseminate to the Committee.

Following consideration and discussion of the report, it was moved and seconded that the following recommendations be supported. By a show of hands, this was unanimously agreed.

RESOLVED that for the reasons contained in the Officer's report: -

- (i) The content of the report and the judgement of Well-being Objective 1 and 3 to be successful as at year end 2016/17 be noted;

- (ii) The assessment of successful at the full year stage in respect of Well-being Objective 1 and 3 be agreed.

## **9. BUDGET MONITORING REPORT (MONTH 3)**

The report provided Members with the projected revenue expenditure for the Social Services Directorate for the 2017/18 financial year and the progress made against the savings targets built in to the 2017/18 revenue budget for the Directorate.

The report summarised the projected financial position for the Social Services Directorate for the 2017/18 financial year based on information available as at month 3 (June 2017) and identified budget pressures relating to the delivery of frontline services, particularly within Children's Services, and highlighted some potential issues that could lead to increased costs within Adult Services.

The Committee noted that the 2017/18 month 3 position is a projected Directorate overspend of £1.163m. The Children's Services Division is currently projected to overspend its budget by £1,730k, £2.189m of which is projected in respect of residential placements, fostering and adoption support. The Adult Services Division is currently projected to underspend its revised budget by £470k and Service Strategy and Business Support is projected to underspend by £97k.

Members noted that the 2017/18 budget for Social Services included a savings target of £563k. A number of actions, including reviewing staffing structures across Children's Services, Adult Services, Business Support and Financial Services, as well as the realignment of Office Accommodation budgets have resulted in the savings target being delivered in full and on a recurring basis.

The Committee thanked the Officer for the report and discussion ensued.

In considering the expected overspend in Children's Services, a Member sought further information on the placements and plans to reduce the costs. Officers explained that, whilst every effort is made to ensure that placements are made available within the borough, in some cases, the needs of individuals can be so complex and specialist placement, which meets the need of the individual are not available in County. Every effort is made to provide support and permanent residence as soon as possible.

Members considered the costs associated with Fostering and Adoption Support and the continued overspend. It was noted that there is national shortage on Foster Carers, and as a result a significant investment was made through a radio campaign, which has resulted in 8 new assessments being received.

Members discussed the staffing restructures and sought assurance that service delivery would not be impacted in order to make savings. Officers explained that the savings were made in business support and back office services, which had no direct impact to families or service users.

Following consideration and discussion of the report, it was moved and seconded that the following recommendations be supported. By a show of hands, this was unanimously agreed.

RESOLVED that for the reasons contained in the Officer's report: -

- (i) the projected overspend of £1,163k against the Directorate's budget for 2017/18 be noted;
- (ii) the potential increases in costs resulting from further increases in demand and the potential loss of Integrated Care Fund Grant be noted along with the efforts being made by officers to reduce placement costs.

#### **10. PUBLIC PROTECTION ENFORCEMENT, UNDERAGE SALES ACTIVITY AND CONSUMER ADVICE – 2016/17**

The report provided Members with information on the wide range of protective and regulatory functions, supported by the Public Protection Division, which seek to promote and improve the health, safety and economic well being of communities, as well as regulate trade, commerce and the environment. In compliance with the Public Protection Enforcement Policy the report provided an overview of the formal enforcement activity undertaken including outcomes of investigations undertaken under the auspices of the Regulation of Investigatory Powers Act during 2016/17.

The Committee noted that the Surveillance Camera Commissioner's Code of Practice states that the local authority should consider, on an annual basis, its surveillance camera system to ensure that it remains necessary, proportionate and effective. The Public Open Space CCTV system comprises 156 cameras covering 28 town and village centres. The location and number of permanently fixed cameras is considered as necessary, proportionate and effective. The CCTV Control Room refers incidents and suspicious behaviour directly to the Police for their action. Descriptions provided by the Control Room can result in arrests being made at the time of the incident and in some cases Control Room Operators are able to guide Police Officers to offenders as a result of on-going monitoring after an incident.

The report detailed Underage Sales and it was noted that complaints about premises supplying age-restricted products are received from members of the public, local elected Members, Police Officers, Community Safety Wardens, and other businesses. Complaint data is used to target enforcement activities and also to support authorisations for directed surveillance using covert recording equipment, under the Regulation of Investigatory Powers Act 2000. During the financial year 2016/2017 the Trading Standards Service received complaints about tobacco sales, 6 complaints about "on" licence alcohol sales, 10 complaints about "off" licence alcohol sales, complaints about premises selling both tobacco and alcohol, 1 complaint about E cigarettes (Nicotine Inhaling Devices, NIDs), complaints about alcohol sales from members clubs but there were no complaints in relation to other age restricted products such as fireworks, butane lighter fluid and lottery tickets

Finally, the report provided information to Members on the number and nature of complaints dealt with by the Consumer Advice function of Trading Standards in 2016/17. Some of the complaints received included used cars, with 256 complaints received totalling a value of over £898,249.50, 149 complaints were received around Home maintenance and improvements totalling £247,838.40, 53 complaints were received for furniture totalling £62,001.99, 46 for clothing and footwear totalling £717.31. The analysis is comparable with national data, with second-hand cars and home maintenance being the highest sources of complaints both nationally and locally.

The total value of all goods and services dealt with by the Council's advice service for the financial year was £1,491,629.95 and the total value of all goods and services where Caerphilly consumers sought advice either directly from the service or through the Citizens Advice Consumer Service was £8,286,585.95. These figures exclude high value complaints regarding financial advice and prize draws.

Members thanked the Officer for the detailed report and discussion ensued.



CCTV was discussed at length, and Members raised queries around the locations and types of cameras in town centres and length of time in which data is kept and times in which CCTV is turned off. Officers explained that there has not been a blanket turn-off, occasionally individual cameras are down for electrical testing or maintenance, however, if there are any prolonged faults, ward members are notified. Cameras vary depending on position, some being fixed, other rotate periodically and are located in hotspots, and it is endeavoured that these cameras are always operational. Data from the CCTV cameras are kept for up to 31 days, in line with Data Protection requirements; however, this timescale would be extended, should the data be required as evidence.

Members sought further information on licensing arrangements and in particular with private members clubs. Officers explained that there are different arrangements for these premises as they are owned by the members. However, testing is still conducted, special constables could be deployed to access the premises, should they be admitted as non-members, the premises is in violation of the licence and investigations are conducted into the matter.

Following consideration and discussion of the report, it was moved and seconded that the following recommendation be supported. By a show of hands, this was unanimously agreed.

RESOLVED that for the reasons contained in the Officer's report the review of Public Protection enforcement activity, including underage sales, and CCTV provision be noted, along with the activity in relation to Consumer Advice.

The meeting closed at 7.07 p.m.

Approved as a correct record and subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 24th October 2017, they were signed by the Chair.

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CHAIR

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## HEALTH SOCIAL CARE & WELLBEING SCRUTINY COMMITTEE – 24TH OCTOBER 2017

**SUBJECT: HEALTH SOCIAL CARE & WELLBEING SCRUTINY COMMITTEE  
FORWARD WORK PROGRAMME AND CO-OPTED MEMBER  
CANDIDATES**

**REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES & SECTION 151  
OFFICER**

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### **1. PURPOSE OF REPORT**

- 1.1 To report the Health Social Care & Wellbeing Scrutiny Committee Forward Work Programme.
- 1.2 To seek endorsement of the proposed candidates for appointment to the vacant co-opted Members positions.

### **2. SUMMARY**

- 2.1 Forward Work Programmes are essential to ensure that Scrutiny Committee agendas reflect the strategic issues facing the Council and other priorities raised by Members, the public or stakeholders.
- 2.2 The Health Social Care and Wellbeing Scrutiny Committee are asked to endorse the two candidates for the position of co-opted members of the scrutiny committee until May 2022.

### **3. LINKS TO STRATEGY**

- 3.1 The operation of scrutiny is required by the Local Government Act 2000 and subsequent Assembly legislation. The Forward Work Programmes contribute to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2016 by ensuring there is an effective scrutiny function and that council policies are scrutinised against the following goals:

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh language
- A globally responsible Wales

## **4. THE REPORT**

### **Forward Work Programme**

- 4.1 The Health Social Care & Wellbeing Scrutiny Committee forward work programme includes all reports that were identified at the scrutiny committee meeting on 12 September 2017. The work programme outlines the reports planned for the period October 2017 to June 2018.
- 4.2 The forward work programme is made up of reports identified by officers and members and has been prioritised into three priority areas, priority 1, 2 or 3. Members are asked to consider the work programme alongside the cabinet work programme and suggest any changes before it is published on the council website. Scrutiny committee will review this work programme at every meeting going forward alongside any changes to the cabinet work programme or report requests.
- 4.3 The Health Social Care & Wellbeing Scrutiny Committee Forward Work Programme is attached at Appendix 1. The Cabinet Forward Work Programme is attached at Appendix 2.

### **Co-opted Members**

- 4.4 Full Council agreed a process for the appointment of non-voting co-opted members to Health Social Care and Wellbeing Scrutiny Committee at the Annual General Meeting held on 18 May 2017. It was agreed that this process would be adopted in order to fill the two vacant positions on the committee.
- 4.5 Following the AGM a letter was circulated by GAVO on behalf of the council to organisations representing users and carer groups in the county borough. The groups were invited to nominate persons for the two vacant positions and as a result 7 nominations were received. An interview panel consisting of the Chair, Vice Chair and a scrutiny committee member (Independent) of the Health Social Care and Wellbeing Scrutiny Committee reviewed each nomination and agreed to interview two candidates, these were:
- Mrs Michelle Jones, Caerphilly Parent Network.
  - Ms Jill Lawton, Caerphilly Mind.
- 4.6 Interviews were held on 22 September 2017 and the interview panel unanimously agreed to recommend both nominees to be appointed to the Health Social Care and Wellbeing Scrutiny Committee.
- 4.7 The co-opted members will be appointed until the end of the current council term, May 2022 when the positions will be re-advertised, although this does not preclude existing co-opted members from re-applying.
- 4.8 The co-opted members are expected to sign up to an agreed code of conduct (Appendix 3) and will be entitled to access training and development opportunities to support their scrutiny role.

## **5. WELL-BEING OF FUTURE GENERATIONS**

- 5.1 This report contributes to the well-being goals as set out in links to strategy above. It is consistent with the five ways of working as defined within the sustainable development principle in that by ensuring the scrutiny function is effective when reviewing services and policies and ensure it considers the wellbeing goals.

## **6. EQUALITIES IMPLICATIONS**

- 6.1 There are no specific equalities implications arising as a result of this report.

## **7. FINANCIAL IMPLICATIONS**

7.1 There are no specific financial implications arising as a result of this report.

## **8. PERSONNEL IMPLICATIONS**

8.1 There are no specific personnel implications arising as a result of this report.

## **9. CONSULTATIONS**

9.1 There are no consultation responses that have not been included in this report.

## **10. RECOMMENDATIONS**

10.1 That Members consider any changes and agree the final forward work programme prior to publication.

10.2 That Health Social Care and Wellbeing Committee agree the appointment of Jill Lawton representative of Caerphilly Mind and Michelle Jones representative of Caerphilly Parent Network as co-opted members until May 2022, subject to their acceptance of the code of conduct for co-opted members.

## **11. REASONS FOR THE RECOMMENDATIONS**

11.1 To improve the operation of scrutiny.

## **12. STATUTORY POWER**

12.1 The Local Government Act 2000.

Author: Catherine Forbes-Thompson Interim Head of Democratic Services  
Consultees: Gail Williams, Interim Head of Legal Services and Monitoring Officer  
Dave Street, Corporate Director Social Services  
Councillor Lyndon Binding Chair Health Social Care and Wellbeing Scrutiny Committee  
Councillor June Gale Vice Chair Health Social Care and Wellbeing Scrutiny Committee  
Councillor Bob Owen Health Social Care and Wellbeing Scrutiny Committee Member

Background Papers:  
Annual Council 8 May 2017 - Co-opted Scrutiny Committee Members

Appendices:  
Appendix 1 Health Social Care & Wellbeing Scrutiny Committee Forward Work Programme  
Appendix 2 Cabinet Work Programme  
Appendix 3 Co-opted Member Code of Conduct

<b>Health Social Care and Wellbeing Scrutiny Committee – October 2017- July 2018</b>			
<b>Meeting Date: 24th October 2017</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	<b>Witnesses</b>
Looked After Children Pressures	To inform Members of the service and resource pressures related to the increasing number of children Looked After by the Council.	The report will cover 'edge of care' preventative supports, decision making quality assurance, placement shortage, foster care recruitment, use of residential provision, MIST service development, regional approaches and the budget position.	Gareth Jenkins
Transport Criteria	To obtain members views on the proposed transport criteria which has been reviewed and updated in line with the Social Services and Well-Being Act	Criteria covers all client groups and primarily looks at transport for attendance at day opportunities. Criteria focuses on promoting independence for people giving them choice and control over their lives Scrutiny is part of the consultation process	
Members Rota Visits	To enable members to make a decision as to whether or not they continue to do rota visits to council establishments	Performance in relation to visits completed Rota visits are not a statutory requirement and are not a form of inspection Decision on the way forward in terms of continuing visits or not if yes clear plan and commitment re completion	

<b>Meeting Date: 5th December 2017</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	<b>Witnesses</b>
Aneurin Bevan University Health Board	To provide an update on the key developments since December 2016 and outline performance and improvement plans.		J. Pagett (Chief Executive ABUHB) Ann Lloyd (Chair ABUHB)
CSSIW Interim Report	To provide members with outline feedback on joint inspection between HIW and CSSIW to South Community Mental Health Team	To be identified post feedback	
Draft Hafodyrynys Air Quality Action Plan	To consider the draft Hafodyrynys Air Quality Action Plan and recommendations.	Having declared an Air Quality Management Area at Hafodyrynys the Council is required to produce an action plan. Following a 12 week consultation process the draft Action Plan is presented to scrutiny prior to its consideration by Cabinet	Rob Hartshorn

<b>Meeting Date: Special December 2017</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	<b>Witnesses</b>
Medium Term Financial Plan	Scrutiny Committee is asked to consider and comment upon the draft budget proposals.	The report provides details of draft budget proposals based on the Welsh Government (WG) Provisional Local Government Financial Settlement including draft savings proposals that are under consideration.	Stephen Harris



<b>Meeting Date: 6th February 2018</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	<b>Witnesses</b>
Year-end Performance Report for Social Services & Public Protection (to include complaints)			
Budget Monitoring Report (Month 9)	To inform Members of projected revenue expenditure for the Social Services Directorate and to update Members on the progress made against the savings targets built in to the revenue budget for the Directorate	Identification of significant variances between budgeted expenditure and forecasted expenditure for the financial year based on information available at the end of December, along with causes and any mitigating action taken.	Mike Jones

<b>Meeting Date: 20th March 2018</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	<b>Witnesses</b>

<b>Meeting Date: 1st May 2018</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	<b>Witnesses</b>

<b>Meeting Date: 19th June 2018</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	<b>Witnesses</b>

<b>Meeting Date: Date to be Confirmed</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	<b>Witnesses</b>
How Schools Engage with Healthy Living  (Members Request)	To consider how schools are engaging with the various healthy living/health schools initiatives.		Rob Hartshorn.

## Cabinet Forward Work Programme

### APPENDIX 2

18TH OCTOBER 2017	Key Issues	Service Area
Proposal for the Development of a Combined Sensory and Communication Service (SENCOM) Made Up of the Visual Impairment (VI) Service, Hearing Impairment (HI) Service and the Communication Intervention Team.	The report sets out the consultation and project group activities undertaken to scope and develop an action plan to combine the Visual Impairment Service, the Hearing Impairment Service and the Communication Intervention Team, under a single employer and governance structure operated by Torfaen CBC	Education
Data Protection Reform Report	To update Members on changes to Data Protection regulations. To make Members aware of changes to Data Protection regulations and the penalties incurred for any breaches.	Information Governance
Children's burial fees	The report will be to seek Member's views on establishing a Memorandum of Understanding between Welsh Government and Local Government across Wales in respect of putting a consistent approach to children's burial fees in place.	Environment
Cabinet Forward Work Programme	To seek Cabinet endorsement of the Forward Work Programme for the period July 2017 to December 2017.	Legal and Governance
1ST NOVEMBER 2017	Key Issues	Service Area
Wales Audit Office Review of the WHQS Programme	To advise members on the outcome of the WAO Review of the WHQS Programme. The report will highlight the key findings of the WAO Review, detail the key recommendations and actions to be taken by officers to address these.	Housing
Wales Audit Office Annual Improvement Report	The Annual Improvement Report is a summary of the review work carried out by Wales Audit Office in 2016-17. Individual pieces will have been reported on throughout the year at separate times, but this provides a collective summary The AIR also gives the Audit Offices judgement on whether they believe the Council has or is going to meet its statutory duty to 'make arrangements to secure continuous improvement'	Public Protection

## Cabinet Forward Work Programme

### APPENDIX 2

Local risk based reviews: Asset management and Information Management and Technology – Caerphilly County Borough Council	To present to Cabinet the WAO report detailing their findings following the review of Asset Management and Information Management and Technology.	Corporate Services
Risca - Tesco Development Section 106 Agreement - Commitment of Funding	To outline and agree the priority projects to be implemented via the S106 funding resulting from the Tesco development.	Communities

<b>15TH NOVEMBER 2017</b>	<b>Key Issues</b>	<b>Service Area</b>
The Management of Trees	To seek the approval of Cabinet to formally adopt a Tree Strategy, following consideration at Scrutiny Committee.	Communities and Leisure
Draft Budget Proposals for 2018/19	This report will seek Cabinet endorsement of draft budget proposals for the 2018/19 financial year based on the Provisional Local Government Financial Settlement. This will then allow for a period of consultation prior to consideration of final 2018/19 budget proposals by Cabinet and Council in February 2018.	Corporate Finance
WESP 3 Year Plan	Required	Education
Mid-Year Budget Monitoring (Whole-Authority).	The report will provide details of projected Whole-Authority revenue expenditure for the 2017/18 financial year along with details of any significant issues arising. The report will also update Cabinet on progress in delivering the approved savings for 2017/18.	Corporate Finance

<b>29TH NOVEMBER 2017</b>	<b>Key Issues</b>	<b>Service Area</b>

<b>13TH DECEMBER 2017</b>	<b>Key Issues</b>	<b>Service Area</b>

## Cabinet Forward Work Programme

### APPENDIX 2

Council Tax Base	The report provides details of the Council Tax base for 2018/19 for tax setting purposes and the collection percentage to be applied.	Corporate Finance
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## Cabinet Forward Work Programme

### APPENDIX 2

Affordable Homes New Build Proposals	To confirm the new build Council Housing programme, including the preferred delivery option in order for the Council to utilise the Affordable Housing Grant funding that has been allocated to CCBC.	Housing
Proposed Closure of Pontllanfraith Leisure Centre - Outcome from the Consultation Exercise	To consider the outcome of the consultation for the proposed closure of Pontllanfraith Leisure Centre.	Communities
Update on Reserves	To present details of the usable reserves held by the Authority and to outline proposals for the use of reserves in some areas.	Corporate Finance
Air Quality Action Plan	This report will advise Cabinet on the outcome of a public consultation exercise on the draft Hafodyrynys Air Quality Action Plan and seek approval of the final Action Plan.	Public Protection

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#### BMI

<b>13TH DECEMBER 2017</b>	<b>Key Issues</b>	<b>Service Area</b>
Cabinet As Trustee of BMI - BMI Annual Report and Statement of Accounts 2016/2017	To consider and approve the annual accounts	Economic Development

**Code of Conduct**

**Co-opted Members of Scrutiny Committees**

This Code of Conduct sets out the principles governing how co-opted members of Scrutiny Committees should conduct themselves both in meetings and also on any other occasion when they are acting in their capacity as a Co-opted Member. For the avoidance of doubt all Councillors sitting on Scrutiny Committees are bound by the Code of Conduct for Members adopted by Caerphilly County Borough Council on 2nd May 2008 (as amended).

Co-opted Members who act in a way that violates this Code of Conduct can be subject to disciplinary consequences such as warnings, temporary or permanent exclusion from meetings and lose their Co-opted position.

The Code is not meant to prevent robust debate but is intended to promote a fair and democratic participation. All Co-opted Members should adhere to the following Code of Conduct.

For the purpose of this Code of Conduct a Co-opted Member is a person who has been appointed to the Scrutiny Committee in accordance with the process agreed by full Council.

**1. Representing Tenants**

**You must:**

- 1.1 Strive to ensure the Scrutiny Committee acts in accordance with its Terms of Reference.
- 1.2 Provide an independent view on issues of concern and ask questions impartially in relation to Scrutiny Committees formal agenda items or by requesting reports to be added to the scrutiny committee forward work programme.
- 1.3 Provide feedback to the nominating organisation (if applicable) on matters discussed at the Scrutiny Committee.
- 1.4 Represent the views of your nominating organisation and avoid expressing personal opinion.

**2. General Behaviour**

**You should:**

- 2.1 Be polite and courteous at all times to other scrutiny committee members, officers and witnesses and not use any language or behaviour that may cause offence to others.
- 2.2 Be respectful and considerate of the role and duties of Councillors and officers.

- 2.3 Not expect to receive any better or worse treatment/service from Councillors or members of staff due to your position as a co-opted member.
- 2.4 Use normal procedures when reporting personal issues and or complaints to the council. The Scrutiny Committees is not the platform for reporting such issues.
- 2.5 Declare an interest on any matter on the agenda that might raise a conflict of interest.
- 2.6 Send apologies for non-attendance at meetings. Should a Co-opted Member miss three consecutive meetings (without good cause or prior agreement) then the Chair person may ask the Scrutiny Committee to support a motion to the withdraw the position as Co-opted Member, this can be agreed by a majority vote.
- 2.7 Do not approach the media regarding any unresolved issue. Such issues should be subject to normal reporting and decision making procedures to allow an opportunity for resolution.

### 3. **Conduct During Meetings**

#### **You should:**

- 3.1 Follow the guidance of the Chair of the Scrutiny Committee throughout the meeting.
- 3.2 Allow others to speak, listen to them and respect their views, even if they do conflict with your own opinions.
- 3.3 Avoid cross talking and allow for others to comment. Ensure you signal to the Chair if you wish to speak and keep comments relevant to the topic of discussion.
- 3.4 Keep to the agenda and make points clearly and concisely.
- 3.5 Avoid using jargon, or if it is necessary to do so, fully explain your language.
- 3.6 Prepare for the meeting by reading the relevant agenda papers beforehand and bring a copy of these documents to the meeting for reference.
- 3.7 If you are late, enter the meeting quietly and discreetly to avoid disruption, or if you have to leave early.
- 3.8 Switch off mobile phones during meetings to avoid disturbance.

#### 4. **Confidentiality**

**You must:**

- 4.1 Keep any information or material received while fulfilling your role as a Co-opted Member on the Scrutiny Committee confidential and you must not divulge it to any person, organisation, or the press, unless advised otherwise, excepting of course where such information may already be in the public domain.

#### 5. **Discrimination**

**You must:**

- 5.1 Show mutual respect for other Co-opted Members, Witnesses, Elected Members and Officers of the Council at meetings of the Scrutiny Committee.
- 5.2 Conduct yourself appropriately at meetings. Any offensive or bullying behaviour or actions, including discriminatory or inflammatory remarks, or abusive language will not be tolerated (and could lead to exclusion from the Scrutiny Committee).

**You must not:**

- 5.3 Discriminate against other people, including discriminatory language or actions on the grounds of their ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh Language, BSL or other languages, nationality or any other reason which cannot be shown to be justified.

#### 6. **Political Interest**

**You:**

- 6.1 May be associated with, or part of a political party, however you may not represent this party or its view within your role as Co-opted Member on the Scrutiny Committee.
- 6.2 Must make political affiliations known when discussing issues where this could be of influence by declaring an interest.

#### 7. **Breach of Code of Conduct**

**Is not acceptable**

- 7.1 Where an individual considers that a breach of the Code of Conduct has occurred, the matter should be reported to the Monitoring Officer, detailing:
- Who they consider has breached the Code of Conduct
  - When the breach occurred
  - Nature of the breach

- If appropriate, who witnessed the breach
- 7.2 The Monitoring Officer will inform the Co-opted Member accused of the alleged breach, detailing the breach and date it occurred.
- 7.3 The Monitoring Officer will decide if the matter is suitable for a resolution between both parties or if it is of a serious nature.
- 7.4 If the alleged breach is considered suitable for resolution between both parties a meeting will be arranged to seek a resolution that satisfies both the person reporting the breach and the co-opted member accused of the breach.
- 7.3 If however the situation cannot be brought to a satisfactory conclusion or the breach is considered to be of a serious nature the Monitoring Officer may decide if it is appropriate to take one of the following actions, (however these are not exclusive or pre-determined):
- Suspension during further investigation
  - No further action
  - Written warning
  - Exclusion for a period of time
  - Permanent exclusion resulting
- 7.4 The decision of the Monitoring Officer will be reported to the respective scrutiny committee.

*Co-opted Members will be advised of any independent support that could be made available.*

*The Council reserves the right not to work with any Co-opted Member who has not complied with the terms of this Code of Conduct.*

I, the undersigned, have read and understood this Code of Conduct and its implications and agree to adhere to the above Code.

Name:

Address:

Co-opted Member xxxxxxx Scrutiny Committee

Signed:

Dated:

*This document is available in Welsh, and in other languages and formats on request.*

*Mae'r ddogfen hon ar gael yn Gymraeg, ac mewn ieithoedd a fformatau eraill ar gais.*

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## HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - 24TH OCTOBER 2017

**SUBJECT: SOCIAL SERVICES ASSISTED TRANSPORT POLICY**

**REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES.**

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### **1. PURPOSE OF REPORT**

- 1.1 The report is to seek the views of members of the scrutiny committee on the proposed assisted transport policy for adults, prior to it going to cabinet for a decision on implementation.

### **2. SUMMARY**

- 2.1 The report will outline the need to have a policy that reflects the Social Services and Well-Being (Wales) Act 2014, explaining the ethos of the policy being to promote independence choice and control for individuals building on people's strengths and networks
- 2.2 The report will propose and time scale and method for implementation the new policy to ensure equity across all current and future service users

### **3. LINKS TO STRATEGY**

- 3.1 The policy discussed within this report is written in line with the ethos of the Social Services and Well-Being (Wales) Act 2014, it also contributes to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2015:

- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities

### **4. THE REPORT**

- 4.1 Assisted transport is the discretionary provision of transport by social services to enable individuals to access the community support service for which individuals have been assessed as eligible to attend for example; day services.
- 4.2 Adult Social Services are facing considerable challenges. Through legislation such as the Social Services and Well-being (Wales) Act 2014 and The Well-Being of Future Generations Act 2015, the council is required to change the way in which it works with people, promoting a focus on actively supporting people to develop lifestyles that are not reliant on statutory services. Therefore policies are required to reflect this.

- 4.3 The aim of the Assisted Transport policy (Appendix 1 and 2) is to provide a clear framework for practitioners to assess and support individuals to identify methods of promoting independence when accessing transport. By identifying what is available within the local community and provide a consistent approach to determining eligibility for funded transport where it has been identified as a requirement to access services commissioned by Social Services.
- 4.4 Appendix 1 the easy read version of the policy outlines the key elements:
- How we decide, everyone will be subject to an individual assessment or review
  - Provision of transport is only considered when linked to an eligible need for an assessed service, for example someone can be eligible for day care but not for transport.
  - Implementation of the Social Care and Well-being Act principles of promoting independence, is paramount this could result in travel training for individuals to enable them to access their community as well as attend services.
  - The policy will look to build on existing strengths and networks exploring all other options for example provision of a bus pass and /or companion bus pass
  - Existing resources will be looked at and maximised for example mobility allowance access to and use of a mobility car
  - Sign posting to help with other transport requirements such as attending hospital appointments, education and employment
  - Detail how to appeal if someone is unhappy with the decision.
- 4.5 To provide a framework that is working within the principles of the Social Services and Well-being (Wales) Act 2014 and is working in parallel with other Social Services policies for transport across the Gwent region. The policy takes account of guidance under Part 4 of the code of practice outlining that eligibility for assistance from social service is relating to provision of service under care and support and not the provision or health care, employment or education. Therefore the policy is applicable to the provision of assisted transport to access services commissioned directly by Adult Social Services.
- 4.6 The ethos of the policy is in keeping with the aforementioned legislative changes in that it seeks to:
- *Promoting independence*
  - *Maximising choice and control*
  - *Builds on strengths of someone's own network*
  - *Supporting a healthy lifestyle*
  - *Improving quality of life*
  - *Maximising dignity and respect*
  - *Developing local and community networks.*
- 4.7 The overriding principle of this policy is that the decision to provide transport is based on needs, intended outcomes and on promoting independence, as part of the Council's commitment to inclusion and independence.
- 4.8 It is proposed that the policy is implemented from 1<sup>st</sup> January 2018 for all new requests for transport made to Adult Social Services.
- 4.9 It is proposed that the policy is applied to the review of existing transport provisions at the time of the annual review of the care and support plan for those individuals who currently get it. Where individuals are identified as having access to alternative transport options, it is proposed that they be given an 8 week period in which to implement the new arrangements.



## **5. WELL-BEING OF FUTURE GENERATIONS**

- 5.1 This report contributes to the Well-being Goals as set out in Links to Strategy above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act in that it aims to promote the use of local resources where possible and local transport options, developing stronger networks and community links for individuals who reside within them.
- 5.2 The implementation of this policy aims to improve equality for access to funded services, promote independence, increase individual resilience and ensure longer term sustainable service for those who require it. The policy aims to strengthen use of public transport by local communities and increase choice and control for the individuals accessing services.

## **6. EQUALITIES IMPLICATIONS**

- 6.1 An equalities impact assessment has been completed please refer to Appendix 4.

## **7. FINANCIAL IMPLICATIONS**

- 7.1 It is not possible to quantify financial implications in respect of implementation of this policy at this stage However it is anticipated that in due course there would be a reduction in the amount of transport provided, therefore reduce demands upon the existing budget.
- 7.2 Current budget is £1,435,771 inclusive of staffing costs

## **8. PERSONNEL IMPLICATIONS**

- 8.1 There are no direct personnel implications in relation to this policy.

## **9. CONSULTATIONS**

- 9.1 Public consultation was conducted from 25<sup>th</sup> August 2017 to 25<sup>th</sup> September 2017. This consultation was implemented by:
- A mail drop of consultation packs to 100 individuals in receipt of services from social services.
  - Promoting the consultation through email correspondence to social services staff and relevant parties across the council
  - Promoting the consultation through email correspondence to partner agencies.
  - Posting the consultation of the boroughs consultation webpages
- 9.2 Following consultation with professionals, partner agencies and the general public; feedback has been very positive.  
93% of respondents thought that the policy encourages people to access support in their local communities  
90% felt that the policy went far enough to promote independence  
97% felt the policy was clearly written  
See appendix 3 for full details including additional comments.
- 9.3 It has been highlighted that there are examples presented that demonstrate the current provision of transport is somewhat over subscribed and there has been a dependency upon the local authority to provide transport even when individuals have alternative options available to them.

9.4 This has resulted in situations arising where individuals who do not have alternative transport options and have specialist transport needs, are unable to commence services they have been assessed to need that are commissioned by Social Services, more often due to limited availability of appropriate vehicles; due to vehicles being at full capacity.

## **10. RECOMMENDATIONS**

10.1 Member are requested to give their views on endorsing the Assisted Transport Policy

## **11. REASONS FOR THE RECOMMENDATIONS**

11.1 Scrutiny members views will be included in the future cabinet report regarding a decision to implement the policy in the time frame outlined.

## **12. STATUTORY POWER**

12.1 None

Author: Becky Griffiths, Service Manager, [griffr7@caerphilly.gov.uk](mailto:griffr7@caerphilly.gov.uk)

Consultees:

Transport department  
Adult Services Staff  
Adult Services DMT  
Social Services SMT  
Public consultation  
Caerphilly Peoples First and relevant partner agencies.  
Cllr Carl Cuss Cabinet Member Social Services

Appendix 1 Adult Social Services Assisted Transport Policy – Easy Read Version

Appendix 2 Adult Social Services Assisted Transport Policy – Full Version

Appendix 3 consultation summary, consultation feedback

Appendix 4 Equalities impact assessment

## Adult Social Services Assisted Transport Policy



## Adult Social Services Assisted Transport Policy

# Easy Read

## **What is Adult Social Services Assisted Transport?**

Assisted Transport usually helps people to go to places in Caerphilly borough as part of their arranged care plan, like day services.

You may need support due to disability or health problems.

You may need support because you don't have a car or transport of your own.

You may need support because your family doesn't have a car.

Support can be taxis and mini buses or through council transport contracts.

## **Why we support you to travel**

You need to get to day service and can't travel by yourself or with the help of family and friends. The council will look at ways to help you to travel.

This does not mean Social Services will meet your needs. It means that any service in the local authority might help you.

## **Aim of the policy**

When assessing for transport the aim is to help you to

- Be more independent
- Have more choice and control
- Build on your strengths and help you make the most of where you live
- Have a healthier lifestyle
- Improve your quality of life
- Be shown more dignity and respect from others
- Meet more people and make friends.

## **How do we decide?**

To get help with transport you will need an assessment. An assessment is when someone meets with you to find out what you need and what is important to you.

The assessment will look at whether it is safe and reasonable to expect you, or your family or friends, to make transport arrangements.

As part of the assessment, all transport options will be looked at.

They will write down your needs and what is important to you.

## Who can be helped with transport?

- People over the age of 18 who have had an assessment that agreed they need care and support from Adult Social Services.
- You have been assessed and agreed to attend a service away from home, like day services
- The service away from home must be in Caerphilly Borough
- You must be eligible for the service.

When assessing eligibility for transport and different ways to access services away from home, the following things will be taken into account:

- If you already have access to transport;
- If you have mobility allowance or other money to pay for transport
- How well you can move around or your mobility
- How well you can travel by yourself
- If transport is available to take you where you need to go
- How well you do in travel training to learn how to travel by yourself.

## Who can't get help with social services assisted transport?

You might not get help with transport

- If you can travel to a community activity that meets your needs by yourself or with help from family, friends or support providers
- If you get mobility component of DLA / PIP
- If you have a vehicle which you drive yourself.
- If you or your family have a vehicle which you do not drive yourself but it is reasonable for family or friends to drive you.
- If you get Mobility component of Disability Living Allowance (DLA) and are able to use it to get to where you need to go. If you can't use the DLA to get to where you need to go the council will look at why. If the money is not enough, the council will help you check if you are getting the right benefits. If there is a different reason, like it's too far or your wheelchair costs too much to transport, you may still be able to get help with transport.

- If you live in a registered care home and the care home has agreed to help you travel.
- If you live somewhere else that your care needs are funded by Social Services. For example, a Residential Care placement, supported living scheme or shared lives placement. This is because the council may already pay the support provider to support all your needs, including travelling to community activities.
- If you rely on a relative or other carer to drive a mobility car and your carer's needs mean they can't drive you.

If you and your carer can't agree on how to use your Motability car the council may need to consider safeguarding issues. You might want to give the Motability car back and get money instead to pay for your travel needs.

- If you need help with transport to work, to education or to Doctor or hospital appointments.
- If you need help with transport to a service outside Caerphilly borough.



## Complaints and Appeals

If you or your carer are unhappy with the decision of the assessment of your transport needs, you can ask the Council to look at how your needs were assessed. You can find out more here:

<http://www.caerphilly.gov.uk/My-Council/Complaints-and-feedback/Adult-services-complaints>

## Turning down services

If you are assessed and it is decided you can make your own transport arrangements but you decide not to so you can't attend the service you need, it will be seen that you have turned down services.

## Other ways to get help with transport

- Transport for health care – you can ask for an assessment from the NHS via your GP to attend health appointments.
- Transport to employment – you can ask for an assessment from employment services such as the Job Centre Plus or Access to Work
- Transport for college or education – you can find out more information here

<http://www.caerphilly.gov.uk/Services/Schools-and-learning/School-travel>

Caerphilly County Borough Council operates the Concessionary Travel Scheme. This scheme provides free bus travel at all times and every day on most local bus services.

You can use this scheme

- if you live in Caerphilly Borough
- and have a disability
- or are over 60

If you need support to travel on public transport you could get a companion pass. This lets someone supporting you to travel free too.

To find out more:

Over 60's bus pass:

<http://www.caerphilly.gov.uk/Services/Transport-and-parking/Bus-pass-for-over-60s>

Disabled bus pass and companion bus pass:

<http://www.caerphilly.gov.uk/Services/Transport-and-parking/Bus-passes>

# Adult Social Services Assisted Transport Policy

## 1 What is Adult Social Services Assisted Transport?

Adult Social Services Assisted Transport is a transport service provided to people over the age of 18, to access 'community activities' within Caerphilly borough. A community activity is a care and support service that an individual attends away from their home, which is provided by Adult Social Services as part of a care and support plan.

These people generally cannot use public transport independently due to disability or health problems and have no reasonable access to private transport. It can be provided through taxis and mini buses either through direct provision by the Council, or sourced by the Council through transport contracts.

## 2 Policy Framework

The Social Services and Well-being (Wales) Act 2014 is the legislative framework for Social Services to identify an individual's outcomes and assess their need for care and support services. The Local Authority will have a duty to meet that need if the need cannot be met by the person's own resources or community resources.

The Well-being of Future Generations Act (Wales) 2015 outlines principles and ways of working which include the responsibility for ensuring sustainable developments for individuals to connect with their local communities and the needs of the present being met without compromising the ability of future generations to meet their own needs. This links directly to the well-being principles underpinning this policy.

## 3 Principles of the Policy

The aim of this policy is to reflect national and local priorities and is based upon the following principles:

- Promoting independence
- Maximising choice and control
- Builds on strengths of someone's own network
- Supporting a healthy lifestyle
- Improving quality of life
- Maximising dignity and respect
- Developing local and community networks.

The overriding principle of this policy is that the decision to provide transport is based on needs, outcomes and on promoting independence, as part of the Council's commitment to inclusion and independence.

#### 4 Policy Statement

This policy outlines how we will ensure that we have a consistent and equitable way of supporting individuals in the provision of Adult Social Services Assisted transport.

This policy sets the criteria that will be used to assess how people access transport to services identified in a care and support plan and provided by Adult Social Services. Caerphilly County Borough Council is committed to promoting independence across all areas of service provision and seeks to ensure that people live as independently as possible within their own communities and continue to access services and support in ways which meet their needs.

As the need for transport is not an eligible need in its own right, but simply a means of accessing services, this policy rests upon a general assumption and expectation that clients will meet their own needs for transport to access services.

Funded transport will only be provided if, in the opinion of the assessor, ***if it is the only reasonable way to allow the person to safely access an eligible service.*** Where there is appropriate transport available, it will be assumed that the individual will use this as a first option.

Adult Social Services will signpost individuals to appropriate transport options in order to promote the independence of that person.

#### 5 Assessment for Assisted Transport to a Care and Support Service

Assessment for assisted transport will only be considered where the person is eligible for a community service provided by Adult Social Services. The assessment must be part of the assessment of a person's outcomes and needs, and will be considered at any subsequent care and support plan review(s).

In completing this assessment, emphasis will be placed on the person's strengths and capabilities, and focus on solutions that enable them to do things for themselves rather than become dependent. The assessment will aim to establish whether it is safe and reasonable to expect the person, or their representative, to make transport arrangements. As part of the assessment, all transport options will be examined and the outcomes will be identified and evidenced.

The need for, and purpose of transport should be clearly stated on an individual's Care and Support Plan. The provision and/or funding for assisted transport should only be considered if the service user's own resources and all other options have been exhausted.

When assessing eligibility for transport and feasibility of different ways to access provision of services, the following factors will be taken into account:

- Access to existing transport;
- Access to mobility allowance or alternative funds

- Assessment of mobility;
- Assessment of ability to travel independently;
- Identification of appropriate transport provision for those eligible.
- People may have the financial means to fund their own travel arrangements
- Outcome of a period of travel training

Following an assessment, transport will only be provided to help meet an assessed need that cannot be met by the person themselves, having explored all alternatives. The transport provided will be appropriate for that need, will provide value for money and be cost effective.

## **6 People will normally not be eligible for transport if:**

- They have the physical and/or mental ability to travel to a community activity, either independently or with assistance from family, friends or support providers.
- They are eligible for and receive mobility component of DLA / PIP.
- They have their own vehicle, access to family vehicle or a Motability vehicle which they drive themselves.
- They have a mobility vehicle of which they are not normally the driver themselves.
- Where the individual has access to a family/ household car, consideration will be made regarding whether it is reasonable to expect the person's family and friends network to help them travel to the location of the care service/ activities.
- They are in receipt of the Mobility component of Disability Living Allowance, the purpose of which is to assist those who have mobility problems, with severe difficulty walking or who need help getting around outdoors and in the community. These people will only be eligible for transport if they are assessed as not capable of independent travel or if the mobility element of the benefit does not fully cover their needs (due to distance from services, the nature of the disability, wheelchair type, carer support requirements etc). As part of the full financial assessment, Caerphilly County Borough Council's officers will also help people maximise their access to any benefits they may be entitled to.
- They live in a registered care home as these are subject to the terms and conditions of the contract between the Council and the care home. However, if the individual is assessed as having the ability to travel independently, or with minimal intervention, the care home will make provision to support independent travel if they are responsible for transport arrangements.
- They live in settings where their care needs are funded by the Adult Social Services Service e.g. Residential Care, supported living schemes (such as those for people

with a learning disability or younger adults with mental health disorders), or shared lives placement, as the cost of the placement needs to cover the full range of support needs, including transport, to attend community activities.

- Where the individual is reliant on a relative or other carer to drive a mobility car, consideration must be given to supporting carer's respite needs. Nonetheless, if an individual or carer makes the decision that the car will not be used for the intended purpose the onus must be on the individual and/ or carer to make alternative appropriate arrangements. Assessing officers must also ensure that a carer's reluctance or inability to assist with transport does not prevent an individual from accessing a service that meets their assessed needs and the individual/ carer will need to make alternative arrangements.
- Where there is conflict between the individual and carer, regarding Motability cars, officers may need to consider safeguarding issues. The worker will need to consider discussing with the individual the possibility of reverting back to a monetary allowance, if the individual so wishes. This would promote independence and allow the individual to take control of their own transport requirements. Consideration will be given to the impact of this option on individual-carer relationships and the need to avoid creating unnecessary conflict.

If it is established during the assessment process that the person can travel to a community activity that meets their outcomes, either independently or with assistance from family, friends or support providers, the Local Authority will not provide transport, or pay for travel costs. However, this does not prevent people using their own financial resources to pay for transport should they choose to do so.

People who qualify for concessionary travel (i.e. bus passes), will be expected to apply and use these as and when appropriate. Where access to a companion bus pass would enable the person to travel by means of public transport, this will be considered for their carer/ companion. The constraints of concessionary travel will also be taken into account during the assessment.

## **7 Complaints / Appeals**

If an individual or their carer is unhappy with the outcome of the assessment of their transport needs, they have the option to ask the Council to reconsider the way in which the application has been assessed.

<http://www.caerphilly.gov.uk/My-Council/Complaints-and-feedback/Adult-services-complaints>

## **8 Declining Services**

If an individual has been assessed as able to make their own transport arrangements but declines to do so, and as a result is unable to attend the service for which they have an assessed eligible need, this will be viewed as the person declining services.

## **9 Access to Transport for services not provided by Adult Social Services:**

The codes of practice for eligibility within the Social Service and Well Being (Wales) Act 2014, Part 4.1 states: *“It is not the purpose of the eligibility criteria to draw local authority care and support services into challenges they cannot address (such as provision of health care, employment, or education).”* Therefore:

Where there is a requirement for access to transport health care, an individual can seek assessment from the NHS via their GP for transport services to the hospital or out patient department they are required to attend.

Where there is a requirement for access to transport to employment, an individual can seek assessment from employment service such as the Job Centre Plus or Access to Work.

Where there is a requirement for access to transport for college or education. Education is not a provision of service under a care and support plan by adult social services and therefore assessment for such a requirement falls under the Education and transport department policy regarding post 16 transport to educational settings is outlined in a separate policy:

<http://www.caerphilly.gov.uk/Services/Schools-and-learning/School-travel>

## **10 Alternative Methods of Transport in the Borough**

There are several community transport schemes across the county, mainly covering areas with less reliable transport links but not restricted to these areas.

The Council ensures, through its support to the voluntary and community sector, that such schemes continue to be sustainable and serve the areas most in need.

Caerphilly County Borough Council also has a robust Local Transport Plan, outlining current options for public transport and future proposed developments, this is updated as and when needed.

Caerphilly County Borough Council operates the Concessionary Travel Scheme, this scheme provides free bus travel at all times, everyday on most local bus services for anyone with a disability and anyone over 60 who is a resident of Caerphilly Borough. The scheme also provides concessionary companion bus passes to anyone unable to travel on public transport alone.

For eligibility and how to apply:

Over 60's bus pass:

<http://www.caerphilly.gov.uk/Services/Transport-and-parking/Bus-pass-for-over-60s>

disabled bus pass and companion bus pass:

<http://www.caerphilly.gov.uk/Services/Transport-and-parking/Bus-passes>



## Consultation for: Adult Social Services Assisted Transport Policy

The Social Service and Well-Being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015 place a duty on the Local Authority to promote independence, to encourage people to broaden and develop networks of support within their local communities. These factors have been integral to underpinning this policy.

The policy outlines when an individual is entitled to an assessment for assisted transport and how the assessment process and eligibility works.

In order to gain feedback and to consult upon this proposed policy, please can you read the policy and provide a response to the following questions:

Q1 Are you: (please tick one)

- 6 A member of CCBC staff
- 6 A member of the public
- 14 Receiving a service from Social Services
- 3 A relative (of the above)
- 1 A professional (not CCBC)
- 0 Other

please state

6

Q2 Do you feel this policy encourages people to access support in their local community?

28 Yes

2 No

Please comment

6

Q3 Do you feel this policy goes far enough to promote independence?

26 Yes

3 No

Please comment

6

Q4 Is the policy clearly written?

29 Yes

1 No

Please comment

1

Q5 Do you have any other comments you wish to make?

17

## **Equalities**

Q6 Do you feel that your experience in dealing with the Council was better or worse in any way, because of who you are (e.g. because of your age, your ethnic origin, your language requirements, your disabilities, your sexual orientation or gender, or anything else that makes you an individual)?

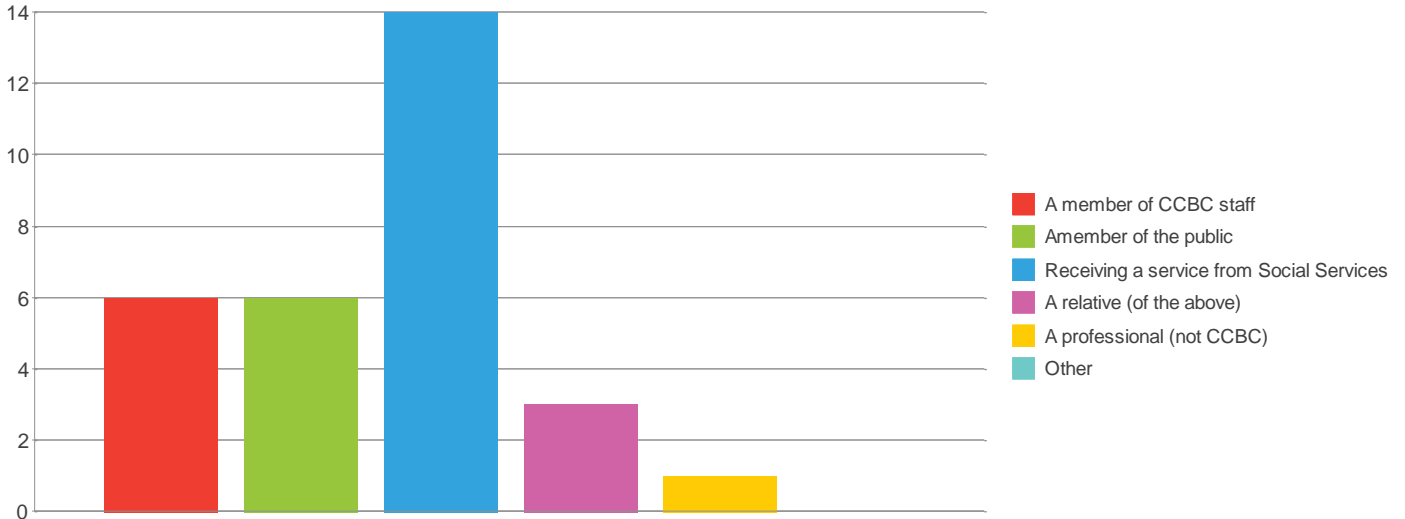
Please write in:

16

Thank you for taking the time to complete our questionnaire.  
Your views are important to us.

## Consultation for: Adult Social Services Assisted Transport Policy 32 Respondents

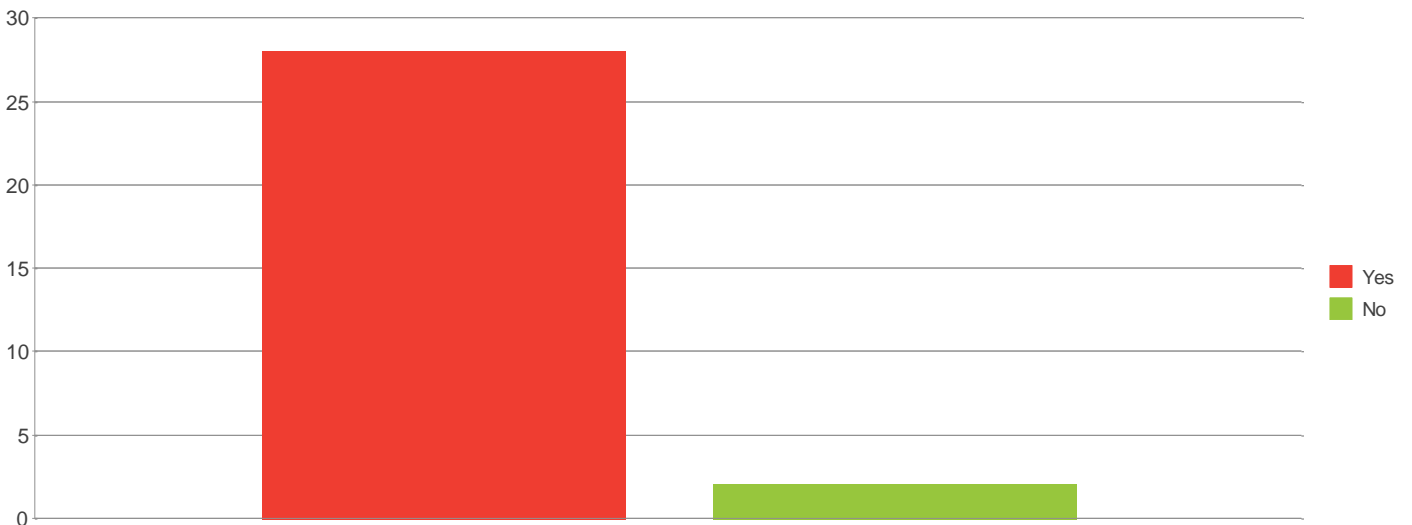
Q1. Are you: (please tick one)



**please state**

- Receiving care from Radis Care
- (Lee's mother) Linda LLoyd
- Care Worker visits me every week
- Daughter of this individual
- A member of the public
- Charity

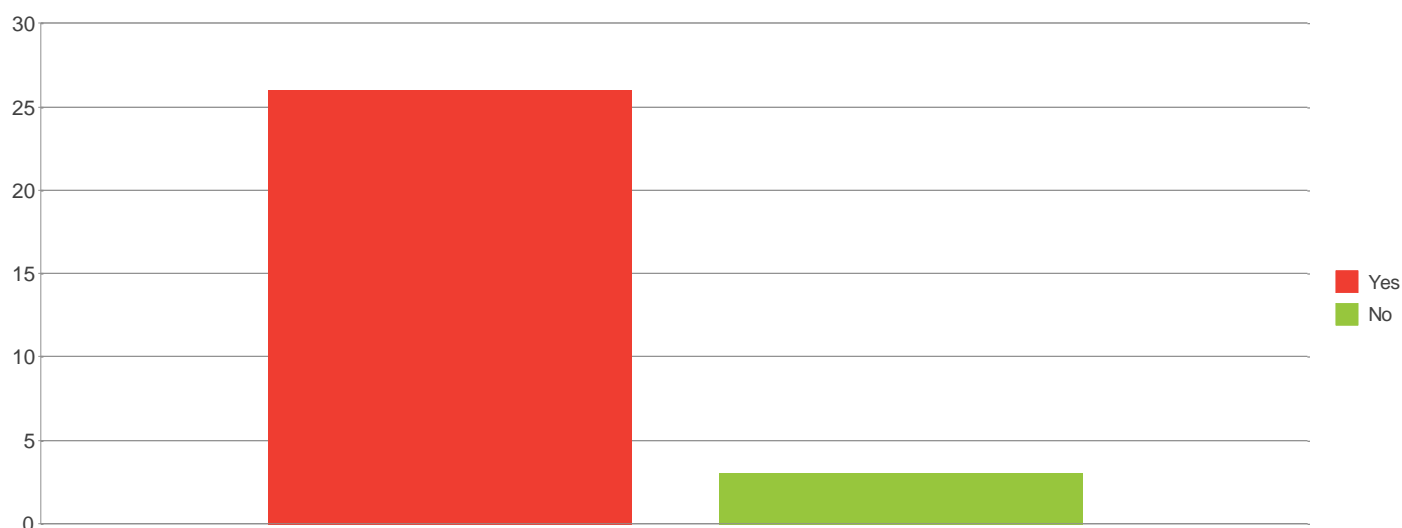
Q2. Do you feel this policy encourages people to access support in their local community?



### Please comment

- Would be ideal for me.
- But it is not suitable for Lee's needs.
- If this includes ambulance to transport my mum to hospital for appointments as is immobile
- I know individuals that I see shopping in Brecon, Merthyr and local areas that do this via public transport however they are brought to day services via social services transport. It would be promoting independence if these individuals that use public transport at weekend used public transport to access services on a daily basis.
- However, there are not many examples given about the kind of private provision people might be expected to be supported to look into (e.g. use of private taxi providers, private providers with escorts, wheelchair accessible taxis)
- it helps people to be part of the community

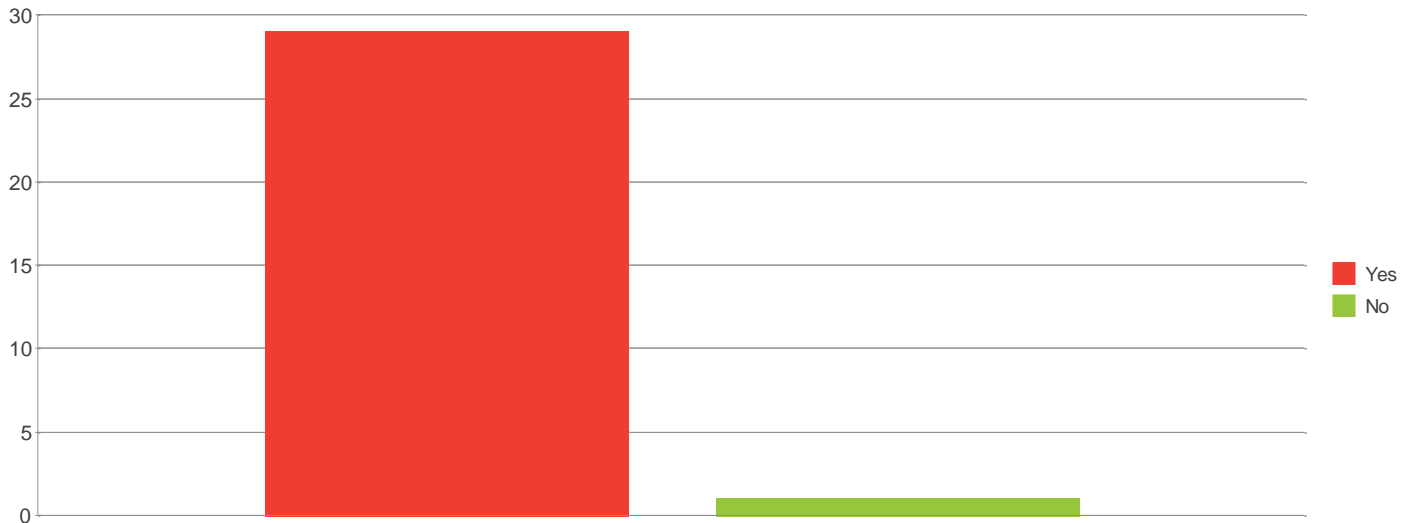
Q3. Do you feel this policy goes far enough to promote independence?



### Please comment

- Get to use it more
- Could be better for the right person.
- The policy does only if a person knows about it?
- Don't really know
- As above.
- If people learn to travel independently it gives them more Independence to visit doctors, shopping, dentist, hospital and leisure

Q4. Is the policy clearly written?



**Please comment**

- Transport staff are brilliant and very understanding of Lee's needs.

**Q5. Do you have any other comments you wish to make?**

- Would be nice to get out and about in the community with a van that can accommodate a wheelchair.
- No
- My carer takes me everywhere
- No
- No thank you
- None
- Lee has to have a seat on her own, it has to be the 2nd seat on the driver's side. \*No other person to sit with her as she likes her space and could start to pull hair or push at you upset starts problems and Lee will start to have fits.
- How is a person to know that this help exists, as until I received this form I didnt know there was such a policy?
- No not really.
- No
- As discussed previously, we fully support the principles outlined in the consultation document and feel it will support the provision of transport for those most vulnerable and genuinely unable to access day care facilities otherwise. Just a couple of observations. Section 5 Following on from our recent discussions, we would like to see a statement to the effect that if a person is assessed and deemed to be eligible for transport, appropriate transport will be considered, but the ability of the Council to meet these needs will depend on the mobility requirements of the individual and there being appropriate access to the property to facilitate this. Similarly, if the individual is a wheelchair user, an individual can only be transported if the chair has been appropriately crash tested for transport. In the case of electric wheelchairs, these would normally be expected to be dual controlled and capable of being isolated when

boarding and alighting via the passenger lift such that the driver or escort assisting has sole control over the chair. Section 10 Paragraph 4 ....everyday on most local bus services for anyone with a disability and anyone over 60 who is a resident of Caerphilly Borough Can this be qualified – for anyone with an eligible disability. The scheme also provides concessionary companion bus passes to anyone unable to travel on public transport alone. Can this be qualified – to those meeting the defined criteria and unable to travel on public transport alone.

- The only comment I have from my perspective as a complaints officer in education. I cannot see how either departments policy can accommodate 19+aged persons going into further education. These few cases tend to slip through our policy and Social Services Policy as ours doesn't allow based on age and SS. Based on if they go on to further education. I am sorry I am not sure what a solution is but case in hand we have had an issue with this over the last few weeks. Apologies would like to be part of a solution on this.
- I have difficulty understanding why individuals that have mobility allowance/cars are picked up from and returned home when the car that was for their mobility needs is parked on the drive. I feel that the individuals that receive the mobility car/allowance should be used to transport them, then the allowance/car could be given to social services transport department to be used to transport the individual. I know a family that have the mobility car however their son in in supported living and is transported via Social services transport how is that car for him ?
- Would it be possible for people who do may not have eligible needs for transport (e.g. those in receipt of mobility benefits) to choose to pay a non-subsidised rate for our transport to access this service. The availability in the community for vulnerable people to safely access transport if they need to have an escort is limited and this might mean that our service is the only option. Other services like Meals on Wheels have a non-subsidised rate and this would be a useful option for us to be able to explore under The Act if it were an available option.
- if people learn to travel independently it will help parents and careers when they get older to not worry about different things such as appointments and leisure activities and helping them meet friends and be part of the community
- The policy supports the ethos of the Social Services and Well-being (Wales) Act.
- I strongly feel some changes were required to the old policy. This policy will ensure that transport services are used fairly and will ensure staff look at the persons own community for resources and services they can access which is a key feature within the new Act.

**Q6. Do you feel that your experience in dealing with the Council was better or worse in any way, because of who you are (e.g. because of your age, your ethnic origin, your language requirements, your disabilities, your sexual orientation or gender, or anything else that makes you an individual)?**

- At present, I am unable to use the services you are offering as I am on bed rest (32 weeks to date) and I have to have ambulance to go to and from the hospital as I am not able to use my Motability car. If thing change in the future I would be interested in your service.
- They treated me well.
- Don't understand what this says.
- No
- Could do better

- It got worse with the cuts. I have gone at A+C, Lee gets picked up very late each day (10 o'clock). I could drop her off as its only 5 mins up road, (but she would lose her independence) which she needs as she's like my shadow now.
- N/A
- No, always been good to me
- My mum has dementia so has no understanding, fortunately I deal with things for her, but if she didnt have me I dont think she would cope.
- I haven't had much contact with the council so cannot honestly comment.
- In my experience when dealing with the council they have always been extremely helpful and willing to provide any help and assistance required.
- Yes
- I have not experienced any difficulty when dealing with the council.
- No
- I have not experienced any change with the Council
- All of our dealings over the years with the council has been brilliant in joint working and partnership and if we have got a problem we discuss it with the real-vent bodies

**END OF ANALYSIS**  
**27 SEPTEMBER 2017**

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# EQUALITY IMPACT ASSESSMENT FORM

April 2016

## THE COUNCIL'S EQUALITIES STATEMENT

This Council recognises that people have different needs, requirements and goals and we will work actively against all forms of discrimination by promoting good relations and mutual respect within and between our communities, residents, elected members, job applicants and workforce.

We will also work to create equal access for everyone to our services, irrespective of ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh language, BSL or other languages, nationality, responsibility for any dependents or any other reason which cannot be shown to be justified.

<b>NAME OF NEW OR REVISED PROPOSAL *</b>	Assisted Transport policy
<b>DIRECTORATE</b>	Social Services
<b>SERVICE AREA</b>	Adult Services
<b>CONTACT OFFICER</b>	Becky Griffiths
<b>DATE FOR NEXT REVIEW OR REVISION</b>	TBC

**\*Throughout this Equalities Impact Assessment Form, 'proposal' is used to refer to what is being assessed, and therefore includes policies, strategies, functions, procedures, practices, initiatives, projects and savings proposals.**

## INTRODUCTION

The aim of an Equality Impact Assessment (EIA) is to ensure that Equalities and Welsh Language issues have been proactively considered throughout the decision making processes governing work undertaken by every service area in the Council as well as work done at a corporate level.

The form should be used if you have identified a need for a full EIA following the screening process covered in the [Equalities Implications in Committee Reports](#) guidance document (available on the [Equalities and Welsh Language Portal](#) on the Council's intranet).

The EIA should highlight any areas of risk and maximise the benefits of proposals in terms of Equalities. It therefore helps to ensure that the Council has considered everyone who might be affected by the proposal.

It also helps the Council to meet its legal responsibilities under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011, the Welsh Language (Wales) Measure 2011 and supports the wider aims of the Well-being of Future Generations (Wales) Act 2015. There is also a requirement under Human Rights legislation for Local Authorities to consider Human Rights in developing proposals.

Specifically, Section 147 of the Equality Act 2010 is the provision that requires decision-makers to have 'due regard' to the equality implications of their decisions and Welsh Language Standards 88-97 require specific consideration of Welsh speakers under the Welsh Language Standards (No.1) Regulations 2015.

The Older People's Commissioner for Wales has also published 'Good Practice Guidance for Equality and Human Rights Impact Assessments and Scrutinising Changes to Community Services in Wales' to ensure that Local Authorities, and other service providers, carry out thorough and robust impact assessments and scrutiny when changes to community services are proposed, and that every consideration is given to mitigate the impact on older people and propose alternative approaches to service delivery.

The Council's work across Equalities, Welsh Language and Human Rights is covered in more detail through the [Equalities and Welsh Language Objectives and Action Plan 2016-2020](#).

This approach strengthens work to promote Equalities by helping to identify and address any potential discriminatory effects before introducing something new or changing working practices, and reduces the risk of potential legal challenges.

When carrying out an EIA you should consider both the positive and negative consequences of your proposals. If a project is designed for a specific group e.g. disabled people, you also need to think about what potential effects it could have on other areas e.g. young people with a disability, BME people with a disability.

There are a number of supporting guidance documents available on the [Equalities and Welsh Language Portal](#) and the Council's Equalities and Welsh Language team can offer support as the EIA is being developed. Please note that the team does not write EIAs on behalf of service areas, the support offered is in the form of advice, suggestions and in effect, quality control.

Contact [equalities@caerphilly.gov.uk](mailto:equalities@caerphilly.gov.uk) for assistance.

## PURPOSE OF THE PROPOSAL

<b>1</b>	<p><b>What is the proposal intended to achieve?</b></p> <p>The aim of the Assisted Transport is to provide a clear framework for practitioners to assess and support individuals to identify methods of promoting independence when accessing transport. By identifying what is available within the local community and provide a consistent approach to determining eligibility for funded transport where it has been identified as a personal outcome.</p> <p>To provide a framework that is working within the principles of the Social Services and Well-being (Wales) Act 2014 and is working in parallel with other Social Services policies for transport across the Gwent region. The policy takes account of guidance under Part 4 of the code of practice outlining that eligibility for assistance from social service is relating to provision of service under care and support and not the provision or health care, employment or education. Therefore the policy is applicable to the provision of assisted transport to access services commissioned directly by Adult Social Services.</p>
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<b>2</b>	<p><b>Who are the service users affected by the proposal?</b></p> <p>All individual's who have been assessed as eligible for services commissioned by social services that take place at a base away from the home environment, eg day centre.</p>
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## IMPACT ON THE PUBLIC AND STAFF

<b>3</b>	<p><b>Does the proposal ensure that everyone has an equal access to all the services available or proposed, or benefits equally from the proposed changes, or does not lose out in greater or more severe ways due to the proposals?</b></p> <p>The ethos of the policy is in keeping with the legislative changes in that it seeks to:</p> <ul style="list-style-type: none"><li>• Promoting independence</li><li>• Maximising choice and control</li><li>• Builds on strengths of someone's own network</li><li>• Supporting a healthy lifestyle</li><li>• Improving quality of life</li><li>• Maximising dignity and respect</li><li>• Developing local and community networks.</li></ul> <p>The overriding principle of the policy is that the decision to provide transport is based on needs, outcomes and on promoting independence, as part of the Council's commitment to inclusion and independence.</p> <p>The current approach to assessing for transport is not equitable and has resulted in some individuals being unable to access services they require due to over</p>
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	<p>subscription of transport provision where individuals have access to alternative transport options but decline to make use of these.</p> <p>There are also inconsistencies between teams and departments in respect of the provision of transport to access services.</p>
	<p><b>Actions required:</b></p> <p>Implement the policy across all teams in adult service; to provide a consistent and equitable approach to transport assessment and provision.</p> <p>Provide staff and service users with a clear framework for assessment.</p>

<p><b>4</b></p>	<p><b>What are the consequences of the above for specific groups?</b></p> <p>The consequences are that individuals will be encouraged to access more community based options within their local communities, which will promote independence and enable them to become more integrated in the local community.</p> <p>Where this is not possible, transport will be assessed and solutions identified as per the principles of the policy.</p>
	<p><b>Actions required:</b></p> <p>Support individuals to make use of public transport where they are able to do so. be provide support to enable individuals to access discretionary transport passes provided by the local authority.</p> <p>Support individual's to make use of their mobility vehicles which they have been provided by the Department of Work and Pensions as assessed as a requirement for their disability.</p>

5	<p><b>In line with the requirements of the Welsh Language Standards. (No.1) Regulations 2015, please note below what effects, if any (whether positive or adverse), the proposal would have on opportunities for persons to use the Welsh language, and treating the Welsh language no less favourably than the English language.</b></p> <p>None applicable. The welsh language Act is applicable for all aspects of public sector communication and the policy will not effect implementation of the welsh language act.</p>
	<p><b>Actions required:</b></p> <p>Policy is available bilingually</p>

## INFORMATION COLLECTION

6	<p><b>Is full information and analysis of users of the service available?</b></p> <p>Data of individuals accessing services or who may be awaiting services due to transport requirements is available from transport colleagues.</p> <p>At this time savings have not been considered as the implementation of the policy is to introduce an equitable approach to assessment for assisted transport and enable anyone who requires so to have support identifying transport options available to them.</p>
	<p><b>Actions required:</b></p> <p>N/A</p>

## CONSULTATION

<b>7</b>	<b>What consultation has taken place?</b>  Public consultation took place 25 <sup>th</sup> August 2017 – 25 <sup>th</sup> September 2017  This was facilitated through raising public awareness of the policy via the CCBC consultation web pages.  Email to relevant staff and partner agencies  Postal consultation of 100 individual's receiving a service from social services.
	<b>Actions required:</b>  Minor wording amendments requested by transport departments and this has been undertaken.

## MONITORING AND REVIEW

<b>8</b>	<b>How will the proposal be monitored?</b>  The policy following implementation will be reviewed after 1 year to determine if it is providing the equity that is anticipated. Thereafter every 3 years.
	<b>Actions required:</b>  n/A

<b>9</b>	<p><b>How will the monitoring be evaluated?</b></p> <p>Survey of service users in receipt of services from social services.</p>
	<p><b>Actions required:</b></p> <p>Conduct survey 1 year post implementation</p>

<b>10</b>	<p><b>Have any support / guidance / training requirements been identified?</b></p> <p>Staff will require training and awareness raising to be aware of the changes in policy and to ensure all staff are implementing the policy in the same manner.</p>
	<p><b>Actions required:</b></p> <p>Facilitate awareness raising for staff and training for practitioners.</p>

<b>11</b>	<p><b>Where you have identified mitigating factors in previous answers that lessen the impact on any particular group in the community, or have identified any elsewhere, please summarise them here.</b></p> <p>N/A</p>
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<b>12</b>	<p><b>What wider use will you make of this Equality Impact Assessment?</b></p> <p>Appendix to scrutiny report</p>
	<p><b>Actions required:</b></p> <ul style="list-style-type: none"> <li>• EIA, when completed, to be returned to <a href="mailto:equalities@caerphilly.gov.uk">equalities@caerphilly.gov.uk</a> for publishing on the Council's website.</li> </ul>

<b>Completed by:</b>	Becky Griffiths
<b>Date:</b>	03/10/2017
<b>Position:</b>	Service Manager
<b>Name of Head of Service:</b>	Jo Williams





## HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 24TH OCTOBER 2017

**SUBJECT: ROTA VISITS BY MEMBERS TO SOCIAL SERVICES  
ESTABLISHMENTS: 1ST APRIL 2016 - 30TH SEPTEMBER 2016  
AND 1ST OCTOBER 2016 - 31ST MARCH 2017**

**REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES**

### 1. PURPOSE OF REPORT

- 1.1 To provide the Scrutiny Committee with information on rota visits completed by Members to Social Services establishments between 1<sup>st</sup> April 2016 and 31<sup>st</sup> March 2017. This information is to enable members to make a decision in respect of the future of rota visits.

### 2. SUMMARY

- 2.1 The report provides details of the establishments visited for the 2 six monthly periods 1<sup>st</sup> April 2016 – 30<sup>th</sup> September 2016 and 1<sup>st</sup> October 2016 - 31<sup>st</sup> March 2017 but for comparison purposes table 1 includes the visits for the previous six months prior.
- 2.2 At its meeting on the 9<sup>th</sup> September 2014 Members endorsed the recommendation to reduce the frequency of rota visits to internal CCBC residential establishments to six monthly.

TABLE 1

	October 2015 – March 2016		April 2016 – September 2016		October 2016 – March 2017	
<b>Total numbers of Members presently on rota and required to visit within 6 monthly period</b>	11	100%	11	100%	11	100%
<b>Total number of establishments to be visited during 6 monthly period</b>	24	100%	24	100%	23%	100%
<b>Total number of Members who completed visits</b>	4	36%	2	18%	2	18%
<b>Total number of establishments visited</b>	9	37%	4	17%	8	35%

- 2.3 On the 20<sup>th</sup> March 2017 an email was circulated to Members on the Rota Visit list to advise that visits would be put on hold until after the Election.

### 3. LINKS TO STRATEGY

- 3.1 To ensure that establishments, facilities and accommodation meet the needs of the Directorate and individuals who are citizens of Caerphilly County Borough Council and require this support.
- 3.2 Members' Rota visits contribute to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2016:

*A healthier Wales Accommodation services ensure that peoples health is monitored in partnership with health colleagues e.g. GPS, district Nurses, CPNs. Etc. People with a learning disability are entitled to an annual health check. Day support and accommodation promotes healthy lifestyles and exercise and activities*

### 4. THE REPORT

#### 4.1 TABLE 1: Members Visits during 1<sup>st</sup> April 16 – 30<sup>th</sup> September 16

Establishment	Visited By	Date of Visit	Report Received	Reply Sent
Ty Iscoed Residential Home for Older People	Cllr A. Angel	14.09.16	14.09.16	19.09.16
Springfield Community Resource Centre	Cllr A. Angel	14.09.16	14.09.16	19.09.16
Montclair Residential Respite Care	Cllr J. Pritchard	07.07.16	20.07.16	11.08.16
Ty Gwilym Residential Respite Care	Cllr J. Pritchard	05.07.16	20.07.16	12.08.16

#### 4.2 TABLE 2: Members Visits during 1<sup>st</sup> October 16 – 31<sup>st</sup> March 17

Establishment	Visited By	Date of Visit	Report Received	Reply Sent
Brooklands Resource Base	Cllr A. Angel	17.01.17	18.01.17	20.01.17
Beatrice Webb Residential Home for the Older People	Cllr A. Angel	23.01.17	23.01.17	09.02.17
Brondeg Day Centre	Cllr A. Angel	23.01.17	23.01.17	20.03.17
Min-Y-Mynydd Resource Centre	Cllr A. Angel	18.01.17	18.01.17	24.01.17
Ty Ni Childrens Home	Cllr J. Pritchard	28.02.17	02.03.17	10.03.17
Castle View Residential Home for Older People	Cllr J. Pritchard	01.12.16	02.12.16	07.12.16
Gwerin Resource Base	Cllr A. Angel	07.02.17	07.02.17	16.02.17
Twyn Carn Day Centre	Cllr A. Angel	07.02.17	07.02.17	16.02.17

#### 4.3 The following is a sample of comments made by Members for the visits undertaken:-

4.3.1 "Very pleasant atmosphere – service users say they like coming here".

- 4.3.2 “Overall a warm welcome from management and staff. All residents happy. Need to look at cutting trees back around sides”. The Facilities Team have advised that this has now been carried out.
- 4.3.3 “Superb garden area on Cartref. A great credit to Manager and Deputy. Lovely atmosphere”.
- 4.3.4 “A warm welcome, all staff and residents happy, need to look at heating system and a tidy up to outside area i.e. coat of paint outside”.

- 4.4 Performance for completion of rota visits over the last years has ranged from 18-36%.
- 4.5 Rota visits have only been undertaken regularly by two councillors, one of which is no longer a Councillor.
- 4.6 Coordination of rota visits takes a significant amount of administrative time in terms of arranging, sending reminders and recording outcomes.
- 4.7 All registered establishments are regulated and inspected by CSSIW, reports are publically available on their web site.
- 4.8 Monitoring visits are also undertaken to all registered establishments by internal contract monitoring staff.
- 4.9 Non registered establishments such as day centres, day opportunity bases frequently have open days to which members are invited and their feedback is welcomed.

## **5. WELL-BEING OF FUTURE GENERATIONS**

- 5.1 This report contributes to the Well-being Goals as set out in Links to Strategy above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act and as illustrated in 3.2.

## **6. EQUALITIES IMPLICATIONS**

- 6.1 This report is for information purposes only so the Council’s Equalities Impact Assessment (EqIA) process does not need to be applied.

## **7. FINANCIAL IMPLICATIONS**

- 7.1 There are no financial implications arising from this report.

## **8. PERSONNEL IMPLICATIONS**

- 8.1 There are no personnel implications.

## **9. CONSULTATIONS**

- 9.1 There are no consultation responses that have not been reflected in this report.

## **10. RECOMMENDATIONS**

- 10.1 Members are asked to decide if they wish to continue with planned formal rota visits.

10.2 If members agree to continue with planned rota visits, they need to decide if this is to all council establishments or only to those that are registered and regulated.

## **11. REASONS FOR THE RECOMMENDATIONS**

11.1 There is no legislative requirement for member's rota visits.

11.2 Members are welcome to visit residential homes in their wards as all residents are entitled to vote.

## **12. STATUTORY POWER**

12.1 None.

Author: Jo Williams, Tel: 01443 864611 Email: willij6@caerphilly.gov.uk  
Consultees: Adult Services Divisional Management Team  
Senior Management Team  
Cllr Carl Cuss Cabinet Member Social Services



## HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - 24TH OCTOBER 2017

**SUBJECT: LOOKED AFTER CHILDREN – SERVICE PRESSURES**

**REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES**

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### **1. PURPOSE OF REPORT**

- 1.1 To provide Scrutiny Committee with an overview of challenges being faced across Children's Services particularly in relation to Looked After Children and the increased pressure on placements.

### **2. SUMMARY**

- 2.1 The report will outline the Social Work processes relating to 'edge of care' family support services, Looked After Children (LAC) and court proceedings under the Public Law Outline (PLO) and provide detail of the increased pressure on placements with the associated rise in budget spend.
- 2.2 Caerphilly's looked after population was relatively stable averaging around 276 up until the autumn of 2016. This stability coupled with stable numbers of children on the Child Protection Register meant the service was able to maintain high levels of performance across all areas.
- 2.3 However, since last autumn, the number of LAC has increased significantly by nearly 30% to 358 and the complexity of the children and young people being cared for has also increased.
- 2.4 As a result, Children's Services is currently projecting an overspend of £2.75 million on children's placements.

### **3. LINKS TO STRATEGY**

- 3.1 Social Services & Well Being (Wales) Act 2014.
- 3.2 Children's Services Commissioning Strategy 2015-2020.
- 3.3 Well-Being of Future Generations Act (Wales) 2015.

### **4. THE REPORT**

#### **Practice Context:**

- 4.1 Children's Services' Commissioning Strategy includes the following three key priorities:
- To support families to stay together
  - To manage risk confidently and provide support at the 'edge of care' and
  - To give children and young people clearly planned 'journeys through care'.

- 4.2 The first two priorities are clearly interlinked and demonstrate the Local Authority's commitment to supporting children and young people to remain living together with their families. Early intervention and prevention services are key to achieving this and the Supporting Family Change Team, funded through Families First and managed by Children's Services plays a significant role. The team receives referrals directly from the Information, Advice & Assistance Team (IAA) in those cases where it is considered that early intervention and prevention support will reduce the need to refer to statutory services.
- 4.3 If a referral meets the criteria for Care & Support under the Social Services and Well Being Act, family support is provided by Children's Services through 'in need' services, through inclusion on the Child Protection Register and where appropriate, through support from the Immediate Response Team.
- 4.4 The Division operates a weekly Resource Panel which considers individual cases where there may be a risk of the child becoming looked after in order to identify alternative supports to prevent the need for higher level statutory interventions. The Panel plays a critical role in quality assuring decision making by reviewing all requests for children to become looked after and scrutinising any emergency placements made in the previous week.
- 4.5 The third priority relates to delivering clear journeys through care for children and young people who have to be accommodated. When a child first becomes looked after, and where it is safe to do so, the Division makes every attempt to rehabilitate the child home to family whether to parents or extended family as quickly as possible.
- 4.6 For those children where it is not safe for them to be placed within their family, we work hard to ensure the Care & Support Plan meets the individual needs of that child. Statutory Reviews have to be held within 1 month and 4 months of the child becoming looked after. Subsequent Reviews are then held at a minimum interval of six monthly. Regulations require that the child has a 'Permanence Plan' in place by the four month Review. This ensures the longer term planning is clear and the care pathway is defined. If there is no plan to rehabilitate to family at this stage, the Courts expect the Local Authority to issue Care Proceedings.
- 4.7 When children have to be looked after, the Commissioning Strategy clearly expects that children will be placed with in-house foster carers in the first instance. The average in-house foster placement costs £16k per annum. Where an in-house placement is not available, the Local Authority aims to place children in Independent Fostering Agency (IFA) placements within the County Borough to maintain links with home, school and communities. Despite constant recruitment activity, Caerphilly has experienced a net loss in the total number of carers over the last four years and the profile of our existing carers suggests that several more will be retiring over coming years. The increased demand has resulted in all in-house and in-County provision being filled and as a result the Local Authority is reliant on out of area IFA placements. The average cost of an IFA placement is £35-40k per annum.
- 4.8 Every child who becomes looked after has experienced some level of attachment trauma caused through poor parenting, neglect and abuse within their families. It is therefore not surprising that children can present with challenging behaviours. Unfortunately, these presenting behaviours are becoming more challenging and are being presented at a much younger age. We have 8-10 year olds presenting with typical 'teenage behaviours' and increasing numbers of foster placements are breaking down resulting in children having to be moved to new carers. When a younger child experiences a number of placement breakdowns, the Local Authority has to offer different intervention to stabilise the care for the child. This inevitably results in a short term placement in residential care.
- 4.9 Older children and young people can display extremely challenging behaviours often placing themselves and others at risk including substance misuse, aggression, violence, absconding which places them at greater risk of Child Sexual Exploitation and possible offending. Foster families cannot manage these levels of risk and residential care is often the only viable option.

- 4.10 In the first instance, in-house residential provision at Ty Ni will be considered before looking at the independent sector. A placement in Ty Ni costs £2900 per week. However, Ty Ni is consistently full and the Local Authority has to then rely on the independent sector where placements can range from £4 – 7k per week. As with foster care, children and young people can experience placement breakdowns in residential care and this often leads to the need for more specialised placements at even higher cost.
- 4.11 Up to the end of 2016, Caerphilly had an average of 13 children and young people placed in out of area residential homes. Over the last eight months this has risen to 18.

#### **Legislative Context:**

- 4.12 The legal status of the child or young person is important. Historically the proportion of children looked after under voluntary arrangements i.e. through agreement with parents (Section 76 of the SS&WB Act – previously Section 20 of the Children Act 1980) was always higher than those children subject of Care Orders. Under Section 76, young people can choose to leave care at the age of 16 years. Under Care Orders, the young person remains looked after until the age of 18 years. Whether subject of Section 76 or Care Orders, young people are entitled to leaving care support from the 16 Plus Team.
- 4.13 With the introduction of the Public Law Outline (PLO) in 2014 and the resultant Judicial involvement in Local Authority Care Planning, that historical balance has shifted and more children are now being placed under Care Orders even where the plan may be to return the child to live with parents or be placed with extended family.
- 4.14 Over the last two years, legal proceedings in Caerphilly have increased by just under 60%, from 37 at the end of 2014 to 63 at the end of 2016. Year to date trends are demonstrating even higher rates in 2017 with last year's rate having already been exceeded.
- 4.15 Data recently shared through the Family Justice Network has confirmed that across the UK there has been a 24% increase in legal proceedings in the last 12 months. Across the South East Wales Local Family Justice Board (LFJB) region comprising 10 Local Authorities, the increase is reported to be 29%.
- 4.16 Despite the PLO allowing 26 weeks for proceedings to conclude, the Designated Family Judge (DFJ) has driven the region to become the top performing in the UK, with the average length of proceedings dropping to between 23 and 24 weeks. This top performance comes at a cost for Social Workers and Lawyers who often report feeling overwhelmed by the demands, feeling personally attacked in courts and experiencing high levels of work related stress.
- 4.17 It is important to note that Caerphilly has an excellent reputation within the region and unlike neighbouring authorities; Service Managers and the Assistant Director (AD) are not routinely summoned to court to give evidence. This provides a level of protection for Caerphilly practitioners and it is vitally important that this position and reputation is maintained.

#### **Current Placement Profile and Cost:**

- 4.18 The current placement profile and the associated costs are broken down below:

<b>Placement Type:</b>	<b>No of children</b>	<b>Spend £'s</b>
In-house Foster Care	129	2,110,566
Independent Foster Care	76	2,675,761
In-house Residential Care	4	612,970
Independent Residential Care	18	3,755,453

Secure Accommodation	2	796,364
Placed at home with parents	38	Nil
Placed with family carers	67	490,943
Placed for Adoption	15	120,172
Supported Accommodation (16+)	9	402,691
<b>Total:</b>	<b>358</b>	<b>10,964,920</b>

### Why has demand increased?

4.19 It is difficult to ascertain reasons for the increase in demand being experienced. The ADSS All Wales Heads of Children's Services Group has shared data and practice experience and suggest the following factors that have undoubtedly contributed to the increase:

- Austerity – families are now beginning to feel the impact of the national austerity measures and the changes in welfare benefits. Families are living in poverty and are struggling to cope.
- Societal changes – the Service is supporting families where there is historical, inter-generational poor parenting, abuse and neglect. Parental aspirations are low and substance abuse and poor mental health are common. Social media, TV and the internet are exposing children to adult issues that historically children would have been protected from until they were of an age to understand.
- Welsh Government initiatives – general public and professional awareness is being drawn to the impact of Adverse Childhood Experiences (ACE's). These factors have always been known and understood within Social Work but the wider awareness raising is leading to increased referrals for support. Similarly the Anti-Poverty Programmes are targeting vulnerable families and whilst providing invaluable support, the programmes are also identifying concerns earlier resulting in referrals for services.
- The Judicial system – there is no doubt that the Judiciary are driving changes in Social Work practice that could be viewed as contrary to the principles of the Social Services and Well Being (Wales) Act 2014. As stated previously, voluntary accommodation was often used as a support for families at times of crisis and although the child may be in care for several months, there were often good outcomes for families with children returning home successfully without legal orders. However, the Courts direct that any child who is accommodated for 16 weeks must be considered for legal proceedings. Similarly, children suffering unexplained injuries were often accommodated for short periods of time whilst medical assessments were completed. All suspected and unknown Non Accidental Injuries (NAI's) must now be issued on. This subjects families to higher levels of stress and anxiety and is leading to children being accommodated for longer periods than would previously have been necessary. These issues are raised by the AD at the periodic Local Family Justice Board meetings with the Judiciary.

### What are we doing in response?

#### 4.20 Management oversight:

The AD and Divisional Management Team (DMT) continually quality assure all requests for children to become Looked After. Whilst every effort is made to support children to remain within their families, the risks posed by some families mean that children have to be protected. Every decision to accommodate a child is scrutinised by Senior Managers and ultimately by the Courts. In every case, the decision to remove the child has been appropriate. As stated, the Division operates weekly multi agency Resource Panels where early intervention and prevention supports are identified in order to prevent escalation into statutory services. A



monthly multi agency External Placements Panel, chaired by the AD, reviews all external placements including Independent Fostering Agency (IFA) and residential placements. In addition, placement activity data is reported to DMT on a monthly basis often leading to case audit and reviews.

**4.21 Risk Model:**

During 2015/16, Children's Services invested in training all staff to implement a risk assessment framework known as the Risk Model. This framework ensures that every case is assessed for the risk of significant harm and using a range of approaches provides structured evidence and analysis that informs decision making. Implementation of the Risk Model has contributed to ensuring Caerphilly have had no Child Practice Reviews following serious abuse, neglect or the death of a child. CSSIW have confirmed that safeguarding practice and procedures are robust in Caerphilly.

**4.22 Foster Carer Recruitment:**

There is a national shortage of foster carers and every Local Authority is in direct competition not only with each other but with the independent sector. Caerphilly has used traditional methods of advertising with low response rates. Scrutiny Committee are aware that in the autumn of 2016, it was agreed that a radio advertising campaign would be funded. In direct response to this campaign the Fostering Team are processing twice the number of assessments compared to previous years. It is recommended that this advertising is continued. Caerphilly's fee levels for foster carers are relatively low in comparison to neighbouring authorities and this can have a direct impact on our ability to recruit. It is hoped that the National Fostering Framework being developed by Welsh Government will assist in addressing these anomalies.

**4.23 Caerphilly MIST:**

MIST provides intensive support to a small number of specially recruited and trained therapeutic foster carers to repatriate young people placed in out of area residential care and to prevent young people who may be at risk of residential care from moving out of area. The model effectively creates a team around the young person, where the staff members have good relationships, communicate well, hold a shared understanding, act consistently and provide mutual support. The team manages high level risks and keeps young people safe whilst building their skills and resilience which, over time, leads to a reduction in their risk taking behaviours.

4.24 The Council agreed that Directorate budget reserves could be utilised to fund the establishment of this service in Caerphilly. The total cost of the service when fully operational is estimated to be £583k per annum and the average out of area placement cost is £208k per annum. Reducing by or preventing three out of area placements will ensure the service covers its own costs leaving the small surplus to offset any pressures within the placement budget. The service will provide support to up to 15 children and young people at any time.

4.25 The aim is for the service to cover its own costs within 18 months of being established. Over time the savings or cost avoidance can be anticipated to grow as increasing numbers of young people are supported to remain in Caerphilly.

**4.26 Welsh Government's 'Edge of Care' Grant:**

In response to a recommendation made by the Ministerial Advisory Group for Improving Outcomes for Children, Welsh Government allocated new grant funding to Local Authorities this year. For Caerphilly, this allocation is £341k. The Corporate Director and Senior Management Team have approved a proposal to utilise the grant by expanding the existing Immediate Response Team. The current team is relatively small but has delivered impressive results, diverting children from becoming looked after and supporting families to avoid care proceedings. As a result of the investment, the number of children and families able to be supported will double. The expectation will be very clear – unless there is an immediate safeguarding concern, a child will not be taken into care unless the Immediate Response Team has been involved. Similarly, care proceedings will not be issued until the Team has been involved.

#### 4.27 **Reflect:**

Based on the 'Pause' service in England, the new Reflect service offers support to women who have had or are at risk of having multiple children removed from their care, often at birth. The service provides intensive support to the women in their own right to enable them to take control of their lives and actively choose not to have further children until they are either mature enough or have developed the appropriate parenting skills in order to successfully care for a child. Although numbers are small, the outcomes in England have been very positive.

### **5. WELL-BEING OF FUTURE GENERATIONS**

5.1 Social Services contribute to the Well-being Goals and the 5 ways of working in the context of strategy and vision, preventing problems occurring or getting worse and collaborating to meet agreed objectives specifically:

- Corporate planning
- Risk management
- Workforce planning
- Performance management
- Financial planning

### **6. EQUALITIES IMPLICATIONS**

6.1 The Council's EIA process does not need to be applied in this matter.

### **7. FINANCIAL IMPLICATIONS**

7.1 The increased number of Looked After Children has resulted in a projected overspend within the Service of £2.75 million.

7.2 New Welsh Government grant funding allocated this year to enhance 'Edge of Care' services is planned to be incorporated into the Revenue Support Grant from 2018/19. It will be critical to ensure this funding is protected within the Council's budget allocation to ensure the investment in the existing service is able to continue.

7.3 The Council is already committed to the investment in Caerphilly MIST and this requires long term commitment in order to deliver the desired outcomes.

7.4 Consideration needs to be given to investing in additional residential provision within Caerphilly. With the unit cost at Ty Ni being significantly lower than the independent sector we have to consider opening additional children's homes in order to reduce costs.

7.5 The radio foster carer recruitment campaign costs £13k per annum. A review of Foster Carer fees and allowances needs to be undertaken.

### **8. PERSONNEL IMPLICATIONS**

8.1 There are no HR or personnel implications arising from this report.

### **9. CONSULTATIONS**

9.1 The report reflects the views of the consultees

## **10. RECOMMENDATIONS**

10.1 Scrutiny Committee are requested to note the content of this report.

## **11. REASONS FOR THE RECOMMENDATIONS**

11.1 To ensure Scrutiny Committee understands the pressures being experienced in Children's Services and the associated financial implications of these pressures.

## **12. STATUTORY POWER**

12.1 Social Services and Well Being (Wales) Act 2014

Authors: Gareth Jenkins, Assistant Director – Children's Services

Consultees: Cllr Carl Cuss, Cabinet Member  
Dave Street, Corporate Director – Social Services  
Social Services Senior Management Team  
Corporate Management Team  
Children's Services Divisional Management Team

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