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For all enquiries relating to this agenda please contact Julie Lloyd  
(Tel: 01443 864246 Email: [lloydj4@caerphilly.gov.uk](mailto:lloydj4@caerphilly.gov.uk))

**Date: 26th October 2021**

Dear Sir/Madam,

A meeting of the **Social Services Scrutiny Committee** will be held via Microsoft Teams on **Monday, 1st November, 2021 at 5.30 pm** to consider the matters contained in the following agenda. Councillors and the public wishing to speak on any item can do so by making a request to the Chair. You are also welcome to use Welsh at the meeting, both these requests require a minimum notice period of 3 working days.

This meeting will be recorded and made available to view via the Council's website, except for discussions involving confidential or exempt items. Therefore the images/audio of those individuals speaking will be publicly available to all via the recording on the Council website at [www.caerphilly.gov.uk](http://www.caerphilly.gov.uk)

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Chrissy', enclosed in a large, loopy oval shape.

**Christina Harrhy**  
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.

A greener place Man gwyrddach



To approve and sign the following minutes: -

3 Social Services Scrutiny Committee held on 13th September 2021. 1 - 6

4 Consideration of any matter referred to this Committee in accordance with the call-in procedure.

5 Social Services Scrutiny Committee Forward Work Programme. 7 - 18

6 To receive and consider the following Cabinet reports\*: -

1. Proposal to Develop Two New Respite Facilities – 13<sup>th</sup> October 2021.

*\*If a Member of the Scrutiny Committee wishes for the above Cabinet report to be brought forward for discussion at the meeting please contact Julie Lloyd, Committee Services Officer, Tel no. 01443 864246 by 10.00am on Friday 29<sup>th</sup> October 2021.*

7 To receive a Notice of Motion - Day Centres. 19 - 24

To receive and consider the following Scrutiny reports: -

8 Budget-Monitoring Report (Month 5) 25 - 38

9 Annual Corporate Safeguarding Report 2020 - 2021. 39 - 58

10 Social Services Covid-19 Position Statement. 59 - 68

**Circulation:**

Councillors: A. Angel, J. Bevan, C. Bezzina (Vice Chair), Bishop, D. Cushing (Chair), K. Etheridge, M. Evans, A. Gair, Ms J. Gale, D.C. Harse, V. James, L. Jeremiah, Mrs A. Leonard, S. Skivens, C. Thomas and W. Williams

Users and Carers: Mr C. Luke and Michelle Jones

Aneurin Bevan Health Board: A. Gough (ABUHB)

And Appropriate Officers

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## **SOCIAL SERVICES SCRUTINY COMMITTEE**

### **MINUTES OF THE DIGITAL MEETING HELD VIA MICROSOFT TEAMS ON MONDAY 13<sup>TH</sup> SEPTEMBER AT 5.30 P.M.**

PRESENT:

Councillor D. Cushing - Chair

Councillors:

A. Angel, C. Bishop, K. Etheridge, M. Evans, L. Jeremiah, A. Leonard, S. Skivens, C. Thomas, W. Williams.

Cabinet Member: S. Cook (Cabinet Member for Social Services).

Together with:

Officers: D. Street (Corporate Director - Social Services and Housing), G. Jenkins (Assistant Director - Children's Services), M. Jones (Financial Services Manager) (C. Forbes-Thompson (Scrutiny Manager), S. Hughes (Committee Services Officer) J. Lloyd (Committee Services Officer), M. Afzal (Committee Services Officer), and J. Thomas (Committee Services Officer).

Users and Carer – Mrs M. Jones

### **RECORDING AND VOTING ARRANGEMENTS**

The Chair reminded those present that the meeting was being filmed but would not be live streamed, however a recording would be available following the meeting via the Council's website – [Click Here To View](#). She advised that decisions would be made by Microsoft Forms.

#### **1. APOLOGIES FOR ABSENCE**

Apologies for absence had been received from Councillors J. Bevan, C. Bezzina (Vice Chair), A. Gair, J. Gale, D. Harse, V. James, and J. Williams (Assistant Director - Adult Services).

#### **2. DECLARATIONS OF INTEREST**

Councillors D. Cushing (Chair) and W. Williams declared a personal interest in Agenda Item 9 – Appointment of Co-opted Member Social Services Scrutiny Committee, as they both knew one of the applicants and did not take part in discussion or voting for this item.

#### **3. MINUTES – 15<sup>TH</sup> JUNE 2021**

RESOLVED that the minutes of the meeting of the Social Services Scrutiny Committee held on 15<sup>th</sup> June 2021 (minute nos. 1 - 9) be approved and signed as a correct record.

#### **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. SOCIAL SERVICES SCRUTINY COMMITTEE FORWARD WORK PROGRAMME**

The Scrutiny Manager introduced the report that informed the Committee of its Forward Work Programme planned for the period September 2021 to March 2022.

Following consideration and discussion the recommendation in the report be approved. It was agreed to move the Day Services report to the next meeting on 12<sup>th</sup> October and to move the Covid-19 Update to the meeting on 23<sup>rd</sup> November. By way of electronic voting and show of hands this was unanimously agreed.

A member requested a detailed briefing on the Day Services report, where questions could also be raised, prior to the meeting on 12<sup>th</sup> October. A member also sought clarification on the provision of transport to care services and whether this provision had been reduced or withdrawn. It was requested that this information be included in the briefing prior to the 12<sup>th</sup> October meeting.

The Cabinet member clarified that the members request in relation to a detailed briefing was to view the Day Services report prior to the 12<sup>th</sup> October meeting. The Corporate Director for Social Services and Housing noted that the reports are circulated 7 days prior to a scrutiny committee meeting and would need to seek advice on a separate briefing meeting prior to the scrutiny committee meeting. It was also clarified that information on the provision of transport would be included in the report. The Cabinet member invited the committee member to provide details on specific transport issues, which would be dealt with separately, outside of the meeting.

Following consideration and discussion, it was moved and seconded that the recommendations in the report be approved. By way of electronic and verbal voting this was unanimously agreed.

RESOLVED that subject to the Day Services report being moved to the 12<sup>th</sup> October meeting and the Covid-19 Update being moved to the 23<sup>rd</sup> November meeting, the Forward Work Programme as appended to the meeting papers be published on the Council's website.

#### **REPORTS OF OFFICERS**

Consideration was given to the following reports.

#### **6. DIRECTORATE PERFORMANCE ASSESSMENT YEAR END REPORT 2020/21**

The Cabinet member introduced the report which presented members with the year-end Social Services Directorate Performance Assessment which is part of the Council's Performance Management Framework. This provides information and analysis for adults and children's services for the year ending 2020/21. Members were referred to the challenges of the past year during the pandemic, but it was noted that there had still been significant achievements within the service area. The report also included three key areas for improvement and a Qtr4 update on the Well-being objective.

A member sought clarification on the actual amount of money, in relation to the 50% underspend which was going into the directorate reserves. The Corporate Director for Social Services and Housing advised that it was normal practice for any underspend to be split 50/50 into the directorate reserves and back into the corporate funds. It was confirmed to the member that the figure he requested was a total underspend of £5.1 million, of which 50% had gone into the directorate reserves and 50% back into the corporate funds.

The Scrutiny Committee thanked the Officer for the report and noted the content therein.

## **7. ANNUAL REPORT OF THE DIRECTOR OF SOCIAL SERVICES AND HOUSING FOR 2019/20 AND 2020/21.**

The Cabinet member introduced the report and advised members that they were receiving two annual reports this year for 2019/20 and 2020/21 as the annual report for 2019/20 had been delayed due to the pandemic. Members were advised that the Care Inspectorate Wales had allowed the annual report for 2019/20 to be deferred by 12 months.

The Corporate Director of Social Services and Housing advised members that the production of the annual report is a statutory responsibility of his role. The annual report goes before the Scrutiny committee and Council, followed by the Care Inspectorate Wales, and then made available for public viewing on the Caerphilly website.

Members were referred to the 2020/21 annual report and noted thanks to all colleagues and partners in social care during unprecedented times. Reference was made to the vital redeployment of staff and the challenges faced at the start of the pandemic, in particular the issues of obtaining Personal Protective Equipment (PPE), pressures on care home staff and those working in children's and adults services who had to operate via virtual meetings online instead of face to face meetings. Reference was also made to the withdrawal of day services provisions at that time and the effect this would have had on the unpaid carers. Noted thanks to the home carers team who provided support to the unpaid carers during this difficult time and staff who were involved with the large amount of hospital discharges at the start of the pandemic. Noted gratitude to the whole workforce for their attitude and commitment during this time.

A member sought clarification on the medium-term financial plan, in relation to the enhanced grant funding from Welsh Government. Members were advised that the loss of this funding would have a significant effect on the residential provision and domiciliary care providers that had received additional funding throughout the pandemic and noted that some care providers may not be able to continue if this funding was withdrawn. Members were advised that Welsh Government have indicated the funding will remain until March 2022 and that some recovery money may be available to the social care sector in Wales but exact details on this was awaited.

A member sought clarification on staff training and whether this would be completed before the day services transportation provision was reduced. Members were advised that staff training was a priority but that the service delivery would always be the main priority.

A member asked for clarification on the number of looked after children changing schools which was 12% in 2019/20. The committee was assured that the priority is to maintain current school placements when children move into another area, but it will be reviewed at appropriate times such as end of school terms and in consultation with the child. Members were advised that often children will ask to move schools to attend the local school and be the same as other children in their community.

Clarification was sought on the number of complaints upheld and partially upheld. It was explained that the complaints can contain several issues and the complaints figures show the number of issues and not complainants. Reassurance was given that when issues are upheld that the department will look at learning from these complaints and contact the complainants to advise them what action has been taken.

Clarification was also sought on homelessness figures. Members were advised that this issue would come under the Housing and Regeneration Scrutiny Committee and the Corporate Director of Social Services and Housing proposed to deal with the enquiry separately from this Scrutiny meeting.

The Scrutiny Committee thanked the Officer for the report and noted the content therein.

## **8. PROPOSAL TO DEVELOP TWO NEW RESPITE FACILITIES**

The Cabinet member introduced the report which sought the views of members regarding the proposal to develop two new purpose-built respite facilities in Pontllanfraith, one for adults and one for children, prior to the report being presented to Cabinet.

A member sought clarification on how the additional funding was calculated and were advised that it is based upon the best estimate of funding required and is the type of one -off cost that is appropriate use of reserves. The scrutiny committee were assured that hopefully this is the first of several reports on these proposed respite centres, if approved by Cabinet. It was suggested by Members that there may be additional costs because of the increasing costs of building materials.

Following consideration and discussion, it was moved and seconded that the recommendations in the report be approved. By way of electronic and verbal voting this was unanimously agreed.

RESOLVED that for the reasons contained in the Officers Report, the proposal to develop two new respite facilities, one for adults and one for children co-located in Pontllanfraith, be considered and approved, and the recommendation to Cabinet that a further £1,001,436 be allocated to the project from Social Services reserves, be endorsed.

## **9. APPOINTMENT OF CO-OPTED MEMBER SOCIAL SERVICES SCRUTINY COMMITTEE**

The Scrutiny Manager introduced the report and reminded members that at the Scrutiny meeting on 15<sup>th</sup> June 2021, Cllrs. C. Bezzina, M. Evans and C. Bishop had been appointed to sit on the appointments sub-committee, to appoint a co-opted member. Following this meeting, interviews were held in July. Members were advised that a set procedure was followed for the interview process and it was agreed to appoint Patricia Cook to the vacant co-opted member position and for Judith Pritchard to be kept as a reserve.

Clarification was sought on the specific area of knowledge of the newly appointed co-opted member. Members were advised that Patricia Cook had been a long-term carer for a disabled adult relative.

Co-opted member, M. Jones informed the Committee that she is due to retire in December 2021 and wished to note the need for support for those families with children who needed care. The Scrutiny Manager noted that the same procedure would apply, with the Committees approval, to appoint a new co-opted member in the future.

Following consideration and discussion, it was moved and seconded that the recommendations in the report be approved. By way of electronic and verbal voting this was agreed.

RESOLVED that for the reasons contained in the Officers Report and as outlined at the meeting, Patricia Cook be appointed to the vacant co-opted member position (without voting rights) on the Social Services Scrutiny Committee until May 2022, subject to her acceptance of the members code of conduct, and that Judith Pritchard is retained as reserve co-opted member should the position become vacant in the future.

The meeting closed at 6.27 pm.

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on the 1<sup>st</sup> November 2021.

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CHAIR

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## **SOCIAL SERVICES SCRUTINY COMMITTEE – 1<sup>ST</sup> NOVEMBER 2021**

**SUBJECT: SOCIAL SERVICES SCRUTINY COMMITTEE FORWARD  
WORK PROGRAMME**

**REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND CORPORATE  
SERVICES**

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

1.1 To report the Social Services Scrutiny Committee Forward Work Programme.

### **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 stakeholder.

### **3. RECOMMENDATIONS**

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

### **4. REASONS FOR THE RECOMMENDATIONS**

4.1 To improve the operation of scrutiny.

### **5. THE REPORT**

5.1 The Social Services Scrutiny Committee forward work programme includes all reports that were identified at the scrutiny committee meeting on Monday 13<sup>th</sup> September 2021. The work programme outlines the reports planned for the period November 2021 to March 2022.

5.2 The forward Work Programme is made up of reports identified by officers and members. 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.

5.3 The Social Services Scrutiny Committee Forward Work Programme is attached at Appendix 1, which presents the current status as at 11<sup>th</sup> October 2021. The Cabinet Work Programme is attached at Appendix 2. A copy of the prioritisation flowchart is attached at appendix 3 to assist the scrutiny committee to determine what items should be added to the forward work programme.

#### 5.4 **Conclusion**

The work programme is for consideration and amendment by the scrutiny committee prior to publication on the council website.

### 6. **ASSUMPTIONS**

6.1 No assumptions are necessary.

### 7. **SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

7.1 As this report is for information only an Integrated Impact Assessment is not necessary.

### 8. **FINANCIAL IMPLICATIONS**

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

### 9. **PERSONNEL IMPLICATIONS**

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

### 10. **CONSULTATIONS**

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

### 11. **STATUTORY POWER**

11.1 The Local Government Act 2000.

Author: Mark Jacques, Scrutiny Officer jacqu@carphilly.gov.uk

Consultees: Dave Street, Corporate Director Social Services  
Robert Tranter, Head of Legal Services/ Monitoring Officer  
Lisa Lane, Head of Democratic Services and Deputy Monitoring Officer,

Legal Services

Councillor Donna Cushing, Chair of Social Services Scrutiny Committee  
Councillor Carmen Bezzina, Vice Chair of Social Services Scrutiny  
Committee

Appendices:

- Appendix 1 Social Services Scrutiny Committee Forward Work Programme
- Appendix 2 Cabinet Forward Work Programme
- Appendix 3 Forward Work Programme Prioritisation Flowchart

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Forward Work Programme - Social Services				APPENDIX 1
Date	Title	Key Issues	Author	Cabinet Member
01/11/21 17:30	Period 5 Budget report 2021/22			Cllr. Cook, Shayne;
01/11/21 17:30	Annual Corporate Safeguarding Report			Cllr. Cook, Shayne;
01/11/21 17:30	Covid-19 Update		Street, Dave;	Cllr. Cook, Shayne;
23/11/21 17:30	ABUHB Presentation			Cllr. Cook, Shayne;
23/11/21 17:30	Report from Task and Finish Group on Non-Residential Care Charges		Jacques, Mark;	Cllr. Cook, Shayne;
23/11/21 17:30	Regional Partnership Update (November 2021)			Cllr. Cook, Shayne;
23/11/21 17:30	Information Item - Youth Justice Board YOS Plan		Rogers, Michaela;	Cllr. Cook, Shayne;
25/01/22 17:30	Period 7 Budget report 2021/22		Jones, Mike J;	Cllr. Cook, Shayne;
08/03/22 17:30	Directorate Performance Assessment - Social Services 6 monthly Report 2021/22		Street, Dave;	Cllr. Cook, Shayne;

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**Cabinet Forward Work Programme as at 26th October 2021**

27/10/2021 10:30	Corporate Performance Assessments (CPA's)	To provide Cabinet with information and detailed analysis of performance for the period 01/04/20 to 31/03/21 and forms part of the Council's self-assessment activity.	Richards, Sue;	Cllr. Stenner, Eluned;
27/10/2021 10:30	Local Housing Strategy	To seek Cabinet approval for the acquisition of the former Oakdale School site from the General Fund to the HRA and the development of the site by Willmott Dixon on behalf of Caerphilly Homes.	Roberts-Waite, Jane;	Cllr. Phipps, Lisa;
27/10/2021 10:30  Page 13	Annual Performance Report and Corporate Plan 2018-2023	For Cabinet to consider the Council's Annual Performance Report which provides information and analysis of performance against the six well-being objectives for the period 01/04/20 to 31/03/21.	Roberts, Ros; Richards, Sue;	Cllr. Stenner, Eluned;
27/10/2021 10:30	Urgent Item – Land at Groveside Road, Oakdale – Alternative Allotment Provisions – Exempt Item	To seek Cabinet approval to purchase land in Oakdale for alternative allotment provision.	Roberts-Waite, Jane;	Cllr. Phipps, Lisa;
10/11/2021 10:30	Commercial & Investment Strategy	For Cabinet to note the progress made against the actions and success measures within the strategy during the first 12 months. To seek an extension of an additional 12 months for the refresh of the Commercial & Investment Strategy to November 2022.	Camp, Victoria;	Cllr. Stenner, Eluned;

**Cabinet Forward Work Programme as at 26th October 2021**

10/11/2021 10:30	Homeless Project Plan	To provide Cabinet with the Rapid Rehousing and transitional plan which needs to be submitted to WG by June 2022.	Denman, Kerry;	Cllr. Phipps, Lisa;
10/11/2021 10:30	Dog Control PSPO Proposals	To consider the outcome of a public consultation, together with any recommendations from Scrutiny Committee, on proposals to amend and extend the Public Spaces Protection Order (PSPO) relating to dog control to include the exclusion of dogs from marked sports pitches/areas.	Hartshorn, Robert;	Cllr. George, Nigel;
10/11/2021 10:30	ASB/street drinking PSPO	To consider the outcome of a public consultation together, with any recommendations from Scrutiny Committee, on proposals to vary and extend the Public Spaces Protection Orders relating to anti-social behaviour and drinking alcohol in a public place.	Hartshorn, Robert;	Cllr. George, Nigel;
10/11/2021 10:30	Town Centre Management Groups	Report on the revised format for the Town Centre Management Group meetings.	Wilcox, Steve;	Cllr. Whitcombe, Andrew;
10/11/2021 10:30	George Street Walls, Cwmcarn	To seek approval to deploy Private Sector Housing Capital monies to assist private sector homeowners at George Street, Cwmcarn.	Wilkins, Fiona;	Cllr. Phipps, Lisa;

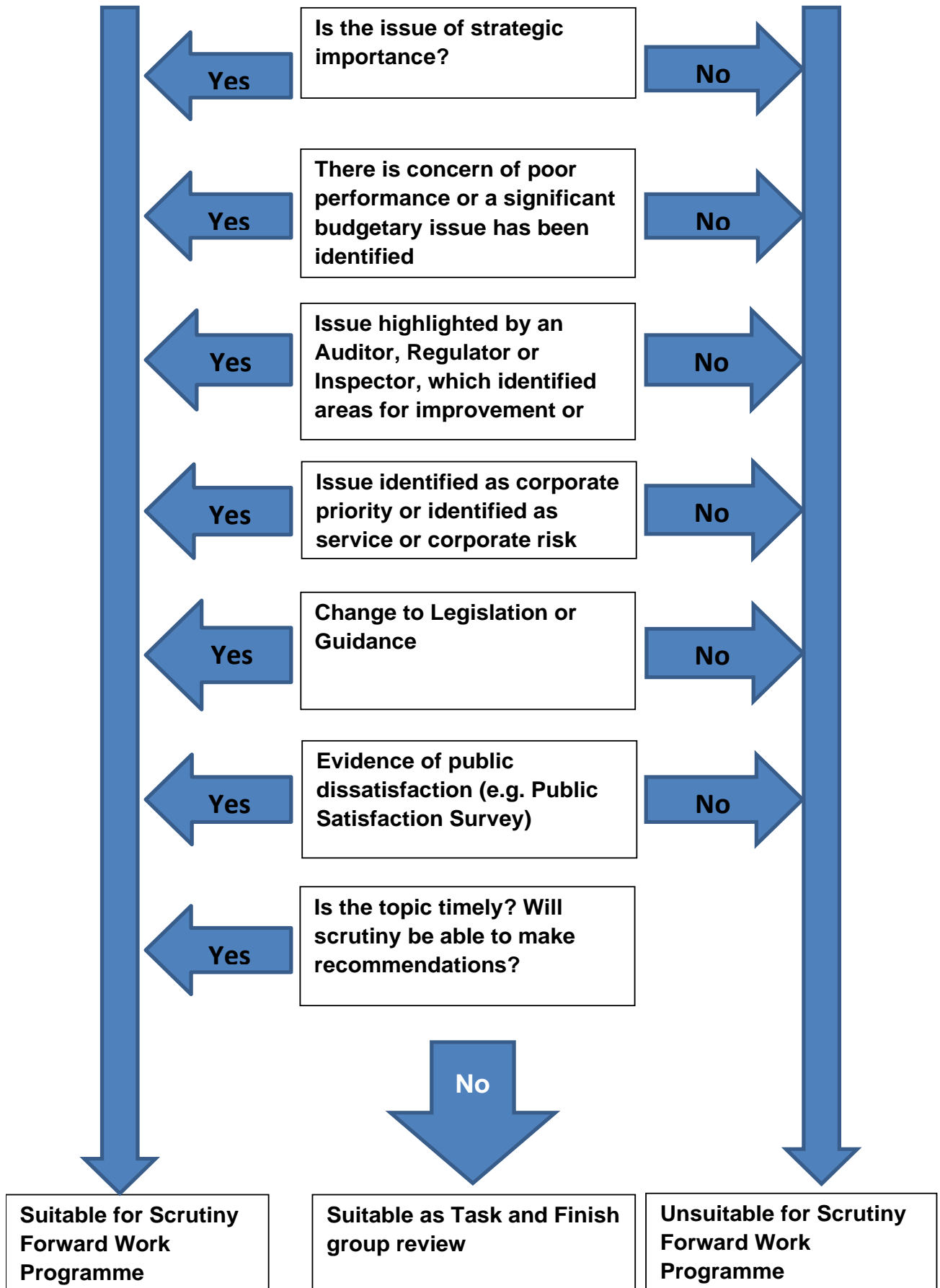


**Cabinet Forward Work Programme as at 26th October 2021**

24/11/2021 10:30	Team Caerphilly Transformation Programme – 6 monthly update	To provide Cabinet with an update on progress against the Team Caerphilly Transformation Strategy	Richards, Sue;	Cllr. Stenner, Eluned;
24/11/2021 10:30	Grass Cutting Regime	To seek the views of Cabinet in relation to grass cutting regimes across the county borough and proposals to enhance and promote bio-diversity following consultation with local members and presentation to Scrutiny Committee.	Hartshorn, Robert;	Cllr. George, Nigel;
24/11/2021 10:30	The principles of a regional approach to employability programme	To consider a regional approach to the provision of employment support programmes within the Cardiff Capital Region.	Kyte, Rhian;	Cllr. Marsden, Philippa;
24/11/2021 10:30	Business Rate Relief - WG Funding'	To seek Cabinet approval of a proposal for the distribution of targeted rated relief.	Carpenter, John;	Cllr. Stenner, Eluned;
08/12/2021 10:30	Economic Recovery Framework Report	To update Cabinet on our strategic approach in relation to assisting businesses across the county borough to recover from the pandemic and to provide information on progress to date.	Hudson, Paul;	Cllr. Stenner, Eluned;
08/12/2021 10:30	Welsh Education Strategic Plan 2022-2032	For Cabinet to consider and approve the new 10 year plan.	Cole, Keri; Mutch, Sarah;	Cllr. Whiting, Ross;

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### Scrutiny Committee Forward Work Programme Prioritisation



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## **SOCIAL SERVICES SCRUTINY COMMITTEE – 1<sup>ST</sup> NOVEMBER 2021**

**SUBJECT: NOTICE OF MOTION – DAY CENTRES**

**REPORT BY: CORPORATE DIRECTOR EDUCATION AND CORPORATE SERVICES**

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

- 1.1 The Social Services Scrutiny Committee is asked to consider the Notice of Motion as set out in paragraph 5.1 of the report and make an appropriate recommendation to Council. In accordance with Rule 11(3) of the Constitution.

### **2. SUMMARY**

- 2.1 A Notice of Motion has been received from Councillor Colin Mann and is supported by Councillors A. Angel, P. Bevan, C. Bishop, D. Cushing, M. Davies, J.E. Fussell, R.W. Gough, S. Kent, M. James, T. Parry, J. Roberts, M.E. Sargent, S. Skivens, J. Taylor, L. Whittle.
- 2.2 The Notice of Motion meets the criteria set out in the Council's Constitution and is in accordance with the Council's Rules of Procedure now referred to Scrutiny for consideration.

### **3. RECOMMENDATION**

- 3.1 The Social Services Scrutiny Committee are asked to consider the Notice of Motion outlined in paragraph 5.1 and make an appropriate recommendation to Council.

### **4. REASONS FOR THE RECOMMENDATION**

- 4.1 In accordance with the Council's Constitution.

### **5. THE REPORT**

#### **5.1 Notice of Motion**

The motion asks that: -

In view of significant public concern about suggested changes to the council's day care services, the Plaid Cymru group calls on the council to return to providing a full service of hours at day centres, pending an extensive review. We also call on CCBC not to withdraw previous transport arrangements for service users.

The proposals, as they stand, have caused immense distress and anxiety for carers and some of the most vulnerable members of our society which is having a detrimental effect on their Mental Health and Wellbeing.

We are concerned that the existing consultation exercise has not gone out to all Carers and those vulnerable individuals they care for. The consultation seems to be merely window dressing with social services officers determined to drive through changes, whatever the short and long-term impact on carers and their family members. A better system of communication with service users and families is badly needed so that they are a proper part of the decision-making process

In the meantime, there should be a moratorium on any changes taking place for at least 12 months with a final decision on any changes being considered by the full council.

## **6. ASSUMPTIONS**

- 6.1 As a notice of motion is a procedural matter and must be dealt with in accordance with Council's Constitution, no assumptions have been made.

## **7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

- 7.1 This report does not require an Integrated Impact Assessment as it relates to a procedural matter under the Councils Constitution.
- 7.2 The procedural rules regarding a Notice of Motion are contained within Council's Constitution as adopted in May 2002. The Council's Constitution sets out the framework for the decision-making roles and responsibilities.

## **8. FINANCIAL IMPLICATIONS**

- 8.1 There are no financial implications associated with this report.

## **9. PERSONNEL IMPLICATIONS**

- 9.1 There are no personnel implications associated with this report.

## **10. CONSULTATIONS**

- 10.1 There has been no consultation undertaken.

## **11. STATUTORY POWER**

### 11.1 Local Government Act 2000

Author: Emma Sullivan (Senior Committee Services Officer)

Appendices: Appendix 1 Signed copy of Notice of Motion.

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**NOTICE OF MOTION – DAY CENTRES**

Notice of Motion Standing in the Name of County Borough Councillor Colin Mann and supported by the undersigned Councillors: -

In view of significant public concern about suggested changes to the council's day care services, the Plaid Cymru group calls on the council to return to providing a full service of hours at day centres, pending an extensive review. We also call on CCBC not to withdraw previous transport arrangements for service users.

The proposals, as they stand, have caused immense distress and anxiety for carers and some of the most vulnerable members of our society which is having a detrimental effect on their Mental Health and Wellbeing.

We are concerned that the existing consultation exercise has not gone out to all Carers and those vulnerable individuals they care for. The consultation seems to be merely window dressing with social services officers determined to drive through changes, whatever the short and long-term impact on carers and their family members. A better system of communication with service users and families is badly needed so that they are a proper part of the decision-making process

In the meantime, there should be a moratorium on any changes taking place for at least 12 months with a final decision on any changes being considered by the full council.



Councillor C. Mann

Supported By:

Councillors A. Angel, P. Bevan, C. Bishop, D. Cushing, M. Davies, J.E. Fussell, M. James, S. Kent, R.W. Gough, T. Parry, J. Roberts, S. Skivens, M.E. Sargent, J. Taylor, L. Whittle.

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## SOCIAL SERVICES SCRUTINY COMMITTEE 1ST NOVEMBER 2021

**SUBJECT: BUDGET-MONITORING REPORT (MONTH 5)**

**REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES**

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

- 1.1 To inform Members of the projected revenue expenditure for the Social Services Directorate and the financial impact of the Covid 19 pandemic upon the Directorate for the 2021/22 financial year.

### **2. SUMMARY**

- 2.1 The report will identify the reasons behind a projected underspend of £671k for Social Services in 2021/22, inclusive of transport costs.
- 2.2 It will also identify the funding made available to Social Services during the 2021/22 financial year through the Welsh Government Covid 19 Hardship Fund.

### **3. RECOMMENDATIONS**

- 3.1 Members are asked to note that the projected underspend of £671k against the Social Services budget for 2021/22 (inclusive of transport costs) includes a number of non-recurring underspends attributable to the impact of the Covid 19 pandemic which mask an underlying increase in demand for social care along with significant inflationary pressures within the social care market.

### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 To ensure Members are apprised of the latest financial position of the Directorate.

### **5. THE REPORT**

#### **5.1 Directorate Overview**

- 5.1.1 The 2021/22 original budget held within Social Services amounts to of £96,931,994 (excluding transport costs). In addition to this, an original budget for 2021/22 of £1,564,373 is held within the Communities Directorate in respect of social care transport provision.

- 5.1.2 These original budgets do not include any provision for pay awards. However, a provision of 1.75% with effect from 1<sup>st</sup> April 2021 is held within the corporate budget and will be distributed to service areas once the pay award for 2021/22 has been agreed. Therefore, the projected staff costs within this report are based on 2020/21 salary levels.
- 5.1.3 Information available as at 31st August 2021 suggests a potential underspend of £505k against the budget held within Social Services (see appendix 1 for details), while the social care transport budget is forecast to be underspent by £166k due to the ongoing closure of day care facilities in response to the Covid 19 pandemic. This would result in a total net underspend of £671k in respect of social care provision for 2021/22

Division	Original Budget (£000's)	Projection/ Commitment (£000's)	Over/(Under) Spend (£000's)
Children's Services	26,485	27,491	1,006
Adult Services	68,291	67,786	(505)
Service Strategy & Business Support	2,156	1,150	(1,006)
<b>Sub Total Directorate of Social Services</b>	<b>96,932</b>	<b>96,427</b>	<b>(505)</b>
Transport Costs	1,564	1,398	(166)
<b>Grand Total</b>	<b>98,496</b>	<b>97,825</b>	<b>(671)</b>

- 5.1.4 The identifiable costs associated with the Welsh Government's Covid 19 Hardship Fund along with the grant income made available by Welsh Government have been kept separate from the day-to-day running costs of the Children's Services and Adult Services Divisions and have been captured within the Service Strategy & Business Support costs identified in this report.

## 5.2 Children's Services

- 5.2.1 The Children's Services Division is currently projected to overspend its budget by £1,006k as summarised in the following table: -

	Original Budget (£000's)	Projection/ Commitment (£000's)	Over/(Under) Spend (£000's)
Management, Fieldwork & Administration	9,753	9,571	(182)
Residential Care Incl. Secure Accommodation	5,898	7,105	1,207
Fostering & Adoption	9,075	8,784	(291)
Youth Offending	395	395	0
Families First	5	5	0
After Care Support	799	1,035	236
Other Costs	560	596	36
<b>Totals: -</b>	<b>26,485</b>	<b>27,491</b>	<b>1,006</b>

### *Management, Fieldwork and Administration*

- 5.2.2 Members will be aware of the recruitment challenges faced within the Children's Services Division. Where appointments have been possible, they have tended to be newly qualified social workers appointed at the lower end of the incremental scale. As a result a potential underspend of £182k is currently forecast in respect of management, fieldwork and administrative staff within the Children's Services Division.

### *Residential Care Including Secure Accommodation*

5.2.3 The Children's Services independent sector residential care budget for 2021/22 included a cost reduction target of around £1.8million in respect of 3 children with planned moves into in-house residential care and 6 children with planned moves into foster care. Unfortunately, the ongoing pandemic has delayed the moves for five of these children but it is hoped that these moves will be possible as services begin to recover. Therefore, it has been assumed that savings can be achieved for the final quarter of 2021/22 but these delays have led to an overspend for the first half of 2021/22 amounting to £707k. The first 5 months of 2021/22 has also seen a net increase of three independent sector residential placements taking the total projected overspend in this area to £1,207k

### *Fostering and Adoption*

5.2.4 The Fostering and Adoption budget for 2021/22 includes a provision of £292k to allow the moves from independent sector that would help deliver the £1.8million cost reduction target identified in paragraph 5.2.3. With three of these moves into foster care still to take place, around £151k of the £291k underspend in this area can be attributed to these placements. The remainder of this underspend can be attributed to a continued drift from independent sector foster care placement towards more cost effective in-house placements.

### *Aftercare*

5.2.5 The projected spend in respect of Aftercare Services has increased by around £378k since the month 3 position was reported to Members, resulting in a projected overspend of £236k. This increase is attributable to three young care leavers that moved in to supported living arrangements with large support packages at the end of August. These support packages cost in excess of £4k per week per person and are a reminder of the volatility within the children's services budget.

### *Other Costs*

5.2.6 The £36k overspend projected in respect of other costs is due to two unaccompanied asylum seeking children that are being supported in foster care placements.

## 5.3 **Adult Services**

	<b>Revised Budget (£000's)</b>	<b>Projection/ Commitment (£000's)</b>	<b>Over/(Under) Spend (£000's)</b>
Management, Fieldwork & Administration	8,686	8,336	(350)
Own Residential Care and Supported Living	6,654	6,346	(308)
Own Day Care	4,107	3,707	(400)
Supported Employment	71	70	(1)
Aid and Adaptations	792	737	(55)
Gwent Frailty Programme	2,410	2,337	(73)
Supporting People (net of grant funding)	0	0	0
External Residential Care	14,795	15,094	299
External Day Care	1,584	1,281	(303)
Home Care	12,625	12,113	(512)
Other Domiciliary Care	15,137	15,724	587
Resettlement	(1,020)	(1,020)	0
Services for Children with Disabilities	1,189	1,786	597
Other Costs	1,261	1,275	14
<b>Totals: -</b>	<b>68,291</b>	<b>67,786</b>	<b>(505)</b>

5.3.1 The Adult Services Division is currently projected to underspend its budget by £505k as summarised in the table above.

*Management, Fieldwork and Administration*

5.3.2 The current projection in respect of Adult Services management, fieldwork and administrative staff is an underspend of £350k. Of this movement, £84k relates to reduced mileage claims following the continuation of restrictions linked to Covid 19 although this underspend could increase if restrictions continue beyond December. A further £83k can be attributed to fees received by the Client Finances Team in respect of earlier years. The remainder of the underspend in this area is largely due to vacancies with the Occupational Therapy Team and the Older Peoples' social work teams.

*Own Residential Care and Supported Living*

5.3.3 The temporary redeployment of staff from day care and respite care settings during Covid 19 restrictions has reduced the need to employ casual cover for staff absences within residential homes and supported living properties resulting in an overall projected underspend of £308k in this area.

*Own Day Care*

5.3.4 The £400k underspend forecast against our own day care services can be attributed to the day care facilities remaining closed throughout the Covid 19 pandemic as some posts will have remained vacant during the closures. This forecast includes provision of £424k in respect of increasing service provision in the latter part of the financial.

*Aids and Adaptations*

5.3.5 The £55k projected underspend in this area includes a refund of £25k from the Gwent Wide Integrated Equipment Service (GWICES) in respect of our contributions to the service for the 2020/21 financial year. The remainder of the underspend is largely due to reduced demand for specialist equipment for children with disabilities.

*Gwent Frailty Programme*

5.3.6 The underspend of £73k in respect of the Gwent Frailty Programme is largely attributable to vacant posts within the Reablement Service with a number of substantive post holders having been seconded in to newly created grant aided posts.

*Supporting People*

5.3.7 Phase 2 of Homeless Support Services has resulted in an increase of around £2.2million in grant funding for Supporting People Services compared with earlier years. However, it is anticipated that this additional funding will be spent in full.

*External Residential Care*

5.3.8 A shortfall of around £460k is currently forecast in income from service users reflecting the reduced levels of income collected in the first quarter of the year following the sales of service users' property. However, this has been partially offset by a reduction in short term respite care provision due to Covid 19 restrictions resulting in a net overspend of £299k in this area. It should be noted that it is extremely difficult to predict when service users' properties will be sold along with their sale value and as such, income levels could recover in the remainder of the financial year.

*External Day Care*

5.3.9 An underspend of around £303k is forecast in respect of external day care provision. This is largely due to the ongoing reduction of some services in response to Covid 19.

*Home Care (In-House and Independent Sector)*

5.3.10 An underspend of around £512k is predicted in respect of Home Care services for 2021/22. This underspend has increased by around £363k since the month 3 position was reported to Members. Staff shortages across the sector have limited the capacity of care providers resulting in a reduction in service provision, despite rising demand for these services.

*Other Domiciliary Care*

5.3.11 Demand for supported living placements has increased during 2021/22 resulting in a potential overspend of £849k. However, this has been partially offset by a reduction in shared lives care provision due to Covid 19 restrictions resulting in a net projected overspend of £587k. This assumes that there will be a recovery in the level of shared lives service provision in the latter part of the financial year as Covid 19 restrictions are eased.

*Children with Disabilities*

5.3.12 The ongoing pandemic has intensified many of the challenges experienced within families of children with disabilities and has led to an increase in demand for residential and respite care. With some placements costing as much as £7k per week, just a small increase in numbers can have a significant budgetary impact and we are currently projecting an overspend of £597k in respect of services for children with disabilities.

*Other Costs*

5.3.13 An overspend of £24k in respect of additional staffing cover for the Telecare help line has been offset by slippage within the Caerphilly Cares Service leaving an overspend against the Other Costs budget of £14k due to additional demands for deprivation of liberty safeguard (DoLS) assessments.

**5.4 Service Strategy and Business Support**

5.4.1 The service area is currently projected to underspend by £1,006k as summarised in the following table: -

	<b>Revised Budget (£000's)</b>	<b>Projection/ Commitment (£000's)</b>	<b>Over/(Under) Spend (£000's)</b>
Management and Administration	913	897	(16)
Office Accommodation	225	233	8
Office Expenses	153	127	(26)
Other Costs	865	(107)	(972)
<b>Totals: -</b>	<b>2,156</b>	<b>1,150</b>	<b>(1,006)</b>

*Management and Administration*

5.4.2 The underspend of £16k in respect of management and administration is largely due to spinal column point savings.

*Office Accommodation*

- 5.4.3 The overspend of £8k in this area is largely due to the Cwm Ifor Family Centre site in Caerphilly which has been vacated by Barnados, who had previously picked up the running costs of the property.

*Office Expenses*

- 5.4.4 Restrictions on staff attending our office buildings due to Covid 19 has led to a reduction in printing and postage costs which has contributed to a projected underspend of £26k in this area.

*Other costs*

- 5.4.5 The underspend of £972k projected in this area can largely be attributed to the Welsh Government's Covid 19 Hardship Grant Scheme.
- 5.4.6 Around £4,126k has been claimed through this grant scheme between April and August 2021 including £622k to support in-house service provision. Welsh Government have indicated that this scheme will remain in place in its current form until the end of September 2021 at which point it will begin to taper off for the remainder of the current financial year. Based on recent occupancy levels within care homes and taking account of the tapering arrangement, it is thought that the total claim for the year could amount to around £7.6million including over £1million to support in-house services. While some additional in-house costs due to Covid 19 are easily identifiable (e.g. Covid 19 testing in care homes) much of the additional costs are less identifiable such as sickness cover provided by existing staff and lost income due to reduced occupancy. These less identifiable costs are captured within the Adult Services projected costs reported in section 5.3 of this report while the grant funding has been captured within the Business Support projections reported in section 5.4 of this report. As a result, a net underspend of £976k relating to the Covid 19 Hardship Grant is now included within the £1,006k underspend identified for Service Strategy & Business Support. A summary of Covid 19 related costs and grant funding is provided in the following table.

	<b>Costs Accrued to 31st August 2021</b>	<b>Potential Costs September 2021 to March 2022</b>	<b>Total Anticipated Cost for 2021/22</b>
<b>Children's Services</b>			
Residential placements	£171,960	£222,600	£394,560
vehicle hire to enable social distancing	£4,668	£6,468	£11,136
<b>Sub Total Children's Services</b>	<b>£176,628</b>	<b>£229,068</b>	<b>£405,696</b>
<b>Adult Services</b>			
Financial support to care providers	£2,786,252	£2,230,143	£5,016,395
Additional support for service users	£351,666	£334,641	£686,307
Personal Protection	£16,445	£29,109	£45,553
Independent Homes- Lateral Flow Testing	£164,293	£240,000	£404,293
In-House testing	£16,904	£21,000	£37,904
<b>Sub Total Adult Services</b>	<b>£3,335,560</b>	<b>£2,854,893</b>	<b>£6,190,453</b>
<b>SSP Enhancement Scheme</b>	<b>£18,023</b>	<b>£45,429</b>	<b>£63,452</b>
<b>TOTAL IDENTIFIABLE COSTS</b>	<b>£3,530,211</b>	<b>£3,129,389</b>	<b>£6,659,600</b>
<b>ADD IN-HOUSE STAFF COSTS AND LOST INCOME</b>	<b>£595,052</b>	<b>£381,082</b>	<b>£976,134</b>
<b>TOTAL W.G. GRANT CLAIMABLE</b>	<b>£4,125,263</b>	<b>£3,510,472</b>	<b>£7,635,735</b>



## **5.5 Conclusion**

- 5.5.1 An underspend of £671k is currently forecast for Social Services for 2021/22 (including transport costs). However, the Covid 19 pandemic continues to curtail service activity in many areas during the current financial year and has also led to increased staffing vacancies, reduced travel costs and reduced office running costs. These underspends are unlikely to recur in future years once Covid 19 restrictions have been lifted. However, there is an underlying increase in demand for childcare placements, supported living placements and domiciliary care for adults. The pandemic has also highlighted the fragilities in the social care market, which could lead to pressure on fee levels once Welsh Government Hardship Fund support is withdrawn. Therefore, it is critical that the Directorate continues to focus on initiatives to manage demand and provide cost effective services.

## **6. ASSUMPTIONS**

- 6.1 The projections within this report assume that day services, shared lives services and staff travelling will begin to recover towards pre-pandemic levels in the latter part of the financial year as restrictions are eased.
- 6.2 The projections within this report assume any pay award that may be agreed for 2021/22 will be matched by a budget virement from the corporate contingency budget that was created for this purpose.

## **7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

- 7.1 An Equality Impact Assessment is not needed because the issues covered are for information purposes only, therefore the Council's full EIA process does not need to be applied.

## **8. FINANCIAL IMPLICATIONS**

- 8.1 As detailed throughout the report.

## **9. PERSONNEL IMPLICATIONS**

- 9.1 There are no direct personnel implications arising from this report.

## **10. CONSULTATIONS**

- 10.1 All consultation responses have been incorporated into this report.

## **11. STATUTORY POWER**

- 11.1 Local Government Acts 1972 and 2003 and the Council's Financial Regulations.

## **12. URGENCY (CABINET ITEMS ONLY)**

- 12.1 This report is for information only and as such does not require a Cabinet decision.

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Appendices:

Appendix 1 Social Services Budget Monitoring Report 2021/22 (Month 5)

## APPENDIX 1 - Social Services Budget Monitoring Report 2021/22 (Month 5)

	Current Budget 2020/21	Projection	Over/ (Under) Spend
	£	£	£
<b>SUMMARY</b>			
CHILDREN'S SERVICES	£26,485,445	£27,491,570	£1,006,125
ADULT SERVICES	£68,290,758	£67,785,224	(£505,534)
RESOURCING AND PERFORMANCE	£2,155,791	£1,150,139	(£1,005,652)
<b>SOCIAL SERVICES TOTAL</b>	<b>£96,931,994</b>	<b>£96,426,932</b>	<b>(£505,062)</b>
<b>CHILDREN'S SERVICES</b>			
<b>Management, Fieldwork and Administration</b>			
Children's Management, Fieldwork and Administration	£11,289,759	£11,109,880	(£179,879)
Appropriations from Earmarked Reserves	(£432,313)	(£475,041)	(£42,728)
Transformation Grant	(£220,352)	(£180,280)	£40,072
Integrated Care Fund Contribution	(£883,850)	(£883,850)	£0
<b>Sub Total</b>	<b>£9,753,244</b>	<b>£9,570,709</b>	<b>(£182,535)</b>
<b>Residential Care Including Secure Accommodation</b>			
Own Residential Homes	£1,633,636	£1,556,604	(£77,032)
Gross Cost of Placements	£4,336,597	£5,628,629	£1,292,032
Contributions from Education	(£72,201)	(£79,935)	(£7,734)
<b>Sub Total</b>	<b>£5,898,032</b>	<b>£7,105,298</b>	<b>£1,207,266</b>
<b>Fostering and Adoption</b>			
Gross Cost of Placements	£8,046,569	£7,753,314	(£293,255)
Other Fostering Costs	£98,138	£98,138	£0
Adoption Allowances	£58,834	£60,827	£1,993
Other Adoption Costs	£371,755	£371,755	£0
Professional Fees Inc. Legal Fees	£500,227	£500,227	£0
<b>Sub Total</b>	<b>£9,075,523</b>	<b>£8,784,261</b>	<b>(£291,262)</b>
<b>Youth Offending</b>			
Youth Offending Team	£395,152	£395,152	£0
<b>Sub Total</b>	<b>£395,152</b>	<b>£395,152</b>	<b>£0</b>
<b>Families First</b>			
Families First Team	£195,528	£208,716	£13,188
Other Families First Contracts	£2,507,670	£2,494,482	(£13,188)
Grant Income	(£2,697,747)	(£2,697,747)	£0
<b>Sub Total</b>	<b>£5,451</b>	<b>£5,451</b>	<b>(£0)</b>
<b>Other Costs</b>			
Preventative and Support - (Section 17 & Childminding)	£59,430	£59,430	£0
Aftercare	£798,569	£1,034,534	£235,965
Agreements with Voluntary Organisations	£701,654	£677,752	(£23,902)
Integrated Care Fund Contribution	(£296,624)	(£296,624)	£0
Other	£234,841	£304,147	£69,306
Appropriations from Earmarked Reserves	£0	(£8,713)	(£8,713)
Transformation Grant	(£139,827)	(£139,827)	£0
<b>Sub Total</b>	<b>£1,358,043</b>	<b>£1,630,699</b>	<b>£272,656</b>
<b>TOTAL CHILDREN'S SERVICES</b>	<b>£26,485,445</b>	<b>£27,491,570</b>	<b>£1,006,125</b>

	Current Budget 2020/21	Projection	Over/ (Under) Spend
	£	£	£
<b>ADULT SERVICES</b>			
<b>Management, Fieldwork and Administration</b>			
Management	£131,877	£133,763	£1,886
Protection of Vulnerable Adults	£309,771	£308,073	(£1,698)
OLA and Client Income from Client Finances	(£293,267)	(£376,157)	(£82,890)
Commissioning	£707,449	£707,525	£76
Section 28a Income Joint Commissioning Post	(£17,175)	(£17,175)	£0
Older People	£2,303,052	£2,233,728	(£69,324)
Less Wanless Income	(£44,747)	(£44,747)	£0
Promoting Independence	£2,916,590	£2,749,648	(£166,942)
Provider Services	£405,464	£426,654	£21,190
ICF Funding	(£314,817)	(£314,817)	£0
Learning Disabilities	£759,781	£855,574	£95,793
Appropriations from Earmarked Reserves	(£131,655)	(£151,901)	(£20,246)
Contribution from Health and Other Partners	(£44,253)	(£44,253)	£0
Mental Health	£1,413,545	£1,524,997	£111,452
Section 28a Income Assertive Outreach	(£94,769)	(£94,769)	£0
Drug & Alcohol Services	£385,675	£348,211	(£37,464)
Emergency Duty Team	£293,482	£293,482	£0
Further Vacancy Savings	£0	(£201,497)	(£201,497)
<b>Sub Total</b>	<b>£8,686,003</b>	<b>£8,336,340</b>	<b>(£349,663)</b>
<b>Own Residential Care</b>			
Residential Homes for the Elderly	£6,830,077	£6,832,713	£2,636
Integrated Care Fund Contribution	(£92,563)	(£92,563)	£0
-Less Client Contributions	(£2,230,000)	(£2,184,801)	£45,199
-Less Section 28a Income (Ty Iscoed)	(£115,350)	(£115,350)	£0
-Less Inter-Authority Income	(£55,161)	(£137,973)	(£82,812)
Net Cost	£4,337,003	£4,302,026	(£34,977)
Accommodation for People with Learning Disabilities	£2,784,394	£2,606,351	(£178,043)
-Less Client Contributions	(£89,641)	(£89,641)	£0
-Less Contribution from Supporting People	(£41,319)	(£41,206)	£113
-Less Inter-Authority Income	(£336,671)	(£431,942)	(£95,271)
Net Cost	£2,316,763	£2,043,562	(£273,201)
<b>Sub Total</b>	<b>£6,653,766</b>	<b>£6,345,588</b>	<b>(£308,178)</b>
<b>External Residential Care</b>			
Long Term Placements			
Older People	£10,815,690	£11,409,997	£594,307
Less Wanless Income	(£303,428)	(£303,428)	£0
Less Section 28a Income - Allt yr yn	(£151,063)	(£151,063)	£0
Physically Disabled	£585,299	£624,099	£38,800
Learning Disabilities	£3,552,652	£3,565,149	£12,497
Mental Health	£976,298	£860,174	(£116,124)
Substance Misuse Placements	£61,801	£11,706	(£50,095)
Social Services Grant	(£1,147,377)	(£1,147,377)	£0
Net Cost	£14,389,872	£14,869,256	£479,384

	Current Budget 2020/21	Projection	Over/ (Under) Spend
	£	£	£
<b>Short Term Placements</b>			
Older People	£261,068	£170,000	(£91,068)
Carers Respite Arrangements	£41,266	£27,000	(£14,266)
Physical Disabilities	£43,174	£10,938	(£32,236)
Learning Disabilities	£17,064	£17,064	£0
Mental Health	£42,338	£0	(£42,338)
<b>Net Cost</b>	<b>£404,910</b>	<b>£225,002</b>	<b>(£179,908)</b>
<b>Sub Total</b>	<b>£14,794,782</b>	<b>£15,094,258</b>	<b>£299,476</b>
<b>Own Day Care</b>			
Older People	£980,198	£695,935	(£284,263)
-Less Attendance Contributions	(£16,869)	£0	£16,869
Learning Disabilities	£2,581,912	£2,017,249	(£564,663)
-Less Attendance Contributions	(£20,691)	£0	£20,691
-Less Inter-Authority Income	(£24,986)	£0	£24,986
Mental Health	£776,019	£737,824	(£38,195)
ICF Funding	(£87,100)	(£87,100)	£0
-Less Section 28a Income (Pentrebane Street)	(£81,366)	(£81,366)	£0
Covid Recovery	£0	£424,000	£424,000
<b>Sub Total</b>	<b>£4,107,117</b>	<b>£3,706,543</b>	<b>(£400,574)</b>
<b>External Day Care</b>			
Elderly	£38,157	£37,558	(£599)
Physically Disabled	£127,210	£137,757	£10,547
Learning Disabilities	£1,455,005	£1,151,006	(£303,999)
Section 28a Income	(£72,659)	(£72,659)	£0
Mental Health	£35,955	£26,637	(£9,318)
<b>Sub Total</b>	<b>£1,583,668</b>	<b>£1,280,298</b>	<b>(£303,370)</b>
<b>Supported Employment</b>			
Mental Health	£70,938	£69,559	(£1,379)
<b>Sub Total</b>	<b>£70,938</b>	<b>£69,559</b>	<b>(£1,379)</b>
<b>Aids and Adaptations</b>			
Disability Living Equipment	£662,002	£610,598	(£51,404)
Appropriations from Earmarked Reserves	(£100,000)	(£100,000)	£0
Adaptations	£222,867	£222,867	£0
Chronically Sick and Disabled Telephones	£7,222	£3,900	(£3,322)
<b>Sub Total</b>	<b>£792,091</b>	<b>£737,364</b>	<b>(£54,727)</b>
<b>Home Assistance and Reablement</b>			
Home Assistance and Reablement Team			
Home Assistance and Reablement Team (H.A.R.T.)	£4,462,331	£4,455,375	(£6,956)
Wanless Funding	(£67,959)	(£67,959)	£0
ICF Funding	(£32,306)	(£32,306)	£0
Transformation Grant	(£133,911)	(£133,911)	£0

	Current Budget 2020/21	Projection	Over/ (Under) Spend
	£	£	£
Independent Sector Domiciliary Care			
Elderly	£8,144,328	£7,662,628	(£481,700)
Physical Disabilities	£1,121,616	£1,096,064	(£25,552)
Learning Disabilities (excluding Resettlement)	£314,373	£317,415	£3,042
Mental Health	£189,427	£188,468	(£959)
Social Services Grant	(£1,373,270)	(£1,373,270)	£0
Gwent Frailty Programme	£2,410,234	£2,337,312	(£72,922)
Appropriation from Specific Reserve	£0	£0	£0
<b>Sub Total</b>	<b>£15,034,863</b>	<b>£14,449,816</b>	<b>(£585,047)</b>
<b>Other Domiciliary Care</b>			
Shared Lives			
Shared Lives Scheme	£1,741,195	£1,383,175	(£358,020)
ICF Funding	(£173,790)	(£173,790)	£0
Net Cost	£1,567,405	£1,209,385	(£358,020)
Supported Living			
Older People	£128,466	£202,017	£73,551
-Less Contribution from Supporting People	(£2,457)	(£2,457)	(£0)
Physical Disabilities	£1,755,921	£1,602,860	(£153,061)
-Less Contribution from Supporting People	(£17,769)	(£14,814)	£2,955
Learning Disabilities	£10,422,742	£11,120,226	£697,484
Less Section 28a Income Joint Tenancy	(£28,987)	(£28,987)	£0
-Less Contribution from Supporting People	(£233,440)	(£229,075)	£4,365
Mental Health	£1,805,194	£2,029,515	£224,321
-Less Contribution from Supporting People	(£7,372)	(£7,372)	£0
Social Services Grant	(£453,671)	(£453,671)	£0
Net Cost	£13,368,627	£14,218,241	£849,614
Direct Payment			
Elderly People	£72,670	£65,264	(£7,406)
Physical Disabilities	£745,641	£779,818	£34,177
Learning Disabilities	£750,042	£752,995	£2,953
Section 28a Income Learning Disabilities	(£20,808)	(£20,808)	£0
Mental Health	£3,708	£3,686	(£22)
Social Services Grant	£0	£0	£0
Net Cost	£1,551,253	£1,580,956	£29,703
Other			
Extra Care Sheltered Housing	£644,379	£710,100	£65,721
-Less Contribution from Supporting People	£0	£0	£0
Net Cost	£644,379	£710,100	£65,721
Total Home Care Client Contributions	(£1,993,772)	(£1,993,772)	£0
<b>Sub Total</b>	<b>£15,137,892</b>	<b>£15,724,910</b>	<b>£587,018</b>
<b>Resettlement</b>			
External Funding			
Section 28a Income	(£1,020,410)	(£1,020,410)	£0
<b>Sub Total</b>	<b>(£1,020,410)</b>	<b>(£1,020,410)</b>	<b>£0</b>

	Current Budget 2020/21	Projection	Over/ (Under) Spend
	£	£	£
<b>Supporting People (including transfers to Housing)</b>			
People Over 55 Years of Age	£437,996	£265,287	(£172,709)
People with Physical and/or Sensory Disabilities	£34,500	£40,927	£6,427
People with Learning Disabilities	£463,653	£143,205	(£320,448)
People with Mental Health issues	£1,092,015	£1,622,817	£530,802
Families Supported People	£524,500	£751,400	£226,900
Generic Floating support to prevent homelessness	£748,059	£1,926,252	£1,178,193
Young People with support needs (16-24)	£910,575	£1,175,906	£265,331
Single people with Support Needs (25-54)	£410,668	£667,815	£257,147
Women experiencing Domestic Abuse	£501,738	£567,561	£65,823
People with Substance Misuse Issues	£436,839	£648,006	£211,167
Alarm Services (including in sheltered/extra care)	£259,903	£215,660	(£44,243)
People with Criminal Offending History	£138,500	£145,603	£7,103
Contribution to Social Services Schemes	£343,844	£334,925	(£8,919)
Newport CC funding transfer	(£70,000)	(£70,000)	£0
Less supporting people grant	(£6,232,790)	(£8,435,366)	(£2,202,576)
<b>Sub Total</b>	<b>£0</b>	<b>(£0)</b>	<b>(£0)</b>
<b>Services for Children with Disabilities</b>			
Ty Hapus	£355,316	£421,157	£65,841
Residential Care	£150,673	£611,191	£460,518
Foster Care	£456,236	£448,680	(£7,556)
Preventative and Support - (Section 17 & Childminding)	£9,703	£9,703	£0
Respite Care	£77,674	£155,596	£77,922
Direct Payments	£139,365	£140,103	£738
<b>Sub Total</b>	<b>£1,188,967</b>	<b>£1,786,430</b>	<b>£597,463</b>
<b>Other Costs</b>			
Telecare Gross Cost	£717,283	£741,262	£23,979
Less Client and Agency Income	(£384,549)	(£384,549)	£0
Agreements with Voluntary Organisations			
Children with Disabilities	£293,531	£293,329	(£202)
Elderly	£126,380	£127,201	£821
Learning Difficulties	£61,361	£60,904	(£457)
Section 28a Income	(£52,020)	(£52,020)	£0
Mental Health & Substance Misuse	£44,552	£44,349	(£203)
MH Capacity Act / Deprivation of Liberty Safeguards	£114,042	£129,386	£15,344
Other	£56,501	£56,501	£0
Gwent Enhanced Dementia Care Expenditure	£278,878	£218,565	(£60,313)
Gwent Enhanced Dementia Care Grant	(£209,692)	(£162,222)	£47,470
Integrated Care Fund Contribution	(£69,186)	(£56,343)	£12,843
Caerphilly Cares	£1,061,520	£980,240	(£81,280)
Appropriations from Earmarked Reserves	(£193,455)	(£74,800)	£118,655
Children & Communities Grant	(£584,065)	(£647,277)	(£63,212)
<b>Sub Total</b>	<b>£1,261,081</b>	<b>£1,274,527</b>	<b>£13,446</b>
<b>TOTAL ADULT SERVICES</b>	<b>£68,290,758</b>	<b>£67,785,224</b>	<b>(£505,534)</b>

	Current Budget 2020/21	Projection	Over/ (Under) Spend
	£	£	£
<b><u>SERVICE STRATEGY AND BUSINESS SUPPORT</u></b>			
<b>Management and Administration</b>			
Policy Development and Strategy	£176,800	£175,981	(£819)
Business Support	£735,568	£720,376	(£15,192)
<b>Sub Total</b>	<b>£912,368</b>	<b>£896,357</b>	<b>(£16,011)</b>
<b>Office Accommodation</b>			
All Offices	£347,030	£356,113	£9,083
Less Office Accommodation Recharge to HRA	(£121,923)	(£122,641)	(£718)
<b>Sub Total</b>	<b>£225,107</b>	<b>£233,472</b>	<b>£8,365</b>
<b>Office Expenses</b>			
All Offices	£153,352	£127,411	(£25,941)
<b>Sub Total</b>	<b>£153,352</b>	<b>£127,411</b>	<b>(£25,941)</b>
<b>Other Costs</b>			
Training	£333,256	£333,256	£0
Staff Support/Protection	£9,633	£9,633	£0
Information Technology	£49,128	£49,128	£0
Management Fees for Consortia	(£51,869)	(£51,869)	£0
Insurances	£254,368	£254,368	£0
Other Costs	£270,448	(£701,617)	(£972,065)
<b>Sub Total</b>	<b>£864,964</b>	<b>(£107,101)</b>	<b>(£972,065)</b>
<b>TOTAL RESOURCING AND PERFORMANCE</b>	<b>£2,155,791</b>	<b>£1,150,139</b>	<b>(£1,005,652)</b>





## **SOCIAL SERVICES SCRUTINY COMMITTEE – 1<sup>ST</sup> NOVEMBER 2021**

**SUBJECT: ANNUAL CORPORATE SAFEGUARDING REPORT 2020 - 2021**

**REPORT BY: CORPORATE DIRECTOR – SOCIAL SERVICES & HOUSING**

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

- 1.1 To present Scrutiny Committee with the 2020-2021 Annual Corporate Safeguarding Report and completed Action Plan in response to the Wales Audit Office follow-up review in 2019 that were both approved by the Council's Corporate Safeguarding Board on 13<sup>th</sup> September 2021.

### **2. SUMMARY**

- 2.1 Scrutiny Committee will be aware that the Wales Audit Office (now Audit Wales) undertook a follow up Review of Corporate Safeguarding Arrangements for Children in Caerphilly in May 2019.
- 2.2 In response, the Corporate Safeguarding Board (the Board) developed an Action Plan to address both the strategic recommendations made and the areas of good practice for consideration identified in the Review.
- 2.3 The Annual Corporate Safeguarding Report, attached at Appendix 1, provides valuable assurance in relation to the Council's corporate safeguarding arrangements and provides updates on the progress made in implementing the Action Plan, attached at Appendix 2.

### **3. RECOMMENDATIONS**

- 3.1 Scrutiny Committee are requested to note the content of the Annual Corporate Safeguarding Board Report and the progress made in implementing the Action Plan.

### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 To ensure Scrutiny Committee is fully aware of the Council's arrangements for corporate safeguarding and is satisfied that these arrangements are effective.

### **5. THE REPORT**

- 5.1 The Wales Audit Office 2019 Review concluded that;

*Although the Council has made some progress in addressing our previous recommendations, the Council needs to further strengthen its corporate safeguarding oversight and assurance arrangements*

5.2 It is really important to note that this was a review of the corporate governance of safeguarding arrangements and did not consider operational safeguarding practice and procedures for children which is the responsibility of Care Inspectorate Wales (CIW).

5.3 The Review identified 5 key areas for improvement along with several areas of good practice that the Council could consider going forward. The Board agreed that both the required improvements and the suggested good practice should be included in the Action Plan.

5.4 In summary, the Action Plan includes the following recommendations:

**For the Board:**

- to increase the frequency of its meetings
- to increase performance reporting
- to develop a Training Framework for all service areas
- to develop a self-assessment tool
- to consider the inclusion of Corporate Safeguarding on Risk Registers
- to improve access to the Corporate Safeguarding Policy and the Annual Report

**For Designated Safeguarding Officers:**

- to complete the self-assessment tool
- to support the implementation of the Training Framework

**For Human Resources:**

- to implement the Safer Recruitment Policy
- to develop a tracking system for DBS checks for all staff who require them
- to support the implementation of the Training Framework through the use of ITrent or an alternative Learning Management System (LMS).

**For Procurement and Contract Monitoring:**

- to ensure contractors and volunteers receive appropriate training and DBS checks

**For Internal Audit:**

- staff to be trained
- their audit role to be clarified

5.5 The Board has provided appropriate governance arrangements to support the implementation of the Action Plan and both attached reports provide the full detail of progress made against each of the recommendations above.

5.6 Board members acknowledged the inevitable impact that the global pandemic had on timescales for achieving a number of the actions however, progress has been made and the Board were very pleased to approve the Action Plan as being completed at their meeting on 13<sup>th</sup> September 2021.

5.7 The Board agreed that a new Forward Work Programme will now be developed for the current financial year and beyond which will ensure continued monitoring of arrangements and oversee future areas of service development and improvement. This Work Programme will be presented to Scrutiny Committee with the 2021-2022 Annual Report.

## 6. **ASSUMPTIONS**

6.1 There are no assumptions made or presumed in this report.

## 7. **SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

7.1 This report is for information purposes only, so the Council's full Integrated Impact Assessment process does not need to be applied.

## 8. **FINANCIAL IMPLICATIONS**

8.1 There are no funding implications arising from this report.

## 9. **PERSONNEL IMPLICATIONS**

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

## 10. **CONSULTATIONS**

10.1 The report is for information purposes and reflects the views of consultees.

## 11. **STATUTORY POWER**

11.1 Social Services & Well Being (Wales) Act 2014

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CCBC Corporate Safeguarding Board  
Social Services Senior Management Team

Children's Services Divisional Management Team

Appendices:

1. Annual Corporate Safeguarding Report 2020 – 2021
2. Corporate Safeguarding Board Action Plan – updated September 2021



## **CORPORATE SAFEGUARDING BOARD 13<sup>TH</sup> SEPTEMBER 2021**

**SUBJECT: CORPORATE SAFEGUARDING ANNUAL REPORT 2020/21**

**REPORT BY: CORPORATE SAFEGUARDING BOARD**

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

- 1.1 To provide an update on progress made by the Corporate Safeguarding Board (the Board) during the 2020/21 financial year.

### **2. SUMMARY**

- 2.1 The Board was established in February 2015 following a review by the Wales Audit Office (WAO) of Caerphilly County Borough Council's (the Council) assurance and accountability arrangements for ensuring that safeguarding policies and procedures were in place and being adhered to. The Corporate Safeguarding Policy was ratified at full Council in November 2015.
- 2.2 The WAO subsequently undertook a follow-up review of arrangements in 2019 and identified a number of areas for improvement and consideration. A comprehensive Action Plan was developed in response and the Board has monitored progress against this Plan.
- 2.3 This sixth Annual Report provides an overview of progress made on implementing the Action Plan during the 2020/21 financial year.

### **3. RECOMMENDATIONS**

- 3.1 The Board is requested to
- note the content of this Annual Report
  - note the progress made in implementing the Action Plan with a view to agreeing the closure of the Plan
  - approve the development of a new Forward Work Programme for 2021/22 and
  - approve that this Report be presented to Social Services Scrutiny Committee and Audit Committee in due course

### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 To ensure the Board is fully aware of the Council's arrangements for corporate safeguarding and is satisfied that these arrangements are effective.

## 5. THE REPORT

- 5.1 During 2020/21, the Covid-19 pandemic has resulted in 2 periods of national 'lockdown' and significant changes to service provision across the Council which has required balancing the need for service provision with the need to keep employees safe. Whilst essential services have continued to be delivered throughout this financial year, progress on recommendations regarding corporate safeguarding arrangements have been impacted by the pandemic. This report details the work undertaken in respect of corporate safeguarding practices during the year, taking into account the impact of the pandemic and progress made against the Action Plan.
- 5.2 To offer assurance to the Board, despite the pandemic, the Council's Information, Advice and Assistance Team (IAA) has continued to manage all safeguarding 'Duty to Reports' (the statutory referral process for reporting safeguarding concerns) for children and adults and operational safeguarding practices have continued. The Safeguarding Service Manager, Adult Safeguarding Team Manager and Child Protection Coordinator have been available to offer safeguarding advice to all service areas as required throughout the year.
- 5.3 The 2019/20 Annual Report was agreed by Board via email whilst arrangements were made for meetings to be held on a virtual platform. The 2019/20 Report, noted progress in relation to several key achievements which included:
- A self-assessment tool be developed and implemented with DSO's completing this on behalf of their service areas, identifying action where necessary to ensure service areas were meeting their safeguarding responsibilities
  - The Corporate Safeguarding Training Framework to be implemented from November 2019, though subsequent progress has been hampered during 2020/21 due to the pandemic.
- 5.4 The following recommendations were agreed to continue the positive work into 2020/21:
- Embed safeguarding as part of the tender process for new contracts via procurement and the monitoring of this
  - Safeguarding requirements of contractors to be implemented with existing contracts by procurement
  - Procedural process to be written to reflect safeguarding element of commissioning services across the Council
  - Digital Services to prepare and present options paper regarding the purchase of an LMS system to support eLearning and tracking of safeguarding training,
  - Video presentation of Tier 1 Basic Safeguarding Awareness to be finalised and made available to all service areas and contractors/commissioned services
  - Re-establish the Designated Safeguarding Officer (DSO) Practice Development Group as part of the Council's recovery plan with reintroduction of guest speakers when safe to do so, including the use of virtual platforms for meetings if necessary
  - Self-assessments and action plans to be reviewed and updated by DSO's post COVID
  - Implementation of the Safe Recruitment Policy and development of a training package to support the implementation via Human Resources (HR).
  - Review of the Corporate Safeguarding Training Framework to include the reintroduction of the required Tiered training when safe to do so due to COVID 19

- Internal Audit Team to include Corporate Safeguarding as part of their programme of work post COVID 19
- Continue discussions regarding a Gwent regional approach to Corporate Safeguarding

### Overall progress to Date

5.5 The DSO Development Group is held quarterly however, during 2020/21, one meeting was cancelled due to the pandemic. The first meeting therefore took place in September 2020 via a virtual platform. It must be noted that the Council was rolling out the delivery of laptops and Microsoft Teams to enable all services to continue to meet on a virtual platform. The DSO Development Group met on the following dates:

- 09.09.2020
- 10.12.2020
- 01.03.2021

Similarly, the Board has met on 2 occasions, rather than quarterly on the following dates:

- 16.11.2020
- 10.02.2021

5.6 At each meeting, the Board has reviewed the Action Plan (attached as Appendix 1) and the following progress in relation to each recommendation can be noted:

5.7 In respect of **R3**, *strengthen safe recruitment of staff and volunteers*, the Safe Recruitment Policy was ratified by Cabinet on 2<sup>nd</sup> November 2020. However, the required training for managers on the Policy has been hampered due to the pandemic. The Council's HR Department has been in contact with the Regional Safeguarding Outreach Officer for Wales, via the Disclosure and Disbarring Service (DBS), to consider the delivery of safe recruitment training. As outlined within the key data set for 2020/21, safe recruitment practice in respect of DBS applications and use of the required risk assessments has continued.

5.8 Work has continued with Procurement to ensure that *all services contracted by the Council are compliant with the Corporate Safeguarding Policy*. The Safeguarding Protocol for Procurement Process is currently awaiting final sign off by Heads of Service and Corporate Management Team (CMT). In terms of commissioned services, where contracts are already in place, legal advice is being sought with a view to writing to providers including copies of the Corporate Safeguarding Policy and the Tier 1 Safeguarding Training package (Basic Awareness) requesting that they implement both, thereby making them aware of the protocol if they plan to tender for further/future services. The implementation of the Safeguarding Protocol for the Procurement Process will ensure that any person working on a commissioned contract will comply with the corporate safeguarding policy, have a DBS if required and undertake Tier 1 Basic Awareness safeguarding training. This is in line with the Corporate Safeguarding Policy.

5.9 **R4** *Ensure all relevant staff, members and partners understand their safeguarding responsibilities*. The Corporate Safeguarding Training Framework was implemented in November 2019, only 4 months prior to the pandemic. This resulted in service areas having to cancel planned face-to-face Tier 2 Training in order to ensure Welsh

Government and Corporate guidance was followed to ensure the wellbeing of employees. This impacted delivery of all Tiers of training with the Corporate Safeguarding Training Framework. The pandemic resulted in some services areas having to redeploy staff to other service areas and in fact highlighted the need for the delivery of safeguarding training. In order to assist service areas, a Tier 1 Basic Awareness presentation was developed and made available to all service areas. This was accessible in different ways through different devices including mobile phones and tablets for those employees who did not have access to a PC or laptop.

- 5.10 The Adult Safeguarding Team Manager and the Child Protection Coordinator delivered 6 training sessions of Tier 2 'Understanding Safeguarding Children and Adults' to employees identified in service areas as requiring this training. This was delivered via a virtual platform. A further 3 sessions are planned for this forthcoming year. This was to assist service areas to continue to deliver safeguarding training and to allow service areas to begin to facilitate training as part of their recovery planning post-covid. It must be noted that Tier 3 training for children and adults has not been available due to the need for these to be developed on a virtual platform. Gwent Safeguarding Board is in the process of developing a blended approach to the delivery of the children's safeguarding training and the advanced adult safeguarding training is also being redesigned with a view to delivery in the next financial year. Therefore, there are employees within service areas who require Tier 3 training but have been unable to access this. However, service areas have planned for employees to complete the available Tier 2 training to ensure employees have an understanding of safeguarding practices. The changes to training delivery will require the Corporate Safeguarding Training Framework to be updated in line with any revisions.
- 5.11 In terms of the development of the Tier 1 Basic Safeguarding Video, the recording of this was delayed due to the requirement to record this face to face. However, it was completed in April 2021 and is now in the process of being translated and recorded in Welsh with a view to being available to all service areas in the autumn.
- 5.12 The back dating of training on Itrent is an ongoing matter that needs further consideration. Due to the pandemic, DSO's have concentrated on the delivery of current training to ensure that employees are up to date on current safeguarding practices. It is difficult to consider how the previous training delivered fits into the new framework and whether it is more prudent for DSO's to concentrate on the current delivery and recording of training rather than track back previous training completed. When the LMS is available, tracking and monitoring of training will be more efficient. However, by way of assurance, all new employees are issued with the Corporate Safeguarding Policy and are required to complete Tier 1 Basic Awareness as part of the induction process which is managed by HR to ensure this is completed and uploaded to Itrent.
- 5.13 Due to the pandemic, it has become even more evident that an eLearning platform that can present, track and deliver data on training is required. Thus, a working group was set up to consider this on a Council wide basis and a bid to the Welsh Government Digital Transformation fund was submitted in conjunction with Workforce Development and Digital Services. The bid was successful and there is now a LMS Digital Project Team set up that are working to identify an LMS system that meets the requirements not only of Caerphilly but in partnership with two other Local Authorities.
- 5.14 In respect of VAWDASV training delivery, the Key Data set references progression of the roll out of Ask and Act Training for Groups 1, 2 and 6. As with safeguarding training, this data does not give exact details of the training undertaken. In terms of Group 1 eLearning Ask and Act training, this was delivered via an eLearning platform which did



not have the ability to track and record those that had completed the training. Again, the implementation of a LMS system would enable the tracking or recording of such training.

- 5.15 **R6, R7 and R8** are all completed evidencing the positive progress made.
- 5.16 All Designated Safeguarding Officers were required to submit Self Assessments prior to the Board held in February 2021. The main area highlighted within the self-assessments was the delivery of safeguarding training and the progression of this has been reported above and will continue to be a focused area of ongoing development and monitoring via the DSO Practice Development Group. The DSO's are fully aware that they need to review their action plans, consulting with Heads of Service as required and for them to feed into any required strategic development plans with their service areas. The internal audit of Corporate Safeguarding arrangements has been delayed due to Covid-19 however, the audit tool has been developed and will be rolled out within the 2021/22 financial year. Internal Audit results will be considered by the Board when available.
- 5.17 Increasing the knowledge base for DSO's has continued within the DSO Development Group, presentations have been delivered in respect of the new Wales Safeguarding Procedures 2019 and Hate Crime. This will continue into the next financial year.
- 5.18 Work on consistency of Corporate Safeguarding Practices across Gwent has slowed due to the pandemic. This is an area of work that will be re-energised during 2021/22.

#### **Planned Future Work**

- 5.19 The following recommendations are made for 2021/22:
- HR Department to liaise with Regional Safeguarding Outreach Officer for the Disclosure and Disbarring Services to look at the roll out of safe recruitment training
  - Heads of Service/CMT to sign off the Safeguarding in the Procurement Process Protocol so this is fully implemented Council wide
  - Continue the implementation of the Corporate Safeguarding Training Framework via the DSO Development Group, with data collection from service areas on an annual basis
  - Review of Internal Audit Findings when available
  - Self-assessments to be reviewed and updated annually by DSO's
  - Review of the Corporate Safeguarding Training Framework based on changes to training delivery
  - Safeguarding Media Campaign to link with Safeguarding Week in November 2021, to include consideration of promotion of the DSO role within service areas
  - Progress the Tier 1 Corporate Safeguarding Training video, along with Welsh translation and make this available to all volunteers, contractors etc
  - Deliver updated training to CMT and Elected Members via the Tier 1 basic awareness video when available
  - Monitor the progress of the LMS Project
  - Progress work on ensuring consistency of corporate safeguarding practices across Gwent, including development of a comparator key data set
  - Continue to invite speakers to attend the DSO Development Group regarding relevant safeguarding topics to continue to improve knowledge and understanding of safeguarding issues
  - Based on the Board's approval, the Action Plan to be closed down and replaced with a Forward Work Programme for 2021/22.

## **6. ASSUMPTIONS**

6.1 There are no assumptions made or presumed in this report.

## **7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

7.1 This report is for information purposes only, so the Council's full Integrated Impact Assessment process does not need to be applied.

## **8. FINANCIAL IMPLICATIONS**

8.1 As noted in the previous Annual Reports, safeguarding awareness training has been provided within existing resources and this has continued to date. The implementation of the Corporate Safeguarding Training Framework in November 2019 has utilised DSO's and employees who have been trained to deliver Tier 2 Safeguarding Training via a Train the Trainer methodology. Tier 3 training is accessed via Workforce Development or Gwent Safeguarding Board. Enhanced Training can also be accessed in respect of specific areas of safeguarding via Workforce Development and Gwent Safeguarding Board at no additional cost currently. However, additional costs have been incurred in the development of the Tier 1 Basic Awareness video which has been funded by Children's Services.

8.2 The progression of the Learning Management System is now supported via Workforce Development in conjunction with Digital Services and Welsh Government Transformation. It is currently unknown regarding any future costs regarding the implementation of a LMS however, it is anticipated that any incurred costs would need to be considered by CMT.

## **10. PERSONNEL IMPLICATIONS**

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

## **11. CONSULTATIONS**

11.1 The report is for information purposes and reflects the views of consultees.

## **12. STATUTORY POWER**

12.1 Social Services & Well Being (Wales) Act 2014

Author: Nicola Barrett, Service Manager – Children's Services

Consultees: Cllr Shayne Cook, Cabinet Member and Chair of the Board  
Gareth Jenkins, Head of Children's Services  
The Corporate Safeguarding Board  
The DSO Development Group

APPENDIX 2

WAO Recommendation	Action	Actions/Requirements	Who	Progress/Completion	RAG
R3	Safer Recruitment policy to be ratified	Policy to be agreed by HR Strategy Group, CMT and Cabinet	HR	Completed- agreed by Cabinet on 2nd November 2020	<b><u>GREEN</u></b>
R3		All managers to be trained on safer recruitment policy – training package to be developed and implemented	HR	Links have now been made with Regional Coordinator in DBS service to look at with Regional Coordinator in DBS service to look at delivery of safe recruitment training	<b><u>GREEN</u></b>
R3	DBS checks for volunteers and contractors  Contractors compliance with safeguarding policy and their	Task and Finish Group to look at: <ul style="list-style-type: none"> <li>• DBS checks for contractors</li> <li>• Safeguarding training for contractors</li> <li>• Contractors access to safeguarding policy</li> </ul>	Establishment of a Task and Finish Group to include Procurement / Commissioning/ HR/ Internal Audit/ Relevant DSO's	The Safeguarding Protocol for the Procurement Process has been signed off and is now awaiting CMT approval	<b><u>GREEN</u></b>

	awareness of the policy	Agree process of how this is to be monitored			
R4	Implement Training Framework	<p>Tiered approach to safeguarding training to be agreed by Board and written up in framework and disseminated via DSO for implementation across the LA.</p> <p>Tier 2 training package to be developed and agreed and delivered across service areas</p>	Training Task & Finish Group/ DSO's/ Managers/ Safeguarding Unit	<p>The framework has been implemented, the delivery of training has however been impacted by COVID 19 due to being unable to deliver face to face training.</p> <p>SWAY presentation for Tier 1 Basic awareness continues to be available and is a requirement of the induction process for all new employees. Tier 1 video has been recorded and edited in English and has very recently being translated and recorded in Welsh with a view to making this available across the Council by December 2021.</p> <p>Tier 2 Training: understanding safeguarding children and adults has been run on a virtual basis by Child Protection Coordinator and Adult Safeguarding Team Manager's. These sessions have now ceased with service areas now delivering this</p>	<b><u>GREEN</u></b>

				<p>training via the Train the Trainer model.</p> <p>The Mentor Group continues to take place to support those trained to deliver the Tier 1 package.</p> <p>Tier 3 training: advanced training for children's and adult safeguarding has not been available due to the pandemic. However, progress is being made on development of virtual training package for adults and a blended training package for children. The advanced adult safeguarding training will be delivered by the adult safeguarding team and liaison is taking place with workforce development to support the roll out of this training.</p> <p>The children's training is currently being piloted via Gwent Safeguarding Board offering a blended approach to individual learning and virtual sessions.</p>	
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R4	Backdating of training already completed to be inputted on to ITrent	Individual services areas to input training to ITrent that has already been completed. Managers to collate this data and ensure permissions in ITrent to record the training	DSO's with support from HoS and CMT	<p>The backdating of training to be inputted into Itrent is proving difficult and limited progress has been made. This is impacted by Covid-19 however, it is also difficult to track training previously completed by employees. Therefore it is for discussion as to whether this action continues or whether resources should focus on current training delivered through the new training framework. For discussion at Board on the 13th September 2021</p> <p>Update: Board 13.09.21: recommended that inputting historic data is not an efficient use of time or resources so this action will be noted as complete.</p>	
R4	Development of Tracking system for training for staff, volunteers and contractors	ITrent to be developed to incorporate codes in line with Safeguarding Training framework	HR	Completed	<b><u>GREEN</u></b>

R4	Agree timescales for new starters, volunteers and contractors to undertake basic initial training	Ensure staff and volunteer induction processes include Corporate Safeguarding as a mandatory requirement  Council tenders and contracts to make expectations on contractors explicit	HR/DSO's  Procurement/Commissioning /Internal Audit	Completed as per Corporate Safeguarding Training Framework  All contracts moving forward will include the requirement to have basic awareness Tier 1 training. This will be included in the protocol being developed by procurement	<b><u>GREEN</u></b>  <b><u>GREEN</u></b>
R4	Training update to be reported to Corporate Safeguarding Board to monitor compliance in each service area- staff, volunteers and contractors	Quarterly Reports to the Corporate Safeguarding Boards and inclusion in the Annual Report.	Gareth Jenkins/ Nicola Barrett	Training for the year 2020/21 has continued to be impacted by Covid 19, data set is recorded within the annual report.	<b><u>GREEN</u></b>
R4	Explore e-learning packages	Current e learning packages available to be explored	Training Task & Finish Group/ DSO's/ Managers/ Safeguarding Unit	The development and procurement of an LMS system has been approved and is now being managed via Digital Services and Workforce Development, supported by	<b><u>GREEN</u></b>

				<p>digital transformation funds from WG. The funding bid delayed progress slightly but is a significant achievement.</p> <p>Tier 1 basic safeguarding video's will be available in Welsh and English by December 2021</p>	
R6	<p>Increase frequency of Board Meetings</p> <p>Timings of Board meetings to be reviewed to comply with Scrutiny and Audit Committee deadlines</p>	<p>Corporate Safeguarding Board to meet quarterly of next 12 months to monitor the implementation of the Action Plan and frequency will then be reviewed</p>	Gareth Jenkins/ Nicola Barrett	<p>Completed. Board dates will continue on a quarterly basis for 2021/22.</p> <p>Attendance by Gareth Jenkins HoS at Social Services Scrutiny Committee and Audit Committee will take place as required.</p>	<b><u>GREEN</u></b>
R6	<p>Annual Report to provide more robust assurance of safeguarding</p>	<p>Annual Report to include performance data regarding training compliance across staff, volunteers and contractors</p>		<p>The Annual Report will continue to reflect the key data set and set out safeguarding arrangements within the LA. Report for 2020/2021 will be</p>	<b><u>GREEN</u></b>



	<p>arrangements within the LA</p> <p>Bench marking of arrangements with other LA's</p>	<p>Key data set to be updated to include a wider set of data cross service areas</p> <p>Comparison data with other LA's to be sought to inform Annual report</p>		<p>ratified at the September Board.</p> <p>Work is ongoing with Safeguarding Leads in the Gwent region to consider the alignment of processes, reporting and training etc regarding corporate safeguarding.</p>	
R6	<p>Corporate Safeguarding to be included on the Risk Register</p>	<p>WAO Review Report and Action Plan to be included on Social Services Risk Register</p> <p>CMT to consider inclusion on the Council Risk Register</p>	<p>Gareth Jenkins</p> <p>Dave Street</p>	<p>Completed</p> <p>Completed – Corporate safeguarding is now on the risk register for social services and not the council risk register as agreed by CMT.</p>	<b><u>GREEN</u></b>
R6	<p>Policy to be made available on front page of the intranet, to include access to Annual Report and list of DSO's</p>	<p>Corporate Safeguarding icon to be visible on front page</p> <p>Links to be made in Policy and Service Area Tabs</p>	<p>Liz Lucas/ Nicola Barrett</p>	<p>Completed</p>	<b><u>GREEN</u></b>

R7	Role of Internal Audit	<p>Links with other LA's as to how they undertake internal audits for Corporate Safeguarding</p> <p>Develop mechanism of internal audits, focus of audits, frequency etc</p> <p>Corporate safeguarding policy to be updated to reflect internal audit responsibilities</p>	Internal Audit/ Nicola Barrett	<p>Internal Audit is in the process of rolling out the internal audit process during 2021/22.</p> <p>Policy is up to date and available on the safeguarding tab on the intranet, this is a live document and is updated when required to reflected changes in DSO's and the Wales Safeguarding Procedures 2019</p>	<b><u>GREEN</u></b>
R7	Internal Audit to receive Corporate Safeguarding training	Team training session to be arranged		Completed	<b><u>GREEN</u></b>
R8	Self-assessment tool to be implemented	DSO's to return completed Self-Assessment Tool by the 15 <sup>th</sup> of July, with attached action plans to strengthen corporate safeguarding arrangements across service areas	DSO's	Self-assessments were last updated by DSO's in February 2021. It was the recommendation of the 2020/21 Annual Report that these are now completed by DSO's on an annual basis to report to Board on	<b><u>GREEN</u></b>

				safeguarding practices across the Council.	
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## **SOCIAL SERVICES SCRUTINY COMMITTEE - 1<sup>ST</sup> NOVEMBER 2021**

**SUBJECT: SOCIAL SERVICES COVID-19 POSITION STATEMENT**

**REPORT BY: ACTING CHIEF EXECUTIVE**

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

- 1.1 It was agreed at the Social Services Scrutiny Committee on the 1 December 2020 that further reports would be provided in relation to specific areas of the broad-based report presented. The December 2020 Scrutiny Report provided a significant degree of detail in terms of the Directorate's response to the pandemic. It is not intended to repeat this but to identify several key issues which may be of interest to Committee Members.
- 1.2 On 16 March 2021, Scrutiny Committee received a position statement on the Directorate's response to the coronavirus pandemic. The report provided more detail on some of the issues raised in the December report and subsequent questions raised by Committee Members.

### **2. SUMMARY**

- 2.1 The ongoing pandemic has meant that over the past 18 months the Directorate has had to look at the way it delivers services and deploys its resources very differently. From early on, some services have had to be paused, staff redeployed into new areas of work and resources redirected to deal with priorities that often emerged overnight.
- 2.2 Staff have had to work alongside our partners in the Aneurin Bevan University Health Board, Education, Housing, the independent sector and the third sector.
- 2.3 We are beginning to see us moving towards the recovery pathway and whilst this is obviously welcomed, there is little doubt that the impact in terms of the way we deliver services will be felt for years to come. There has been significant learning from the pandemic, both positive and negative and as we move forward we will need to be mindful of alternative ways of delivering services required as people come to terms with the outcome of the pandemic.
- 2.4 However, we also need to be mindful of the current situation and concerns that infection and incidence rates are rising. Whilst we cannot predict what is going to happen, on the basis of our experience and learning to date, we are confident that Social Services will be able to respond quickly and proportionately to any changes that

need to be put into operation.

### **3. RECOMMENDATIONS**

- 3.1 Social Services Scrutiny Committee Members are requested to note the content of this report.

### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 For Scrutiny Committee Members to be fully aware of the ongoing operational pressures experienced by Social Services as a result of the Covid 19 pandemic.

### **5. THE REPORT**

#### **Directorate Wide Issues**

- 5.1 Both Adults and Children's Services have remained operational throughout the various phases of the pandemic albeit services have had to be delivered in different and creative ways. Everything that we do is based on robust risk assessment and risk management measures and as a result is proportionate to the needs of the individual and their family/carer.
- 5.2 Despite the Level Zero status in Wales and the relaxation of restrictions in society, Social Services have a public duty to protect service users from the risk of infection wherever possible to do so. Therefore the triage arrangements, hygiene measures, social distancing and the use of PPE are all employed where appropriate and necessary to do, to ensure compliance with the Welsh Governments guideline.
- 5.3 The announcement of the two social care payments for staff whilst welcome, required substantial investment of time from Commissioning and Finance staff and the work is still ongoing including managing over 200 appeals from across the region.
- 5.4 The impact of constantly updated Welsh Government (WG) and Public Health Wales (PHW) guidance on manager's time, in terms of interpreting the guidance, updating risk assessments, communicating changes with staff and families is significant e.g. we are operating version 7 of 'care home visiting guidance'.
- 5.5 As a result, the continued impact of the Covid 19 pandemic on operational Social Services cannot be underestimated and is particularly acute within Adult Services.

#### **Children's Services**

- 5.6 Children's Services teams have employed a blended, hybrid approach to the delivery of services throughout the pandemic. This has meant using a range of approaches in order to complete assessments, undertake risk assessments and maintain statutory monitoring and oversight of vulnerable children. Virtual contact, use of social media and video links have been balanced with physical, in-person visits where it has been necessary. This blended approach has enabled the Service to continue to safeguard and protect the most vulnerable children and young people.

### **Key Activity Data**

- 5.7 Overall activity dipped during 2020/21 in direct correlation to the pandemic and is predicted to return to pre-Covid levels in most areas during 2021/22. The following examples are helpful in demonstrating this:
- 5.8 Although Children's referrals have remained stable pre-pandemic, during the pandemic and in the year to date, the numbers of referrals progressing to assessment dropped by 10.5% in 2020/21, from 1840 in 2019/20, to 1640 in 2020/21 and for the year to date the figure is predicted to return to pre covid levels of around 1900.
- 5.9 Similarly, of the referrals progressed to assessment, there was an even more significant reduction in those progressing to preventative services of 41% from 591 in 2019/20 to 347 in 2020/21. For the year to date, this figure is predicted to increase to around 400.
- 5.10 Reassuringly, the numbers of children's names included on the Child Protection Register have remained constant over the last three years averaging around 170 at any time. This is positive because, despite the reduction in assessments undertaken, it is evident that those children in greatest need have continued to be safeguarded.
- 5.11 Applications to court to protect children were already reducing and have continued to reduce since 2020. In 2018/19, the number of proceedings was 174. In 2019/20 this had dropped to 153 and in 2020/21 this reduced further to 130. For 2021/22, the number is predicted to be around 100. Overall, this is in line with the UK wide review of Public Law proceedings which reported that too many children were becoming subject of Care Orders.

### **Workload complexity**

- 5.12 Although workload levels can be seen to have reduced in some key areas during the pandemic period, the complexity and challenging nature of the workload has increased significantly.
- 5.13 Increasing numbers of chronic parental neglect cases are being reported. Whilst the exact reasons are not able to be confirmed, the reduction in monitoring, screening and surveillance of other professionals including Health Visitors and Teachers during the lockdowns has inevitably impacted on the early identification of concerns.
- 5.14 Of more significance, is the increase in the numbers of young people presenting with emotional and mental health issues, often at the point of crisis leading to an Emergency Department admission. The majority of the young people have had no previous involvement with Children's Services but due to the risks of self-harm, are having to be accommodated by the Local Authority to ensure their ongoing safety. Due to the risks the young people present, foster placements are not appropriate and we have seen an increase in the number of residential placements being commissioned with the inevitable associated budgetary pressures.

### **Family Time / Parental Contact**

- 5.15 During the earlier lockdowns, family time was supported virtually with only those children subject of court proceedings or under two years of age being prioritised for physical meetings. As restrictions eased and the seasons improved, more use of

outdoor contact was made. However, with the approach of autumn, Children's Services offices have had to be made safe for physical contact indoors to resume.

- 5.16 All visits to the offices are risk assessed and building occupancy levels are monitored throughout the day to ensure cross contact opportunities are minimised and to allow for thorough cleaning to take place. Offices are manned at minimum levels to allow a safe service to be delivered.

### **Expansion of the Vaccination Programme for Children**

- 5.17 Expansion of the vaccination programme to children aged 12 years and above has implications for children Looked After by the Council. A regional approach has been agreed across the 5 Gwent Children's Services to ensure children have the required information to make their own decision, ensuring parental consent is sought as necessary and where this is not able to be gained or is refused unreasonably, the Head of Service will provide consent in line with current PHW guidelines.

### **Adult Services**

#### **Assessment Care Management**

- 5.18 We have seen a significant increase in demand across all teams, for example May-June 2021 the Information, Advice & Assistance Team (IAA) received 1099 Occupational Therapy (OT) referrals. This is an increase of 57% compared to the same period pre-covid. The impact on the team has been significant and responses are focused to those people with the highest levels of need. The complexity of referrals has increased which has led to an increase in the non-priority waiting list from an average 4 weeks pre covid to 16 weeks currently.
- 5.19 Caerphilly Mental Health Services are seeing an increase in mental health activity. Between September 2019 and August 2020, a total of 2667 referrals were received however, in the corresponding period 2020/2021, 3275 were received, an increase of 18.5%.
- 5.20 Gwent Police have also reported an increase in demand for a service relating to mental health within Caerphilly e.g. there were 248 requests for service in August 2021 which increased to 293 in September 2021. Caerphilly is recorded as the second busiest Local Authority with Newport being the highest.
- 5.21 There has been an increase of 14.4% of people detained under the Mental Health Act recorded for 2020/21 with a further 16% increase in detentions for the first quarter of 2021/22.
- 5.22 We also currently have 9 active Deprivation of Liberty Safeguards (DoLS) challenges and a further 9 applications have been submitted awaiting response.
- 5.23 Referrals to the Community Resource Team (CRT) between June 2020 and August 2021 have increased by 55% compared to same period pre covid. This has had a significant impact on both responding to referrals in the community to prevent unnecessary admissions to hospital and providing responses to facilitate discharges from hospital.
- 5.24 Community Physiotherapy which is part of the CRT saw a 26% increase in referrals which resulted in a waiting list of 130 people, with an average waiting time increasing from 4 weeks to 16 weeks which impacts significantly on peoples independence and correlates with levels of care required.



## **Impact of Welsh Government, Public Health Wales and Environmental Health Guidance**

- 5.25 Health and Social Care is subject to additional guidance to that provided to members of the public which often causes confusion and misunderstanding. A good example would be that although operating at Level Zero, care staff who are a household contact of someone who has tested positive must refrain from work for 10 days regardless of the fact they have been doubly vaccinated and many have now also received the booster vaccine. They don't have to self-isolate but they are not allowed to work with vulnerable people. In one week alone, Home Assistance Reablement Team (HART) had 20 staff who fell into this category and their rotas had to be covered. These results can come in at any time so the demands of staff to cover are relentless.
- 5.26 We are responsible for ensuring all staff in registered services across Caerphilly County Borough Council are provided with the appropriate PPE and to date, we have delivered over 18 million pieces of PPE – an enormous logistical exercise.
- 5.27 The demand for information from both the regulator Care Inspectorate Wales (CIW) and ABuHB have been immense. For example, weekly Sitrep information for PHW/EHO provision of evidence of undertaking regular hand hygiene audits and staff members correct use of PPE, completing updated spreadsheets for vaccination info, designated visitors, uploading weekly test results and then checking all results, preparing and arranging swabs, ordering and stock control of LFD'S for visitors and staff, reviewing and updating risk assessments, submitting notifications of positive test results are all extremely time consuming and are over and above the provision of care.

### **Provider Services**

- 5.28 Due to the current national staffing crisis in Domiciliary Care, we are currently unable to provide 860 hours of care. This picture changes regularly and previously "our waiting list" has been in excess of a 1000 hours.
- 5.29 20 people are currently waiting for a package of care to enable their discharge from hospital totalling 239.5 hrs per week. In addition, 90 people are currently in the community waiting for care totalling 565.5 hrs per week. 12 carers are currently waiting for a sitting service in the community totalling 55 hrs per week.
- 5.30 We are working with independent sector care agencies, partners, Social Care Wales and local colleges to look at any opportunities to improve the situation and attract staff to come and work in the care sector.

### **Care Home settings**

- 5.31 Currently there are 7 large independent care homes in 'incident' status across the Borough with 42 staff and 33 residents having tested positive. In addition, 3 homes are under review due to a single positive test. This impacts significantly on social workers when they are trying to place people into long term care or respite placements from the community or hospital in terms of time taken to find a suitable home with a vacancy and no restrictions.
- 5.32 Of the 6 large in-house care homes, 3 are in 'incident' status. The impact of this is that people are not able to move in or out of the Care Home and visitors are restricted to one designated visitor per resident. During the week commencing 10<sup>th</sup>

October we had 1500 care hours not covered across our 6 homes. During a 2 week period in August we had to cover 15 cooks' shifts in one home. We have worked across provider services to ensure we provided essential personal care for residents. However, for the first time ever, we have had to use external agency staff to provide essential care services

- 5.33 Testing regimes at all homes are at least twice weekly LFD and weekly PCR testing and if a Home is in incident this increases to daily LFD testing for 10 days. This testing regime is very labour intensive for managers as several of our homes have over 70 staff.
- 5.34 The inability of the Welsh Ambulance Service to respond to urgent 999 calls is impacting on both telecare and provider staff. The average response time is 7 hours and telecare have to keep that call open which impacts on capacity and providers have to remain with an individual in many situations.
- 5.35 Respite services for both adults and children have had to be suspended on several occasions due to positive tests which has impacted upon unpaid carers. As a result, 12 children have not accessed overnight respite yet and 24 children have had their provision significantly disrupted.

### **Day Services**

- 5.36 The current position across our Day Service bases is:
- Energlyn Resource Base is open for people at the garden project
  - Ystrad Mynach Resource Base has resumed 2 sessions per day Mondays- Thursdays since 25<sup>th</sup> October
  - Brondeg Resource Base, Blackwood, is open Wednesday, Thursday and Friday
  - Oaklands Resource Base re-opened week commencing 11<sup>th</sup> October on Tuesdays and Thursdays
  - Gwerin Resource Base is open for people within the garden project at Min Y Mynydd
  - Markham Resource Base is used for sessional support for people with autism and challenging behaviour
  - Woodfieldside units. Ventilation had to be installed in the units as a result of covid, they have commenced reopening along with sessions in the community
  - Springfield Resource Base, planned reopening in relation to the café and sessional support, no date as yet. However commenced supporting individuals who have been prioritised
  - Links, Wyllie – remained open throughout the Pandemic for people with autism and behaviours that challenge
  - Brooklands Resource Base– open Monday and Tuesday. Also separate garden project that accesses building for toilets etc.

- Windyridge, horticulture project, Pontllanfraith – remained open throughout pandemic for individuals who live alone with no families

5.37 Current provision levels are:

- Gardens – 182.5 hours per week
- Community – 386 hours per week
- Bases – 255 hours per week

5.38 Day Services can only be provided in a reduced capacity due to the current Welsh Government Guidance. This provision is mirrored across Wales. Of the 21 LA's that responded to our request for information, 15 are provided through sessional support in the community with reduced capacity at bases as we are. Of these, 2 haven't opened any day bases yet but plan to do so with reduced capacity to ensure compliance with the guidance. Transport is limited in all Local Authorities.

5.39 All Authorities, like ourselves, have recognised the impact that this reduced provision is having on unpaid carers.

5.40 The impact of reduced day service provision has been clearly seen as we have received 6 complaints and 30 representations. We have also received a petition with 1429 names. As a result of this we have published a list of Frequently Asked Questions on our website and contact details for any questions not answered.

5.41 The service has also received 38 compliments.

5.42 As a result of this, a press statement was issued stating that we would need to undertake further consultation with stakeholders.

5.43 It is proposed that we engage an independent organisation to undertake consultation with a much wider group of stakeholders which could include individuals, carers, third sector, assessment care management, etc. This approach has been used successfully in at least two other Local Authorities resulting in a co-produced model for day services for the future.

5.44 It is anticipated that this work will take some time, hence we will continue to provide sessional day support to individuals both in the community and in bases to enable them to achieve their outcomes and support their families/carers. We will increase capacity when we can.

#### 5.45 **Conclusion**

This report has identified the key operational pressures being acutely felt in areas of the service to enable Committee Members to scrutinise and seek further clarification on as deemed appropriate. The report has also hopefully provided reassurance to Committee of the ability of services to be able to respond to changing pressures and confirmed the commitment and resilience of our staff.

## 6. **ASSUMPTIONS**

6.1 There were no assumptions made in relation to this report.

## **7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

- 7.1 This report is for information only therefore a completed IIA is not required at this stage.

## **8. FINANCIAL IMPLICATIONS**

- 8.1 As part of the regular budget monitoring reports, Members have received details of the costs to the Directorate of responding to the pandemic as well as the specific grant funding allocated to the Directorate.

## **9. PERSONNEL IMPLICATIONS**

- 9.1 Whilst there are no direct workforce implications arising from the report, the pressure that the current vacancies linked to the national shortage of staff in social care is putting on services and individuals must be acknowledged. It is a constant challenge to cover vacancies and staff absences, due to positive test results. For example, the week commencing 18<sup>th</sup> October saw positive test results higher than December 2020.
- 9.2 We have open adverts for recruitment however, the response is very poor for front line care staff as we are competing with a retail sector that often offers better terms and conditions
- 9.3 We are also having difficulty in recruiting Registered Social Workers and Occupational Therapists across Adult and Children's Services directly linked to salary scales.

## **10. CONSULTATIONS**

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

## **11. STATUTORY POWER**

- 11.1 Social Services provision is delivered in accordance with the requirements of the Social Services & Wellbeing (Wales) Act 2014.

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