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

Date: 14th March 2018

Dear Sir/Madam,

A meeting of the **Health Social Care and Wellbeing Scrutiny Committee** will be held in the **Sirhowy Room, Penallta House, Tredomen, Ystrad Mynach** on **Tuesday, 20th March, 2018** at **5.30 pm** to consider the matters contained in the following agenda. You are welcome to use Welsh at the meeting, a minimum notice period of 3 working days is required should you wish to do so. A simultaneous translation will be provided if requested.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Christina Harrhy'.

Christina Harrhy
INTERIM CHIEF EXECUTIVE

AGENDA

	Pages
1 To receive apologies for absence.	
2 Declarations of Interest.	

Councillors and Officers are reminded of their personal responsibility to declare any personal and/or prejudicial interest (s) in respect of any item of business on this agenda in accordance with the Local Government Act 2000, the Council's Constitution and the Code of Conduct for both Councillors and Officers.

A greener place Man gwyrddach



To approve and sign the following minutes: -

- | | | |
|---|---|--------|
| 3 | Health Social Care and Wellbeing Scrutiny Committee on the 6th February 2018. | 1 - 6 |
| 4 | Consideration of any matter referred to this Committee in accordance with the call-in procedure. | |
| 5 | To receive a verbal report by the Cabinet Member(s). | |
| 6 | Health Social Care and Wellbeing Scrutiny Committee Forward Work Programme. | 7 - 20 |
| 7 | To receive and consider the following Cabinet reports*: -
Fixed Penalty Notices for the Unauthorised Deposit of Waste.
Social Services Assisted Transport Policy. | |

**If a Member of the Scrutiny Committee wishes for the above Cabinet report to be brought forward for discussion at the meeting please contact Amy Dredge, Committee Services Officer, Tel no. 01443 863100 by 10.00am on Monday, 19th March 2018.*

To receive and consider the following Scrutiny reports: -

- | | | |
|----|--|---------|
| 8 | How Schools Engage with Healthy Living. | 21 - 30 |
| 9 | Draft Gwent Violence Against Women, Domestic Abuse And Sexual Violence Strategy. | 31 - 84 |
| 10 | 2017/18 Annual Complaints and Compliments Report. | 85 - 94 |

Circulation:

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

Users and Carers: Michelle Jones, Jill Lawton and Mr C. Luke

Aneurin Bevan Health Board: S. Millar (ABUHB)

And Appropriate Officers



HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN,
YSTRAD MYNACH ON TUESDAY, 6TH FEBRUARY 2018 AT 5.30 P.M.

PRESENT:

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

Councillors:

C. Bezzina, D. Cushing, M. Evans, A. Gair, D.C. Harse, V. James, L. Jeremiah, B. Owen, S. Skivens.

Cabinet Members: C. Cuss (Social Care and Wellbeing) and Mrs E. Stenner (Environment and Public Protection).

Together with:

J. Williams (Assistant Director Adult Services), G. Jenkins (Assistant Director Children's Services), R. Hartshorn (Head of Policy and Public Protection), C. Forbes-Thompson (Interim Head of Democratic Services), M. Jones (Interim Financial Services Manager), B. Manners (Solicitor), A. Dredge (Committee Services Officer).

Users and Carers – Mrs M. Jones

Also Present –

Phil Diamond – Theme Lead - Regional Partnership Team.

1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors A. Angel, Miss E. Forehead, J. Simmonds, C. Thomas, D. Street (Corporate Director Social Services), Ms J. Lawton and Mr C. Luke (Co-opted Members).

2. DECLARATIONS OF INTEREST

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

3. MINUTES – 5TH DECEMBER 2017

RESOLVED that subject to it being recorded that at agenda item 9 (*Aneurin Bevan University Health Board (ABUHB) Presentation*), a Member had requested an update as to the progress made in relation to Penyrheol Surgery due to its poor condition and being informed it was an ongoing 2 year project and a question was raised as to the transport links to Llanfechra Grange in terms of accessing Primary Care, the Member contacted Stagecoach who confirmed there had been no liaison with ABUHB, the Member sought reassurances from ABUHB representatives that this would be dealt with, the minutes of the meeting of the Health, Social Care and Wellbeing Scrutiny Committee held on 5th December 2017 (minute nos. 1 - 10) be approved and signed as a correct record.

4. MINUTES – 18TH DECEMBER 2017

RESOLVED that the minutes of the meeting of the Special Health, Social Care and Wellbeing Scrutiny Committee held on 18th December 2017 (minute nos. 1 - 4) be approved and signed as a correct record.

5. 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.

6. REPORT OF THE CABINET MEMBERS

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

Councillor Stenner informed the Scrutiny Committee that Public Health (Wales) Act 2017 came into force in Wales from the 1st February 2018 to protect children and young people from the potential harms which can be caused by an intimate piercing. The provisions within the Act make it an offence to intimately pierce anyone under the age of 18 in Wales. Enforcement will be carried out by the Council's Environmental Health staff, in conjunction with the Police, to ensure the law is being followed by piercing practitioners and businesses in Wales. A Member asked if establishments providing these services have been notified of the changes in the law and the penalties set out. Officers confirmed that further information on penalties for intimate piercing would be provided to Members following the Committee meeting.

The Committee were advised of the Council's response to the Government's Consultation on proposals for changes to gaming machines and social responsibility requirements across the gambling industry. Caerphilly County Borough Council supported the proposal to reduce the maximum stake on Fixed Odds Betting Terminals from £100 to £2.

It was explained that Welsh Government has introduced new fixed penalty notices providing local authorities with the option of a more efficient response to fly tipping of waste instead of enforcement by prosecution. The legislation gives local authorities the power to set the level of the fixed penalty within the range of £150 to £400 with the default being £200 if no other amount is specified. The proposal to set the level of fixed penalty fine at the maximum of £400 will be presented to Cabinet for consideration on the 28th February 2018.

In concluding, the Cabinet Member advised that she will be visiting the Catering staff at Islwyn High School to present The 'Team Award' for the overall best performing catering team. The team worked together in a professional way during the transition from Oakdale and Pontllanfraith Comprehensive Schools in relocating to Islwyn High School.

Councillor Cuss addressed the Committee and made reference to the Special Scrutiny Committee Meetings held in December relating to the Medium Term Financial Plan (MTFP). He advised that he has had detailed discussions with members of the public and voluntary organisations such as The Stroke Association and Care and Repair, to relay the comments made at the Scrutiny meetings and from other bodies. The comments will be considered during the decision making at the Special Meeting of Council on Thursday 22nd February 2018.

The Scrutiny Committee was informed that an Inspection of the South Caerphilly Community Mental Health Team was recently undertaken and the joint inspection report has been received. The outcome was very positive and there are no significant issues raised. The Team were congratulated for this excellent result and an action plan has been developed to address some of the recommendations within the report.

The Cabinet Member was delighted to inform Members that the 'Operation Santa Appeal' was a huge success in December. Over 2,500 gifts had been donated with selection boxes and vouchers and Cabinet Members contributed £900 towards the cause that meant more than 800 disadvantaged children within the Borough received gifts for Christmas. Councillor Cuss extended his gratitude to all the kind people and businesses across the County Borough who helped make this happen with a 'special' thank you to the Communications Team who manage this appeal every year with such commitment and hard work.

The Scrutiny Committee were reminded of the recent media coverage relating to the pressure in the Hospital system and the subsequent pressures on Social Services Departments to help discharge patients. Caerphilly has not escaped these pressures and Adult Services' Staff have responded very positively to the challenges they have faced. The Hospital Discharge Team recently welcomed Huw Irranca-Davies AM (Minister for Children and Social Care) who was keen to hear about the pressures within the Hospital system created within social care.

A Member questioned if there was data available on the pressures within Caerphilly during the winter and Christmas period and it was explained that this is a national issue and is not unique to Caerphilly. Councillor Cuss is due to attend a meeting later this week with the WLGA and will provide feedback at a future Scrutiny Committee Meeting.

The Chair thanked both Cabinet Member's for their informative statements and for responding to questions raised.

7. HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE FORWARD WORK PROGRAMME

Mrs Catherine Forbes-Thompson (Interim Head of Democratic Services) introduced the report that informed the Committee of its forward work programme including all reports that were identified at the work programme workshop planned for the period February to March 2017.

Members were asked to consider the work programme and to make any amendments or additional agenda items to be included for future meetings.

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

RESOLVED that the work programme appended to the report be approved.

8. CABINET REPORT

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

REPORTS OF OFFICERS

Consideration was given to the following reports.

9. REGIONAL AREA PLAN

Mr P. Diamond, Theme Lead - Regional Partnership Team introduced the report that updated Members in relation to the Population Needs Assessment (PNA) – Gwent Region Report following his attendance at the Scrutiny Committee in February 2017. Copies of the PNA were made available to Members at this meeting.

The Scrutiny Committee were advised that the Social Services and Well-being Act (2014) (SSWBA) places a statutory duty on Local Authorities and Health Boards to prepare a regional Area Plan following the publication of the region's population needs assessment (PNA). A draft Area Plan has been jointly developed across the region (Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen) by Aneurin Bevan University Health Board and the Regional Partnership Team. The Area Plan (appended to the report) sets out the actions to achieve the priorities identified in the PNA. The PNA report was agreed and published on 1st April 2017. Following the publication of the regional PNA report each Local Authority and health board are required to prepare and publish an Area Plan setting out the range and level of services they propose to provide in response to the PNA. Area plans must include the specific services planned in response to each core theme identified in the population assessment.

It was noted that the first Area Plans must be published by 1 April 2018 and there will be a need to ensure links between the Area Plan and the Local Authority Well-being Plans required under the Well-being of Future Generations Act to facilitate collaborative working between the 2 legislative duties and avoid duplication. Links to CCBC's Corporate Improvement Plan and ABUHB Intermediate Medium Term Plans will also need to be established, as well as alignment to the Neighbourhood Care Network plans in each of the GP cluster areas.

It was explained that the PNA (which is a working document) was developed through extensive engagement with regional citizen panel, provider forum and the regional executive leadership group; as well as local groups such as Youth Forums, Older People's Forums, Carers Groups and Parenting Networks. Further engagement is planned during the consultation period including some of the wider regional emerging areas of interest. The PNA is required to be signed off by individual Council's and the Health Board by 31st March 2018.

A Member referred to para 5.1. of the report and the similarity of the principles of working within the SSWBA and the sustainable principle identified within the Well-being of Future Generations Act. The development of the Action Plan relating to the long-term that identifies issues that will affect the Borough and Region over the next 3 – 5 years was queried. It was explained that the WBFGA does not define long-term but the Action Plan gives consideration to electoral cycles and the urgency to 'act now' with resources for early intervention and prevention.

Members discussed the Regional Priorities and Outcomes in relation to Children and Young People with complex needs through early intervention, community based support and placements closer to home. The priority of improving emotional well-being and mental health for adults and children through early intervention and community support was also discussed and how the priority will be measured.

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

RESOLVED that the Draft Area Plan, priorities and suggested actions be submitted to Welsh Government.

10. YEAR END PERFORMANCE REPORT FOR SOCIAL SERVICES

The report provided Members with a performance update for Social Services (that includes Children's Services, Adult Services and Public Protection) for the previous twelve months. The report highlights the exceptions in performance and looks forward in terms of future challenges that set out key objectives/priorities for the next twelve months and identifies areas for improvement.

It was explained that overall 2016/17 offered a positive year in terms of service performance. However, a number of future challenges have been identified, the greatest being the need to balance increasing demands and rising public expectations against reducing budgets. Whilst challenging, the service area is relatively well placed to respond to them.

The Committee were advised that performance data is not available for the 4th quarter due to the implementation of the Welsh Community Care Information System (WCCIS) new Integrated Care System that will be going 'live' next week and this needs to be embedded and developed to enable the department to share information, and report accurately on performance. A further report will be brought back to the Scrutiny Committee at a later date.

Having fully considered the Year End Performance Report for Social Services and Public Protection Services, the Scrutiny Committee noted the contents of the report.

11. BUDGET MONITORING REPORT (MONTH 9)

The Interim Financial Services Manager presented the report that informed Members of projected revenue expenditure for the Social Services Directorate for the 2017/18 financial year.

The report summarised the projected financial position for the Social Services Directorate for the 2017/18 financial year based on information available as at month 9 (December 2017). It identifies budget pressures relating to the delivery of frontline services particularly within Children's Services and highlights some potential issues that could lead to increased costs within Adult Services Full details are attached at Appendix 1.

The Committee were informed that on 24th October 2017 the budget for the Education Safeguarding Team was vired in to the Social Services budget to reflect a change in management responsibilities that took effect earlier in the year, with the Team now falling within the remit of the Assistant Director for Children's Services. A further budget virement from Adult Services into Children Services has also been undertaken to enable a contribution to be made from the Children's Services budget towards the cost of autism services incurred within the Education Directorate. These virements have had the net effect of increasing the Directorate's budget by £124k, details of which were set out in the report.

It was explained that the 2017/18 month 9 position is a projected Directorate overspend of £2.045m. This equates to an increase of £525k since month 5. While there have been a number of movements in projected costs across the Directorate since month 5, it is the continuing increase in child care placement costs that is responsible for the overall increase. The position in relation to the service areas was summarised.

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

RESOLVED that the contents of the report be noted.

The meeting closed at 6.43pm.

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on 20th March 2018.

CHAIR



HEALTH SOCIAL CARE & WELLBEING SCRUTINY COMMITTEE – 20TH MARCH 2018

**SUBJECT: HEALTH SOCIAL CARE & WELLBEING SCRUTINY COMMITTEE
FORWARD WORK PROGRAMME**

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

1. PURPOSE OF REPORT

1.1 To report the Health Social Care & Wellbeing 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 stakeholders.

3. LINKS TO STRATEGY

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

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

4. THE REPORT

4.1 The Health Social Care & Wellbeing Scrutiny Committee forward work programme includes all reports that were identified at the scrutiny committee meeting on 6th February 2018. The work programme outlines the reports planned for the period March 2018 to June 2018.

4.2 The forward work programme is made up of reports identified by officers and members and has been prioritised into three priority areas, priority 1, 2 or 3. Members are asked to consider the work programme alongside the cabinet work programme and suggest any changes before it is published on the council website. Scrutiny committee will review this work programme at

every meeting going forward alongside any changes to the cabinet work programme or report requests.

4.3 The Health Social Care & Wellbeing Scrutiny Committee Forward Work Programme is attached at Appendix 1. The Cabinet Forward Work Programme is attached at Appendix 2.

5. WELL-BEING OF FUTURE GENERATIONS

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

6. EQUALITIES IMPLICATIONS

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

7. FINANCIAL IMPLICATIONS

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

8. PERSONNEL IMPLICATIONS

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

9. CONSULTATIONS

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

10. RECOMMENDATIONS

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

11. REASONS FOR THE RECOMMENDATIONS

11.1 To improve the operation of scrutiny.

12. STATUTORY POWER

12.1 The Local Government Act 2000.

Author: Catherine Forbes-Thompson Interim Head of Democratic Services

Consultees: Gail Williams, Interim Head of Legal Services and Monitoring Officer
Dave Street, Corporate Director Social Services

Appendices:

Appendix 1 Health Social Care & Wellbeing Scrutiny Committee Forward Work Programme.

Appendix 2 Cabinet Work Programme.

Health Social Care and Wellbeing Scrutiny Committee – March 2018- July 2018			
Meeting Date: 20th March 2018			
Subject	Purpose	Key Issues	Witnesses
Gwent Violence Against Women, Domestic Abuse and Sexual Violence Strategy (P1)	To seek Members views on the Gwent Violence Against Women, Domestic Abuse and Sexual Violence Strategy prior to its consideration by Cabinet	In order to discharge the duties of public bodies under the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) 2015 Act.	Rob Hartshorn
How Schools Engage with the Health Schools Initiative (P2 – Members Request)	To provide an update on work done to improve outcomes for children including the Health and Sustainable Pre-School Scheme, School Cycling Programme.	Improving health outcomes for children.	Carin Quinn

Meeting Date: 1st May 2018			
Subject	Purpose	Key Issues	Witnesses

Meeting Date: 19th June 2018			
Subject	Purpose	Key Issues	Witnesses

Meeting Date: Date to be Confirmed			
Subject	Purpose	Key Issues	Witnesses

CABINET FORWARD WORK PROGRAMME – 9th MARCH 2018

CABINET – 14TH MARCH 2018 (Deadline for reports: noon 26th February 2018)			
TITLE	KEY ISSUES	AUTHOR	COMMENTS
Cefn Brithdir Access Road	To stop access to Cefn Brithdir access road	O. Ashton	Added 29.01.18 (title and author to be confirmed)
Regeneration Strategy	To consider the performance made against the existing strategy and to consider a proposed new strategy.	R. Kyte	Added 06.02.18
Proposed Community Centre in Ty Sign, Risca	To seek Cabinet's in principle approval to support the delivery of a purpose built community centre on land at Holly Road, Ty Sign.	R. Hartshorn	Added 15.02.18
Council Tax Exemption for Care Leavers	The report will present a proposal to exempt care leavers between the ages of 18 and 25 from the payment of Council Tax. If agreed this will require amendments to the Council's 'Council Tax Discretionary Reduction Policy – Section 13A (1) (c)'.	S. Harris	Added 15.02.18
European Social Fund Operation – Inspire 2 Work, Bridges Into Work 2, Working Skills for Adults 2.	To seek cabinet approval for the extension of Inspire 2 Work and agree in principle a further extension of Bridges Into Work 2, Working Skills for Adults 2 until December 2022.	S. Richards	23.02.18.
Education Capital 2018/19	To seek cabinet approval of the proposals to utilise the Education capital budget for 2018/19 and to seek their views on reserving the underspend of the School Electrical scheme project (Circa £500K) for the projected costs of structural Fire safety works that may be required as a result of the updated Fire Risk Assessments in schools.	S. Richards	23.02.18.
Park Lane – EXEMPT ITEM	To enter into formal dialogue with one bidder.	T. Stephens	Added 01.02.18

CABINET FORWARD WORK PROGRAMME – 9th MARCH 2018

CABINET - 28TH MARCH 2018 (Deadline for reports: noon 12th March 2018)			
TITLE	KEY ISSUES	AUTHOR	COMMENTS
EAS Business Plan	To seek members views on the draft EAS Business Plan 2018-2021 and the Local Authority Annex 2018-2019	K. Cole	Added 01.12.17
<ul style="list-style-type: none"> • Data Protection Policy • Records Management Policy • Policy on Public Access to and Requests for Unpublished Information • Information Security Policy 	To seek Cabinet approval for the adoption of the amended versions of the listed policies. The updates are required to meet the forthcoming requirements of the new EU General Data Protection Regulation, reflect industry best practice and underpin our ongoing campaign to assure information security within CCBC.	P. Lewis	Added 31.01.18
Pooled Funds	To agree proposals for integrated commissioning 2018-19	D. Street	Added 01.02.18
Pontllanfraith School and Leisure Site	To determine the next steps for the future of Pontllanfraith Leisure Centre.	M S Williams	Added 15.02.18
Welsh Church Act Fund	The report will present proposals to change the level of grants currently awarded through the Welsh Church Act Fund.	S. Harris	Added 15.02.18
Bedwas Tip	The report is to consider whether the Council should write to developers advising them that the Council would be willing to open negotiations to allow them to enter its land for the purposes of reclaiming Bedwas Tips.	T. Stephens	Added 15.02.18

CABINET – 11TH APRIL 2018 (Deadline for reports: noon 26th March 2018)			
TITLE	KEY ISSUES	AUTHOR	COMMENTS
CCBC Corporate Plan	The Corporate Plan sets out the Councils Priorities. The Local Government Measure 2009 requires all local authorities in Wales to set and publish a set of priorities as is 'practicably possible' in the new financial year. The introduction of the Well-being of Future Generations (Wales) Act 2015 (WBFGA) also places a legal requirement for public bodies to set and publish 'Well-being	R. Roberts	Added 25.10.17 Moved 09.02.18

CABINET FORWARD WORK PROGRAMME – 9th MARCH 2018

	Objectives' and publish by a specific date of no later than 31st March 2018.		
The Gwent VAWDASV Strategy	To seek Cabinet approval for the Regional Gwent Violence Against Women, Sexual Violence, & Domestic Abuse Strategy 2017-22. The purpose of this strategy is to set out the regional integrated approach to stop violence against women, domestic abuse and sexual violence, to improve the health and well-being of individuals and families affected by abuse and hold to account those who perpetrate such abuse.	R. Hartshorn	Added 25.10.17

CABINET – 25TH APRIL 2018 (Deadline for reports: noon 9th April 2018)			
TITLE	KEY ISSUES	AUTHOR	COMMENTS
Programme for Procurement	The Programme for Procurement sets out the Councils vision for developing and managing its third party expenditure in line with the Councils wellbeing objectives, Wales Procurement Policy and UK legislation. The Council is committed to ensuring it achieves value for money from its third party procurement expenditure – circa, £170,000,000 per annum. It also recognises the value of using procurement to support its wider Cultural, Social, Economic and Environmental objectives, in ways that offer real long-term benefits to the community it serves and the people of Wales, whilst balancing the issues of value for money	L. Lucas	Added 03.01.18
Rechargeable Repairs and Appeals Panel	To consider revising the way in which requests for second stage formal reviews for rechargeable repairs are considered.	S. Couzens	Added 15.02.18
Bedwellty School Site Playing Fields	To seek the views from Cabinet to declare two football fields situated within the grounds of the former Bedwellty	Mike Headington	Added 15.02.18 (CMT)

CABINET FORWARD WORK PROGRAMME – 9th MARCH 2018

	Comprehensive School, Aberbargoed as surplus and commence consultations that could allow the sale of the site for residential development.		
Implementation of the Sustainable Urban Drainage Systems Approval Body (SAB)	To update members regarding the new statutory function CCBC has to establish in regard to a SuDs Approval Body (SAB) under Schedule 3 of the Flood and Water Management Act 2010 and seek Cabinet approval to establish a structure to deliver the SAB.	M. Lloyd	Added 23.02.18.
21st Century Schools Consultation	To seek Cabinet endorsement on the proposals contained within the 21st Century Schools and Education Band B Strategic Outline Programme 2019 – 2026	S. Richards	Added 29.01.18

CABINET – 16TH MAY 2018 (Deadline for reports: noon 30th April 2018)			
TITLE	KEY ISSUES	AUTHOR	COMMENTS
Report and Leisure Services - A Strategy for the Future Cyngorfa Wasanaethau Chwaraeon a Hamdden - Strategaeth ar gyfer y dyfodol	The report seeks to summarise the work undertaken over the last 12-18 months in relation to an emerging sport and leisure strategy for the authority and seeks cabinet agreement in relation to the detailed parts of the strategy which will lead to its formal adoption.	M.S. Williams	Regen 19.09.17 Added 11.05.17 Added 15.02.18

CABINET - 30TH MAY 2018 (Deadline for reports: noon 14th May 2018)			
TITLE	KEY ISSUES	AUTHOR	COMMENTS
Affordable Homes New Build Proposals	To confirm the new build Council Housing programme, including the preferred delivery option in order for the Council to utilise the Affordable Housing Grant funding that has been allocated to CCBC.	S. Couzens	Added 14.08.17 Policy 03.10.17 Moved 07.09.17 Moved 21.12.17
Sheltered Housing Schemes – Eastern Valleys Area Remodelling Cynlluniau Tai Lloches - Ailfodelu Ardal	To provide members with proposals for remodelling a small number of sheltered housing schemes in the eastern valley, in order for members to consider a number of options which may include improvements, remodelling,	S. Couzens	P&R 14.11.17 Added 11.05.17 Moved 26.07.17 Moved 17.10.17

CABINET FORWARD WORK PROGRAMME – 9th MARCH 2018

Cymoedd Dwyreiniol	alternative use and possibly demolition.		Moved 06.11.17 Moved 21.12.17
Review of Town Centre Management	To follow	D. Whetter	Added 08.03.18.

CABINET – 13TH JUNE 2018 (Deadline for reports: noon 28th May 2018)			
TITLE	KEY ISSUES	AUTHOR	COMMENTS
Equalities and Welsh Language Annual Reports	To update Members on the progress made during the financial year 2017/18 against targets in the Council's current Strategic Equality Plan and Welsh Language Scheme and seek Cabinet approval for submission of the annual monitoring and improvement reports to the relevant commissions before the deadline dates.	A. Cullinane	Added 06.02.18

CABINET – 27TH JUNE 2018 (Deadline for reports: noon 11th June 2018)			
TITLE	KEY ISSUES	AUTHOR	COMMENTS

CABINET – 11TH JULY 2018 (Deadline for reports: noon 2nd July 2018)			
TITLE	KEY ISSUES	AUTHOR	COMMENTS
Corporate Risk Register	To provide an update of the Corporate Risk Register in accordance with the Council's Risk Management Strategy. The updated Corporate Risk Register (CRR) is presented to Audit Committee so there is opportunity for the Committee to satisfy itself that appropriate arrangements are in place for the council's risk management processes to be regularly and robustly monitored and scrutinised.	R. Hartshorn	Added 05.12.17
Street Lighting	To agree a future strategy.	M. Lloyd	Added 23.02.18.
Town Centre Events Programme	To agree future strategy for events.	D. Whetter	Added 23.02.18.

CABINET FORWARD WORK PROGRAMME – 9th MARCH 2018

Pontllanfraith Leisure Centre	To agree the future of the Leisure Centre in the context of the Leisure Review.	M. S. Williams	Added 23.02.18.
CABINET AS TRUSTEES OF BLACKWOOD MINERS' INSTITUTE – 11TH JULY 2018 (Deadline for reports: noon on 25.06.18.)			
Cabinet as Trustees of Blackwood Miners' Institute	To provide Cabinet acting for the Council as Corporate Trustee with an update on the use Blackwood Miners' Institute	M. S. Williams/D. Whetter	Added 13.03.18.

CABINET – 25TH JULY 2018 (Deadline for reports: noon 9th July 2018)			
TITLE	KEY ISSUES	AUTHOR	COMMENTS

CABINET - 30TH JANUARY 2019 (Deadline for reports: noon 14th January 2019)			
TITLE	KEY ISSUES	AUTHOR	COMMENTS
Corporate Risk Register	To provide an update of the Corporate Risk Register in accordance with the Council's Risk Management Strategy. The updated Corporate Risk Register (CRR) is presented to Audit Committee so there is opportunity for the Committee to satisfy itself that appropriate arrangements are in place for the council's risk management processes to be regularly and robustly monitored and scrutinised.	R. Hartshorn	Added 05.12.17

DATE TO BE CONFIRMED			
TITLE	KEY ISSUES	AUTHOR	COMMENTS

CABINET FORWARD WORK PROGRAMME – 9th MARCH 2018

<p>Land at Lewis Street, Aberbargoed</p> <p>Tir ar Stryd Lewis, Aberbargod</p>	<p>There is a plot of surplus land in Lewis St, Aberbargoed that is identified for disposal for development. Consultation has identified local objections to development and in the circumstances, and in accordance with the Council's Protocol for disposal of Land & Property, Cabinet is asked to decide on whether or not to offer the site for disposal.</p>	<p>M. Williams</p>	<p>Added 26.02.16 Moved from 15.06.16 on 20.05.16 Moved from 07.09.16 on 25.08.16</p>
<p>Bryn Brithdir, Oakdale Business Park - Renewal of CCBC and WG Joint Venture Agreement</p> <p>Bryn Brithdir, Parc Busnes Oakdale - Adnewyddu Cytundeb Menter ar y Cyd CBSC a LIC</p>	<p>To seek approval for the terms of the Joint Venture agreement with WG in relation to allocation of rental income received by the Council for Units 1-4 Bryn Brithdir, Oakdale Business Park.</p>	<p>D. Whetter</p>	<p>Added 26.01.17 Moved from 1.3.17</p>
<p>Welsh Government Collaborative Change Programme (CCP) – Review of Waste Management Service Provision.</p> <p>Rhaglen Newid Gydweithredol Clywodraeth Cymru - Adolygiad o Ddarpariaeth Gwasanaethau Rheoli Gwastraff.</p>	<p>The report seeks to update Cabinet on the outcome of the CCP modelling process that has been undertaken and to seek the approval of cabinet in relation to the structure of future waste management service provision across the County Borough.</p>	<p>M.S. Williams</p>	<p>Regen 31.10.17 Added 11.05.17</p>
<p>Risca - Tesco Development Section 106 Agreement - Commitment of Funding</p> <p>Cytundeb Adran 106 Datblygu Tesco - Ymrwymiad Cyllid</p>	<p>To outline and agree the priority projects to be implemented via the S106 funding resulting from the Tesco development.</p>	<p>D. Whetter</p>	<p>Added 3.8.17 (Deferred for further consultation from 20.09.17) (Deferred at CMT 21.09.17) (Deferred at CMT 05.10.17) Deferred for further consultation and</p>

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			revision 16.10.17
Car Salary Sacrifice Scheme Cynllun Aberthu Cyflog Ar Gyfer Car	To advise Cabinet of the implications of HMRC changes in relation to the treatment of tax and national insurance for the Car Salary Sacrifice Scheme and to make appropriate recommendations on the future of the Scheme.	L. Donovan	Added 24.03.17 Moved 11.05.17 Added 17.07.17 Moved 18.01.18
The Property Review Report		M. Williams	Added 01.02.18 (P&R first)
Foster Carer Fees		D. Street/ G. Jenkins	Added 01.02.18 PDM 07.02.18
Youth Service Review		P. O'Neil	Added 01.02.18
EOTAS Model Provision for Most Vulnerable Learners			
CABINET AS TRUSTEES OF DAFYDD WILLIAMS PARK, CAERPHILLY – TBC (Deadline for Reports: TBC)			
TITLE	KEY ISSUES	AUTHOR	COMMENTS
Cabinet as Trustee of Dafydd Williams Park Caerphilly - titled - Neuadd Parc Hall - Dafydd Williams Park Caerphilly Cabinet fel Ymddiriedolwr dros Barc Dafydd Williams, Caerffili - teitl - Neuadd Parc Hall - Parc Dafydd Williams, Caerffili	To provide Cabinet acting for the Council as Corporate Trustee with an update on the use of Neuadd y Parc Hall which forms part of Dafydd Williams Park in Caerphilly.	G. Williams	Added CMT 06.10.16 Moved 31.10.16



HEALTH, SOCIAL CARE & WELLBEING SCRUTINY COMMITTEE – 20TH MARCH 2018

SUBJECT: HOW SCHOOLS ENGAGE WITH HEALTHY LIVING

REPORT BY: CARIN QUINN, HEALTHY SCHOOLS PRACTITIONER

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to highlight to members how schools are engaging in the Healthy Schools Programme. It also considers comparative performance against other Local Authorities in Wales.

2. SUMMARY

- 2.1 This report looks at the roles of the Healthy Schools Practitioners and breaks down the number of schools actively engaging with and working towards the National Quality Award. It also highlights those schools who are not fully engaged and shows the measures in place to address this. There is comparative data looking at Caerphilly's position in relation to the 22 other Local Authorities and finally shows judgements made by ESTYN linked to Health and Well-being in the last 12 months

3. LINKS TO STRATEGY

- 3.1 The recommended course of action contributes to the following well-being goals within the Wellbeing of Future Generations (Wales) Act 2015:

- **A healthier Wales** supporting schools throughout the 7 health areas of healthy schools helps to improve pupils' and staff health and well-being.
- **A prosperous and more equal Wales**, All schools across the whole Caerphilly Borough are working towards, or have achieved the final healthy schools award, which takes a minimum of 7 years.
- **A Wales of cohesive communities** (in the context of improving quality of life with attractive, viable, safe and well connected communities).

4. THE REPORT

4.1 Purpose of report

- To assess effectiveness of the Healthy Schools initiative across Caerphilly Schools.
- Consider comparative performance against other Local Authorities in Wales.

4.2 **How does the LA provide support to schools?**

The LA has 2 full time and 1 part time practitioners supporting schools across the Caerphilly region. Specific duties include:

- 1) Continue to support and progress schools through each phase of the Healthy Schools scheme and prioritise schools in phases 3, 5 and those working towards NQA accreditation.
- 2) Work collaboratively with key partners to increase attendance and provision for well being in schools.
- 3) Produce and deliver high quality resources, guidance, policies, training and events, which are in line with national guidance and requirements to support schools to move through each phase.
- 4) Develop, deliver and evaluate health promotion programmes in schools.
- 5) Represent the local authority at local partnerships to maximise the potential of health improvement.
- 6) Promote good practice within schools via social media and our termly newsletter

4.3 **What are the current indicators that health and well being provision and outcomes across the Caerphilly region is good?**

In October 2017, 88 schools are registered for the Healthy Schools initiative across Caerphilly LA = 100%

- Primary Schools: 73
- Secondary Schools: 12
- 3-18 school: 1
- Specialist Resource Schools: 1
- PRU: 1
- EOTAS Provisions: 2

However, some schools' initiatives have stalled and are in need of review. These schools are spread across the Caerphilly Borough and their participation in the scheme has no correlation to school categorisation or FSM indicators.

4.4 **Award Levels achieved broken down into Primary, Secondary and Other:**

Primary Schools:

- Phase 1 - 75
- Phase 2 - 75
- Phase 3 - 75
- Phase 4 - 73
- Phase 5 - 68
- Local Phase 6 - 9
- NQA - 8

Secondary Schools:

- Phase 1 - 12
- Phase 2 - 12
- Phase 3 - 12
- Phase 4 - 11
- Phase 5 - 9
- Local Phase 6 - 0
- NQA - 1

Other Schools:

- Specialist Resource School: Trinity Fields - achieved Phase 5 and NQA accreditation booked for 22nd and 23rd March 2018.
- Pupil Referral Unit: The Learning Centre - achieved Phase 1 and actively working towards Phase 2 in 2018.
- EOTAS provisions: Community Tuition (The Hive) – actively working towards Phase 1 after signing up in 2017.

Innovate – achieved Phase 1 and actively working towards Phase 2 in 2018.

4.5 What are the current indicators that health and well being provision and outcomes across the Caerphilly region compare favourably against other authorities in Wales?

The following table indicates that comparative data is favourable: All Wales Information provided by Public Health Wales (September 2017)

1. Local Authority	Total schools	95% achieved Phase 3 and above (actual number and %) ¹		10% to achieve NQA (actual number and %) ²		20% of schools to be working towards NQA (actual number and %) ^{3**}	
Anglesey	53	45	84.9%	5	9.4%	0	0.0%
Blaenau Gwent	24	19	79.2%	1	4.2%	0	0.0%
Bridgend	59	56	94.9%	5	8.5%	2	3.4%
Caerphilly	89	86	96.6%	7	7.9%	14	15.7%
Cardiff	124	113	91.1%	5	4.0%	28	22.6%
Carmarthenshire	112	98	87.5%	1	0.9%	13	11.6%
Ceredigion	48	32	66.7%	3	6.3%	1	2.1%
Conwy	61	61	100.0%	15	24.6%	0	0.0%
Denbighshire	56	51	91.1%	7	12.5%	5	8.9%
Flintshire	78	76	97.4%	8	10.3%	8	10.3%
Gwynedd	110	105	95.5%	9	8.2%	1	0.9%
Merthyr Tydfil	27	25	92.6%	1	3.7%	0	0.0%
RCT	123	112	91.1%	7	5.7%	0	0.0%
Monmouthshire	35	33	94.3%	3	8.6%	3	8.6%
Neath Port Talbot	67	60	89.6%	1	1.5%	3	4.5%
Newport	54	53	98.1%	4	7.4%	0	0.0%
Pembrokeshire	70	69	98.6%	17	24.3%	17	24.3%
Powys	97	95	97.9%	7	7.2%	0	0.0%
Swansea	95	90	94.7%	6	6.3%	3	3.2%

Torfaen	33	33	100.0%	1	3.0%	0	0.0%
Vale of Glamorgan	53	53	100.0%	5	9.4%	4	7.5%
Wrexham	68	67	98.5%	9	13.2%	1	1.5%
Total:	1536	1432	93.2%	127	8.3%	103	6.7%

These are the 3 main targets set by Public Health Wales.

Target 1: This shows that Caerphilly has achieved the target of 95% of schools to have achieved Phase 3 or above. Only 45% of Local Authorities across Wales have achieved this target.

Target 2: This data highlights that Caerphilly is in the amber category. It has 8% of schools who have achieved NQA whereas the target is 10%. However, since the data was released end of 2016/17, Caerphilly has a further 2 schools who have achieved the NQA. This classifies us in the green category this year, which only 5 other authorities have achieved.

Target 3: This highlights that Caerphilly is in the amber category. It has 16% of schools actively working towards the NQA. However, since this data was released we have an extra 14 schools working towards the award bringing the total to 30%. This classifies us in the green category this year, which only 2 other authorities have achieved.

Other supportive data for Caerphilly:

2015/16: 109 school visits were carried out by the Healthy Schools team, with 10 accreditations. Of these accreditations 1 (PRU) was Phase 1, 2 were Phase 4 and 7 were Phase 5.

2016/17: 153 school visits were carried out by the Healthy Schools team, with 25 accreditations/re-accreditations. Of these accreditations 1 (EOTAS provision) was Phase 1, 3 were Phase 4, 9 were Phase 5, 3 were LP6 and 1 NQA.

2017/18: To date, 132 visits have been carried out, along with 9 accreditations. 1 Phase 3, 4 Phase 5, 3 LP6, and 1 NQA. There are also 4 schools and 1 PRU booked in.

4.6 Judgements made by Estyn linked to Healthy Schools (Estyn – September 2016-August 2017)

Health and Well-being identified as good practice:

School	Estyn Commentary:
Bedwas Junior School	The strong, effective focus of the school on pupils' care and wellbeing is a particular strength of the school. The school has set up a nurture club for pupils who find lunchtimes difficult and nearly all pupils feel safe and well cared for. The school makes appropriate arrangements for promoting healthy eating and drinking. The school's provision to promote their spiritual, moral and social development is very effective, and this contributes successfully to the school's caring ethos and the excellent behaviour of nearly all pupils. The school provides a warm and welcoming environment with very strong arrangements to support pupils' wellbeing and safety and to prevent bullying, harassment or discrimination.
Bedwas High	Most pupils feel safe in school and a majority feel the school deals well with any incidents of bullying. Many pupils feel that there are plenty of opportunities to get regular

	<p>exercise and a majority feel that the school teaches them to be healthy. The school provides a suitable range of extra-curricular activities and makes appropriate arrangements for promoting healthy eating and drinking.</p>
Blackwood Primary	<p>Nearly all pupils understand the need to eat and drink healthily and to take regular exercise. They feel safe in school and nearly all are confident that staff will deal promptly with any incidents that occur or worries that they have. Pupils have a strong understanding of how to stay safe on the internet.</p> <p>Recent school council projects include developing class friendship trees and friendship tokens to support pupil wellbeing, and fundraising for charities, including 'Comic Relief' and 'Children in Need'. There is effective provision to encourage pupils to make healthy choices at break and lunchtime and to engage in an extensive range of sporting activities.</p>
Cwmaber Infants	<p>Pupils' wellbeing is exceptionally strong. Nearly all pupils feel safe and happy in school and know whom to go to if they have any concerns or worries. Pupils have extremely positive attitudes to keeping healthy and understand the importance of eating a healthy diet. They enjoy fruit and vegetables at break time and drink water throughout the day. Pupils also understand the importance of taking regular exercise and participate enthusiastically in the wide variety of physical activities on offer</p> <p>There are very effective arrangements to support pupils' health and wellbeing. The school makes appropriate arrangements for promoting healthy eating and drinking. Physical activity is encouraged both through the curriculum and throughout the school day in innovative ways. School staff organise a range of games and activities with pupils at lunchtimes, such as basketball, and encourage pupils to keep fit.</p>
Cwmcarn Primary	<p>Nearly all pupils understand the need to eat and drink healthily and to take regular exercise. Most feel safe in school and nearly all are confident that staff will deal promptly with any incidents that occur or worries they may have. Pupils who join the school during the year settle and make friends quickly. Most pupils have a sound understanding of how to stay safe on the internet.</p> <p>The school is a caring, supportive community. Good working relationships between staff and pupils contribute strongly to pupils' wellbeing. Staff make appropriate arrangements for promoting healthy eating and drinking and there are regular opportunities for pupils to engage in sporting activities to support a healthy lifestyle.</p>
Cwmfelinfach Primary	<p>All pupils feel safe in school and demonstrate outstanding attitudes to learning. They are keen to engage with visitors and are polite and courteous. All pupils show respect, care and concern for others and demonstrate exemplary behaviour in lessons and around school.</p> <p>Nearly all pupils recognise the importance of healthy eating and have a good understanding of what they need to do in order to stay fit and healthy. Many take part in fitness-related extra-curricular activities, for example country dancing and fit club.</p> <p>Most pupils have a strong voice in helping to make decisions about school life. This results in very high standards of wellbeing and supports the very strong social and life skills that pupils demonstrate across the school</p> <p>The school is a caring and supportive community where all staff demonstrate a strong commitment to enhancing the health and wellbeing of all pupils. There are suitable arrangements for promoting healthy eating and drinking and regular opportunities for pupils to participate in physical activities.</p> <p>There are effective partnerships between the school and other agencies. These improve pupils' health and wellbeing notably. For example, the 'Design to Smile' team encourages improved dental care.</p>

Cwm Glas Infants	<p>Nearly all pupils feel safe. They understand where to turn if they have a concern or a problem. They have a good understanding of the need to eat a balanced diet and to take regular exercise.</p> <p>The school makes good arrangements for promoting healthy eating and drinking. For example, pupils take part in a health and fitness week and parents receive advice on how to create a healthy lunchbox. The curriculum includes a wide range of opportunities for pupils to undertake physical activity.</p> <p>The local community police officer visits the school to talk to children about a variety of issues that affect their learning and wellbeing, and the school nurse visits regularly to promote pupils' personal hygiene. This work helps to ensure that pupils have a good understanding of how to stay safe and healthy.</p>
Cwm Ifor Primary	<p>Nearly all pupils feel safe in school and are confident that staff will deal promptly with any incidents that occur or worries they may have. Pupils are polite, friendly and caring towards each other and adults.</p> <p>Most pupils know the importance of developing a healthy lifestyle. They understand the need to eat and drink healthily and to take regular exercise. Many participate enjoyably in the range of extra-curricular sporting activities on offer, including organised games sessions before school and in football and kick-boxing clubs.</p> <p>The enthusiastic school council makes a valuable contribution to the life of the school. For example, members led an assembly dealing with the issues of bullying and took part in a workshop to raise parents' awareness of anti-bullying initiatives.</p> <p>The school's comprehensive arrangements to support pupils' health and wellbeing are effective. They contribute well to pupils' general development, wellbeing and readiness for learning. The school makes appropriate arrangements for promoting healthy eating and drinking.</p>
Cwrt Rawlin Primary	<p>Most pupils understand the importance of eating and drinking healthily and taking regular exercise. For example, many pupils travel to school on foot or on their scooters and understand why this is good for them. Many participate in the school's wide range of physical activities, such as swimming, tennis and athletics.</p> <p>The school council is highly effective and enables many pupils to feel valued and able to make important decisions about important aspects of school. For example, it has written and published the school's anti-bullying code.</p> <p>The school provides high levels of care, support and guidance. All pupils feel safe and secure in a supportive environment. Staff develop pupils' understanding of the benefits of healthy living and provide many opportunities for pupils to be physically active. The school makes appropriate arrangements for promoting healthy eating and drinking.</p>
Gilfach Primary	<p>Nearly all pupils have a positive attitude towards leading a healthy lifestyle and have a good understanding of the importance of eating healthily and taking regular exercise. Many pupils enjoy taking part in a range of extra-curricular sporting activities. Nearly all pupils feel safe in school and know where to turn for advice and support.</p> <p>The school makes appropriate arrangements for promoting healthy eating and drinking.</p>
Glyngaer Primary	<p>Pupil voice groups have a positive impact on school life. The high level of care, support and guidance for pupils means that most feel safe and well cared-for. The school is a vibrant community where all pupils are valued equally. There is a wide range of highly effective partnerships that enrich and support pupils' learning and wellbeing very successfully. Nearly all pupils feel safe and happy in school. They are confident that staff will support them in resolving any difficulties they experience. Most pupils understand the need to eat and drink healthily and to take regular</p>

	<p>exercise. Pupils of all ages have a sound understanding of how to stay safe on the internet.</p> <p>The school council and other pupil voice groups have a very positive impact on school life. For example, the school council organises the purchase of new playground equipment. This has contributed to improved behaviour at break times. Digital leaders help teachers by trialling new ICT applications for the school and developing the skills of younger pupils. The pupil executive committee has undertaken a successful safeguarding audit which resulted in midday supervisors receiving training. Many pupils take part in a range of community events, such as Caerphilly Dance Day and Glyn-Gaer Bake-off. Pupils participate in activities with older generations, such as gardening. Overnight camping activities develop pupils' social and independence skills well.</p> <p>The school makes appropriate arrangements for promoting healthy eating and drinking.</p> <p>There is effective provision to encourage pupils to make healthier choices at break time and lunchtime and also to participate in a wide range of extra-curricular clubs to promote their health and fitness.</p>
Plasfelin Primary	<p>Most pupils have a good understanding of the importance of eating healthily and taking exercise. Nearly all pupils feel safe in school and are confident that adults will listen to their concerns and deal fairly and thoroughly with any problems they have.</p> <p>High levels of care and good working relationships between staff and pupils contribute strongly to pupils' wellbeing. For example, at playtimes, there is imaginative use of the extensive outside areas for a wide range of activities.</p> <p>The school has appropriate arrangements to promote healthy eating and drinking and provides a variety of good opportunities and facilities for regular exercise.</p>
St James	<p>Nearly all pupils understand the importance of eating healthily and taking regular exercise. Many pupils are enthusiastic about participating in physical activities, including football, completing their daily mile and their 'five a day' physical warm ups.</p> <p>Most pupils say that they feel safe and happy at school. They know whom they can go to if they have a problem and feel confident that staff will help them if they are worried or upset.</p> <p>The school council and other pupil voice groups make an appropriate contribution to the life of the school and take their responsibilities very seriously. They participate well in decision-making to bring about improvements, for example by promoting healthy eating through the completion of lunch box surveys.</p> <p>The school is a caring and supportive community where all staff demonstrate a firm commitment to enhancing the health and wellbeing of pupils. There are good arrangements for promoting pupils' healthy eating and drinking.</p> <p>Wellbeing questionnaires help staff to identify pupils' social and emotional needs effectively. Staff use the information well to provide beneficial support programmes.</p>
Tyn Y Wern Primary	<p>Nearly all pupils are happy in school. They are aware of the importance of keeping safe and they know what to do to keep fit and healthy. Nearly all pupils understand how to use the internet safely.</p> <p>Pupils are safe and well cared for and the school provides very good opportunities for them to develop healthy habits and lifestyles. There are appropriate arrangements for promoting healthy eating and drinking. An effective pupil buddy system is in place if pupils are worried or upset. The school's arrangements for safeguarding meet requirements and give no cause for concern.</p>

5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 This Plan contributes to the Well-being Goals as set out in Section 3 - Links to Strategy above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act in that the Priority Areas identified throughout the plan aim to contribute to the long-term health and well-being of children and young people within the county borough by ensuring they have the best start in life and opportunities to achieve success as a young person and as an adult.
- 5.2 Strategies identified within the plan are aimed at prevention – preventing young people from falling into trends related to unhealthy lifestyles. The Healthy Schools programme aims to instil key health messages and appropriate decision making skills in relation to health and well-being.
- 5.3 Integration is fundamental to everything we do within Education – ensuring that all our children and young people are fully engaged in a health programme appropriate to their needs, maintaining an ethos and environment where they feel safe and secure and encouraged to make sound decisions.
- 5.4 Collaboration with schools, Headteachers, and PHW colleagues will further assist us in driving up standards and securing progress in all of our priority objectives.
- 5.5 We actively involve children and young people in our decision making processes. Pupils have opportunities to contribute to policies, take an active role in healthy schools accreditations and action planning, and are consulted on health initiatives being implemented in schools.

6. EQUALITIES IMPLICATIONS

- 6.1 The LA is committed to ensuring that all children and young people gain maximum benefit from their education by regular attendance at school, regardless of the individual or family characteristics of those children and young people.

7. FINANCIAL IMPLICATIONS

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

8. PERSONNEL IMPLICATIONS

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

9. CONSULTATIONS

- 9.1 All responses from consultations have been incorporated in the report.

10. RECOMMENDATIONS

- 10.1 The recommendation is that Members note the content of the report.

11. REASONS FOR THE RECOMMENDATIONS

- 11.1 The reason for the recommendation is that it is timely to update Members about the Healthy Schools Scheme and how schools engage with it.

12. STATUTORY POWER

12.1 Education Act 1996.

Author: Carin Quinn, Healthy Schools Practitioner, quinnc@caerphilly.gov.uk
Consultees: Paul Warren, Strategic Lead for School Improvement, warrep1@caerphilly.gov.uk
Keri Cole, Chief Education Officer, Learning Education and Inclusion,
colek@caerphilly.gov.uk
Linda Perkins, Senior Educational Welfare Officer, perkil@caerphilly.gov.uk
Sarah Ellis, Lead Inclusion Manager, elliss@caerphilly.gov.uk
Paul O'Neill, Senior Youth Service Manager, oneilp@caerphilly.gov.uk



HEALTH, SOCIAL CARE & WELLBEING SCRUTINY COMMITTEE – 20TH MARCH 2018

**SUBJECT: DRAFT GWENT VIOLENCE AGAINST WOMEN, DOMESTIC ABUSE
AND SEXUAL VIOLENCE STRATEGY**

REPORT BY: CORPORATE DIRECTOR, SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To present to the Committee the draft Gwent Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Strategy and seek any recommendations prior to presentation to Cabinet.

2. SUMMARY

- 2.1 The Gwent VAWDASV Strategy is required by the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 and has been prepared by the Gwent VAWDASV Partnership Board of which the Council is a member.
- 2.2 The draft Strategy is included at Appendix A and the Committee are asked to consider and offer any recommendations prior to presentation to Cabinet for a decision on the final response from the Council to the Gwent VAWDASV Partnership Board.

3. LINKS TO STRATEGY

- 3.1 The Gwent VAWDASV Strategy contributes to the National Strategy on Violence against Women, Domestic Abuse and Sexual Violence – 2016 – 2021.
- 3.2 The Gwent VAWDASV Strategy contributes to the Caerphilly Public Services Board draft Well-being Plan, “The Caerphilly We Want” and also to the draft regional Area Plan required under the Social Services and Wellbeing (Wales) Act 2014.
- 3.3 The Gwent VAWDASV Strategy contributes to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2015:
- A prosperous Wales
 - A resilient Wales
 - A healthier Wales
 - A more equal Wales
 - A Wales of cohesive communities.

4. THE REPORT

- 4.1 The Gwent VAWDASV Strategy is required by the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 which calls for the public sector in Wales to work together in a consistent and cohesive way to improve the outcomes for individuals and their families subjected to VAWDASV.

- 4.2 The Gwent Violence against Women, Domestic Abuse and Sexual Violence Partnership Board has been established to meet the requirements of the Act within the five Local Authorities that make up Gwent and includes: the five local authorities in Gwent, Gwent Police, and the Office of the Police and Crime Commissioner, Aneurin Bevan University Health Board, Welsh Ambulance Service, Probation Services, Registered Social Landlords, Supporting People Regional Collaborative Committee, South Wales Fire and Rescue Service, Gwent Adult and Children Safeguarding Boards, VAWDASV specialist sector partners and voluntary sector organisations
- 4.3 The main aims of the Act are:
- Improve the public sector's response to violence against women; domestic abuse and sexual violence;
 - Give the public authorities (Councils and Health Boards) a strategic focus on the issue;
 - Ensure the consistent provision of preventative, protective and supportive services.
- 4.4 The draft Strategy is included at Appendix A and addresses the following areas:
- The Gwent VAWDASV Partnership Board and its Vision
 - Current Provision in the Region
 - Needs Assessment
 - Survivors as Experts
 - Engagement Findings
 - How we will act together to tackle VAWDASV: Our Strategic Priorities
 - How we will monitor our progress: Our Strategic Delivery Plan
- 4.5 The Committee are asked to make recommendations on the draft strategy prior to presentation to Cabinet for a decision on the final response from the Council to the Gwent VAWDASV Partnership Board.

5. WELLBEING OF FUTURE GENERATIONS

- 5.1 The proposed Gwent VAWDASV Strategy contributes to the Well-being Goals set out in the Well-being of Future Generations (Wales) Act 2015 as described in 3.3 above. The Act is relevant to the prevention of violence against women, domestic abuse and sexual violence and support of survivors. The Act puts in place a "sustainable development principle" which requires public bodies to follow five ways of working to ensure they work collaboratively with people and communities, avoid repeating past mistakes and to tackle some of the long term challenges being faced. The five ways of working in the context of VAWDASV are:
- Prevention: Understanding and preventing the occurrence of VAWDASV and preventing poor outcomes for victims, survivors and their families.
 - Integration: Integrating activity across the statutory and third sector and ensuring the coordination of programmes of work such that they achieve the maximum benefit.
 - Collaboration: Collaborating through the Gwent VAWDASV Partnership Board, the Strategic Delivery Group and Sub-groups and between the partner bodies.
 - Involvement: Listening to victims and survivors to understand their experiences of the support offered to them to continually review and make improvements in responses. Involving all agencies that are able to make an impact on VAWDASV.
 - Long Term: Considering the long term outcomes for victims, survivors and their families and in particular any children and young people exposed to VAWDASV.

6. EQUALITIES IMPLICATIONS

- 6.1 An Equalities Impact Assessment has been undertaken and is included at Appendix B. The Strategy will have a positive impact across all the protected characteristics and ties in with Equality Objective 1 – Tackling Identity-based Violence and Abuse in the Council’s Strategic Equality Plan.
- 6.2 The purpose of this strategy is to address inequalities inherent in all forms of violence against women, domestic abuse and sexual violence. There are no identified inequality implications either intended or unintended as a result of this strategy. The strategy has been made available in Welsh throughout consultation. All required partner organisations will be responsible for their obligations under the Welsh Language Measure. Through on-going monitoring, evaluation and review the VAWDASV Partnership will ensure issues around equality are consistently raised and delivery of the strategy adapted.

7. FINANCIAL IMPLICATIONS

- 7.1 There are no direct financial implications associated with this report.

8. PERSONNEL IMPLICATIONS

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

9. CONSULTATIONS

- 9.1 This report has been sent to the consultees listed below and all comments received are reflected in this report.

10. RECOMMENDATIONS

- 10.1 That the Committee consider the draft Gwent VAWDASV Strategy at Appendix A and offer any recommendations prior to presentation to Cabinet.

11. REASONS FOR THE RECOMMENDATIONS

- 11.1 To allow the Gwent VAWDASV Strategy to be finalised to improve the prevention of and response to violence against women; domestic abuse and sexual violence.
- 11.2 To meet the requirements of the legislation.

12. STATUTORY POWER

- 12.1 Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015.

Author: Robert Hartshorn – Head of Public Protection
Consultees: Dave Street – Corporate Director Social Services
Cllr Eluned Stenner - Cabinet Member for Environment and Public Protection
Cllr Carl Cuss - Cabinet Member for Social Services
Kathryn Peters – Corporate Policy Manager
Gareth Jenkins – Assistant Director, Children’s Services
Jo Williams – Assistant Director, Adult Services

Shelly Jones – Supporting People Manager
David W J Thomas – Service Manager, Children’s Services
Sarah Mutch – Early Years Manager
Keri Cole – Chief Education Officer
Shaun Couzens – Chief Housing Officer
Richard Harris - Internal Audit Manager
Lisa Lane – Solicitor
Anwen Cullinane - Senior Policy Officer (Equalities and Welsh Language)
David Roberts - Principal Group Accountant
Shaun Watkins - HR Manager
Rebecca Haycock - Regional Adviser (Gwent) VAWDASV Safeguarding Unit

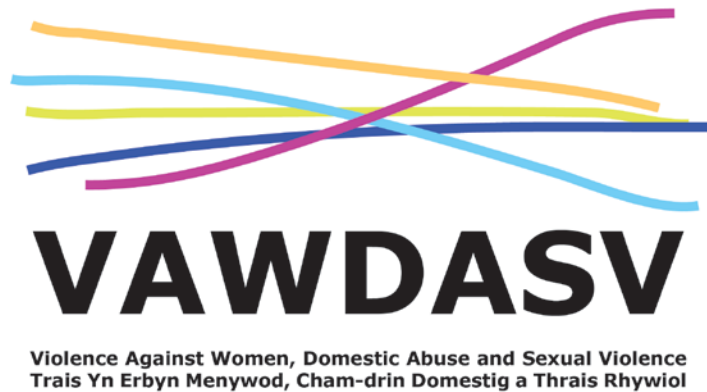
Background Papers:

National Strategy on Violence against Women, Domestic Abuse and Sexual Violence – 2016 - 2021

Appendices:

Appendix A Draft Gwent Violence Against Women, Domestic Abuse and Sexual Violence Strategy

Appendix B Fairness and Equalities Impact Assessment (FEIA)



Gwent Regional Violence Against Women, Domestic Abuse and Sexual Violence Strategy 2018-2022

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1. **FOREWORD**

Violence against women, domestic abuse and sexual violence are fundamental breaches of human rights, a consequence of the inequality between victims and perpetrators, where power and control is used in a way that damages lives, futures and the futures of people around those subjected to the actions of perpetrators. Every year lives are damaged needlessly in Wales, all forms of violence and abuse are unacceptable. Anyone who experiences violence against women, domestic abuse and sexual violence deserves an effective and timely response from all public services.

The enactment of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 (VAWDASV) requires the public sector in Wales to work together in a consistent and cohesive way to improve the outcomes for individuals and their families subjected to VAWDASV. The Act sits alongside the Well-being of Future Generations (Wales) Act 2015 which requires public bodies to think about what actions and activities are required to improve the well-being of current and future generations. Collaboration, preventative activity, the involvement of individuals, and long-term incremental improvements in the services delivered are threaded throughout the legislative landscape.

The Gwent Violence against Women, Domestic Abuse and Sexual Violence Partnership Board (The Partnership Board) is pleased to publish the region's first joint strategy to tackle VAWDASV by supporting victims and survivors, tackling perpetrators, ensuring professionals have the tools and knowledge to act, increasing awareness of VAWDASV and the support available, and helping children and young people to understand inequality in relationships and that abusive behaviour is always wrong.

This strategy contributes to the national strategy (National Strategy on Violence against Women, Domestic Abuse and Sexual Violence – 2016 – 2021)¹ and will reflect the six objectives of the national strategy. The Partnership Board have determined that they will adopt the objectives of the national strategy as their overarching Strategic Priorities. It sets out to provide the leadership and direction that will promote consistency and best practice for the way in which violence against women, domestic abuse and sexual violence is prioritised and tackled across the region.

The South East Wales region, ostensibly considered as Gwent, comprises of five local authority areas: Blaenau Gwent, Caerphilly, Newport, Torfaen and Monmouthshire. It benefits from having the same geographical footprint as Aneurin Bevan University Health Board and Gwent Police.

Gwent has a history of strong partnership working and as the first pilot region in Wales for strategic coordination of VAWDASV services there is significant work taking place under the new legislative framework. With its 'pathfinder' status Gwent has been given many opportunities for pioneering new ways of working and we are proud to be developing this regional strategy ahead of other areas and, in so doing, helping to inform national guidance.

¹ <http://gov.wales/docs/dsjlg/publications/commsafety/161104-national-strategy-en.pdf>

The Partnership Board members are the core partners required to deliver a cohesive response to VAWDASV². Our aim is to work together in partnership to ensure the most efficient and effective response to preventing serious harm caused by such types of abuse.

People do not experience violence against women, domestic abuse and sexual violence in a vacuum and neither can services, nor wider society, tackle such issues in isolation. With a strong focus on preventative, protective and supportive mechanisms we will aim to work with survivors to ensure the meaningful delivery of this strategic plan. Strong leadership and accountability is required by us to ensure that the priorities identified are translated into actions that can make a real difference to the well-being and safety of people living in Gwent, both now and in the future.

The Partnership Board aims to lead the way in Wales and our collective vision is for survivors, their children and wider family to know how and where to get the help that they need, to provide that help, and to work towards a society in which no form of violence against women, domestic abuse and sexual violence is tolerated.

Gwent Violence Against Women, Domestic Abuse and Sexual Violence Partnership Board

² The Partnership Board includes; the five local authorities, Gwent Police, and the Office of the Police and Crime Commissioner, Aneurin Bevan University Health Board, Wales Ambulance Service Trust, Probation Services, Registered Social Landlords, Supporting People Regional Collaborative Committee, Fire and Rescue Service, Gwent Adult and Children Safeguarding Boards, VAWDASV specialist sector partners and voluntary sector organisations.

2. INTRODUCTION: POLICY AND LEGISLATIVE CONTEXT

In Wales, the UK and internationally, violence against women, domestic abuse and sexual violence is considered to be a violation of human rights and a cause and consequence of inequality between women and men. It happens to women because they are women, and women are disproportionately impacted by certain forms of violence.

Whilst it is important that this Strategy acknowledges and communicates the disproportionate experience of women and girls this does not, in any way, negate violence and abuse directed towards men and boys, or violence and abuse perpetrated by women. This Strategy recognises that anyone (women, men, children and young people) can experience and be affected by domestic abuse, rape and sexual assault, sexual abuse, forced marriage, child sexual abuse, stalking and harassment, sexual harassment and exploitation. This can happen in any relationship regardless of sex, age, ethnicity, gender, sexuality, disability, religion or belief, income, geography or lifestyle. A significant number of those who experience VAWDASV will have one or more 'protected characteristics', under the Equality Act 2010³ and will face additional vulnerabilities and increased barriers to support. This Strategy aims to tackle all forms of VAWDASV.

At a global, European and national level legislation and policy acknowledges that violence against women, domestic abuse and sexual violence operates as a means of social control that maintains unequal power relations between women and men and reinforces women's subordinate status. It is explicitly linked to systematic discrimination against women and girls. Failing to make the connections between the different forms of violence women and girl's experience, and how this is explicitly linked to the unequal position of women and girls in society, can hinder the effectiveness of interventions and prevention work. It is also important to recognise that different groups of women experience multiple inequalities which can intersect in ways that lead to further marginalisation.

Violence against women, domestic abuse and sexual violence includes the following crime types:

- Sexual violence
- Domestic abuse
- Sexual harassment and stalking
- Trafficking and/or sexual exploitation
- Female genital mutilation (FGM)

³ <http://www.legislation.gov.uk/ukpga/2010/15/contents>

- Forced marriage
- So-called 'honour' based violence (HBV) and crimes

Violence against women, domestic abuse and sexual violence has far reaching consequences for families, children, communities and society. The direct harm to the health and well-being of victims is clear, and at its most severe can, and does, result in death. However impacts are wide-ranging not just on health and wellbeing but include human rights, poverty, unemployment, homelessness and the economy. It is also important to note that this affects not only adults and children exposed to and who experience abuse in the home or in intimate or family relationships but wider family members also; the experience of abuse and violence can often also be perpetrated in public spaces impacting the wider community.

The International Context

This Strategy is intended to align with the UN Declaration on the Elimination of Violence Against Women (1993), most recently enshrined within the UN Sustainable Development Goals 2030 (2015), and the Council of Europe Convention on Preventing and Combating Violence Against Women and Domestic Violence- The Istanbul Convention (2014).

The UN Declaration defines violence against women as:

- Any act of gender-based violence that results in, or is likely to result in, physical, sexual, psychological, or economic harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.
- This encompasses, but is not limited to:
 - (a) Physical, sexual and psychological violence occurring in the family, including battering, sexual abuse of female children in the household, dowry-related violence, marital rape, female genital mutilation and other traditional practices harmful to women, non-spousal violence and violence related to exploitation;
 - (b) Physical, sexual and psychological violence occurring within the general community, including rape, sexual abuse, sexual harassment and intimidation at work, in educational institutions and elsewhere, trafficking in women and forced prostitution;
 - (c) Physical, sexual and psychological violence perpetrated or condoned by the State, wherever it occurs.

Article 4 of the Istanbul Convention covers:

Fundamental rights, equality and non-discrimination

- 1 Parties shall take the necessary legislative measures and other actions to promote and protect the right for everyone, particularly women, to live free from violence in both the public and the private sphere.
- 2 Parties condemn all forms of discrimination against women and take, without delay, the necessary legislative and other measures to prevent it, in particular by:
 - embodying in their national constitutions or other appropriate legislation the principle of equality between women and men and ensuring the practical realisation of this principle;
 - prohibiting discrimination against women, including through the use of sanctions, where appropriate;
 - abolishing laws and practices which discriminate against women.
- 3 The implementation of the provisions of this Convention by the Parties, in particular measures to protect the rights of victims, shall be secured without discrimination on any ground such as sex, gender, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth, sexual orientation, gender identity, age, state of health, disability, marital status, migrant or refugee status, or other status.
- 4 Special measures that are necessary to prevent and protect women from gender-based violence shall not be considered discrimination under the terms of this Convention.

The Welsh Context

The Welsh policy and legislative landscape has prioritised VAWDASV for a number of years and the objectives and aims of this Strategy encompass these responsibilities as they are placed on those working in the VAWDASV sector in the region.

In 2010, the Wales Right to be Safe Strategy set out an integrated, cross government programme of action to tackle all forms of violence against women and children. This was refreshed in November 2016 and published as the Welsh Government's [National Strategy on Violence against Women, Domestic Abuse and Sexual Violence, 2016 - 2021](#).⁴ Itself a

⁴ <http://gov.wales/docs/dsilg/publications/commsafety/161104-national-strategy-en.pdf> - pages 5 -8.
<http://www.un.org/documents/ga/res/48/a48r104.htm>
<http://www.un.org/sustainabledevelopment/gender-equality/>
<https://www.coe.int/en/web/istanbul-convention/home?desktop=true>

requirement of the [Violence Against Women, Domestic Abuse and Sexual Violence \(Wales\) Act 2015](#).

This Regional Strategy will also support the delivery of a number of key priorities in the Welsh Government "[Taking Wales Forward](#)" five year plan, as well as the following relevant legislation: [The Well-Being of Future Generations \(Wales\) Act 2015](#) sets out seven wellbeing goals relevant to the prevention of violence against women, domestic abuse and sexual violence and support of survivors. The Act puts in place a "sustainable development principle" which requires public bodies to follow five ways of working to ensure they work collaboratively with people and communities, avoid repeating past mistakes and to tackle some of the long term challenges being faced. The five ways of working in the context of VAWDASV are:

- **Prevention:** Understanding and preventing the occurrence of VAWDASV and preventing poor outcomes for victims, survivors and their families.
- **Integration:** Integrating activity across the statutory and third sector and ensuring the coordination of programmes of work such that they achieve the maximum benefit.
- **Collaboration:** Collaborating through the Gwent VAWDASV Partnership Board, the Strategic Delivery Group and Sub-groups and between the partner bodies.
- **Involvement:** Listening to victims and survivors to understand their experiences of the support offered to them to continually review and make improvements in responses. Involving all agencies that are able to make an impact on VAWDASV.
- **Long Term:** Considering the long term outcomes for victims, survivors and their families and in particular any children and young people exposed to VAWDASV.

[The Social Services and Well-being \(Wales\) Act 2014](#) provides a legal framework for improving the well-being of people (adults and children) who need care and support, carers who need support, and for transforming social services in Wales. [The Population Needs Assessment](#)⁵ is a Gwent level area assessment that sets out seven core themes and identifies violence against women, domestic abuse and sexual violence as one of these. Close working will be established between the Greater Gwent Health, Social Care and Well-Being Partnership Board, the Gwent Violence Against Women, Domestic Abuse and Sexual Violence Partnership Board and the five Public Services Boards to align future work plans around early intervention and preventative services.

⁵ Social Services and Well-being Act Population Needs Assessment: Gwent Region Report DRAFT Nov 2016: page 54

[The Housing \(Wales\) Act 2014](#) - enshrines in legislation the role of the local authority in preventing and alleviating homelessness.

The Welsh Government guidance which supports the practical delivery of the legislation advises local authorities and their partners that:

“Local authorities should be led by the wishes and feelings of the victim of domestic abuse when determining accommodation arrangements. The first option, where appropriate, should be for the perpetrator to be removed from the property to enable the victim to remain in their home. The Local Authority must also consider improving the security of the applicant’s home to enable them to continue living there safely. Alternatively, the Local Authority must assist the victim in sourcing alternative accommodation, whether on a permanent or temporary basis”.⁶

[The Renting Homes \(Wales\) Act 2016](#) - sets out a new approach to joint contracts which will help survivors by enabling perpetrators to be targeted for eviction.

The [Wales Adverse Childhood Experiences \(ACE\) study](#)⁷ examined the exposure in childhood to a range of ACE’s and presented research on the developmental well-being of children growing up in such households. Domestic abuse, emotional, physical and sexual abuse, parental separation, as well as parental incarceration, are all indicators that affect childhood development due to the stressors they cause. In addition those exposed to four or more ACE’s are more likely to adopt health harming behaviour in later life and are more likely to be future victims or perpetrators of crime and violence.

The UK Context

For non-devolved services the Strategy is supported by the Home Office Ending Violence Against Women and Girls Cross Departmental Strategy 2016-2020

The Gwent VAWDASV Partnership Board members include Gwent Police, the Office of the Gwent Police and Crime Commissioner, Her Majesty’s Prison and Probation Services and the Wales Community Rehabilitation Company. These arrangements build on the strong long-standing partnerships across the region between the devolved and non-devolved sector and reflect other strategic regional arrangements in the Public Services Boards, the Regional Transformation Board and Safeguarding Boards.

Associated legislation that supports delivery at a UK level includes:

- [Female Genital Mutilation Act 2003](#) (“the 2003 Act”) introduces FGM Protection Orders and an FGM mandatory reporting duty inserted into the 2003 Act by the Serious Crime Act 2015.
- [Crime and Security Act 2010](#) – which introduces Domestic Violence Protection Orders (DVPOs) and the Domestic Violence Disclosure Scheme (DVDS).

⁶ Welsh Government 2016. Code of Guidance for local authorities on the allocation of housing and homelessness

⁷ Public Health Wales (2015) Wales Adverse Childhood Experiences (ACE) study, PHW

- [Welfare Reform Act 2012](#) – A paradigm change to the current social security system which will change the way welfare benefits are claimed and paid throughout the UK.
- [Anti-social Behaviour Crime and Policing Act 2014](#) - which introduces Sexual Harm Prevention Orders (SHPOs) and Sexual Risk Orders (SROs).
- [The Modern Slavery Act 2015](#) - Considers slavery, servitude and forced or compulsory labour and human trafficking, includes provision for the protection of victims.
- [Welfare Reform Act 2012](#) – A paradigm change to the current social security system which will change the way welfare benefits are claimed and paid throughout the UK.

Guidance that informs the delivery of this Strategy includes:

- The 2014 [National Institute for Clinical Excellence \(NICE\) guidelines: “Domestic violence and abuse: how health services, social care and the organisations they work with can respond effectively”](#). This guidance, which applies across England and Wales, highlights that domestic abuse is a complex issue requiring sensitive handling collaboratively with health and social care professionals.
- [FGM statutory guidance](#) ⁸ issued under section 5C(1) of the Female Genital Mutilation Act 2003 and extends to England and Wales and includes updated procedural information.
- Updated statutory guidance on conducting [Domestic Homicide Reviews](#) (DHR). This considers the changing landscape and makes reference to new tools that have been implemented, such as the Domestic Violence Disclosure Scheme and Domestic Violence Protection Orders, as well as the new coercive and controlling offence introduced in the Serious Crime Act 2015. This statutory guidance is accompanied by key findings from analysis undertaken by Home Office researchers on a sample of 40 DHRs from across England and Wales completed between 2013 and 2016.⁹
- Updated [Domestic Violence Disclosure Scheme guidance](#) – often referred to as “Clare’s Law” – which sets out procedures that could be used by the police to disclose

⁸https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/573782/FGM_Mandatory_Reporting_-_procedural_information_nov16_FINAL.pdf

⁹<https://www.gov.uk/government/publications/domestic-homicide-review-lessonslearned>

information about an individual's previous violent and abusive offending behaviour, where this may help protect their partner, or ex-partner, from violence or abuse.

- The 2016 [England and Wales National Statement of Expectations](#), sets out what local commissioners (Police and Crime Commissioners, Local Authorities or health commissioners) need to put in place to ensure their response to violence against women and girls is collaborative, robust and effective.

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3. THE GWENT VIOLENCE AGAINST WOMEN, DOMESTIC ABUSE AND SEXUAL VIOLENCE PARTNERSHIP BOARD AND ITS VISION

Board Membership

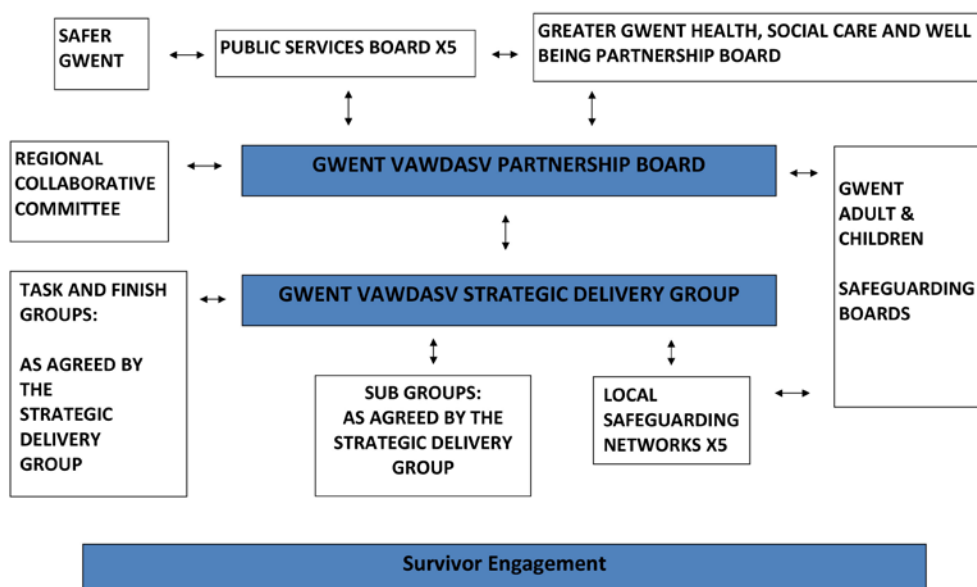
The Partnership Board has been established to provide a governance structure to develop, approve and monitor VAWDASV regional working. A key role of the Board is the development of the Strategy which is a statutory requirement placed on Local Authorities and Local Health Boards under Section 5 the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015.

In recognition that effective responses to VAWDASV must, by necessity, involve the full range of partners including devolved and non-devolved organisations, third sector specialist organisations, survivors and those impacted by forms of VAWDASV, the membership of the Board reflects the widest possible perspective and range of information. Membership also includes representatives able to provide national context and oversight. A full list of Board Membership is available on request from Vawdasv.Gwent@newport.gov.uk.

Board membership is replicated as required across the Strategic Delivery Group which through its Sub Groups and Task Groups will work towards achieving the Strategic Priorities of the Board.

Ensuring regular victim/survivor/service-user engagement and input into all work streams not just participation at the Board level is an essential requirement for informing the Partnership Board on the effectiveness of its work. This will be achieved through establishing clear structures for engagement as outlined in Chapter 6.

Board Structure



The Regional Context

The regional approach to addressing domestic abuse was developed in Gwent by the Welsh Government funded Gwent Domestic Abuse Pathfinder Project (Puckett 2014) which made recommendations around the need for ‘a coherent regional strategic framework regarding accountability, need, service provision, resource allocation, training, performance and outcomes’.

The work now underway in Gwent, including that of the Gwent Domestic Abuse Pathfinder Project, has built upon strongly established regional partnerships. The Pan-Gwent Domestic Abuse Forum provided the baseline for where we are now and enabled such collaboration as the Welsh Domestic Abuse Modernisation Project¹⁰

The Gwent Regional Team was established in April 2015 to formalise regional collaboration; to bring together and further develop structures to implement new legislative requirements under the Violence Against Women, Domestic Abuse And Sexual Violence (Wales) Act 2015.

Early development of the regional model was independently evaluated by Cordis Bright 2015¹¹ and based on a set of recommendations that has set the direction for continued regional working.

During this time Gwent has been an early adopter site for ‘Ask and Act’ targeted enquiry, developing policy and training ahead of national roll out. It is also in this role as a pathfinder region that Gwent develops its regional strategy ahead of national guidance.

The purpose of this strategy is to set out the regional integrated approach to stop violence against women, domestic abuse and sexual violence, to improve the health and well-being of individuals and families affected by abuse and hold to account those who perpetrate such abuse. It aims to build on existing successful partnerships and collaborative working opportunities in the region, and to further increase public awareness and assist local communities, individuals, family members and agencies to deliver a robust response to violence against women, domestic abuse and sexual violence prevention across Gwent. The Partnership Board’s ultimate goal is to move towards a society where everybody is able to live violence, abuse and fear free.

¹⁰ Welsh Domestic Abuse Modernisation Project: Report from the Gwent Pilot Group, February 2012

¹¹ South East Wales VAWDASV Board: Evaluation of the regional VAWDASV model: April 2016. Cordis Bright

It is intended that this Gwent strategic framework, and the associated actions and activities detailed within the accompanying delivery plan, will support the Welsh Government and UK Government legislative, strategic and delivery framework to achieve the prevention of violence and abuse, the protection of victims and the support of all those affected. The pillars of these devolved and non-devolved strategies have informed this Strategy. Over the next four years, services and commissioners in Gwent will support a transformation in service delivery and a step change in action to achieve a sustainable reduction in violence and abuse, to help survivors of abuse rebuild their lives and to prevent such abuse from happening in the first place.

Our aim for this strategy is to also influence, help shape and contribute to meeting key regional policy priorities. Accordingly, there exists a formal line of reporting for this Strategy and delivery plan from the Partnership Board to demonstrate the role that this strategy has in contributing to a number of key regional priorities for:

- The five Public Services Boards
- The SEW Children's Safeguarding Board
- The Gwent Adult Safeguarding Boards
- The Supporting People Regional Collaborative Committee
- Greater Gwent Health, Social Care and Well-Being Partnership Board
- Safer Gwent
- Gwent Substance Misuse Area Planning Board
- Gwent Criminal Justice Board

This Strategy mirrors the national strategy in organising the work that needs to be done along three key strands:

- ❖ **Prevention**
- ❖ **Protection**
- ❖ **Support**

In developing the Strategy the Partnership Board has considered current service provision, integrated the requirements of the Act and Welsh Government Policy, the result of the needs

assessment of the area, a strategic analysis of needs, and involved victims and survivors. The associated Strategic Delivery Plan follows the six strategic aims of the National Delivery Plan and sets them in a regional context for the area. In so doing the key objectives and activities required to enhance current service provision over the lifetime of the Strategy are captured.

The Partnership Board recognises, and is committed to, regional working with a view to increased consistency of provision, shared best practice including information sharing, the development of common commissioning principles, and harnessing the contributions of all partners in the strategic vision.

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4. CURRENT PROVISION IN THE REGION

Violence against women, domestic abuse and sexual violence services rest within the statutory and specialist sector. Statutory duties are organised through criminal justice services, local authority social services, housing services and local health board provision. The role of the specialist sector enhances statutory delivery bringing expertise and knowledge that is not possible in the statutory sector and an ability to effectively engage with victims and survivors.

Commissioned, and grant funded services, have historically evolved at the individual geographical level of the five constituent authorities in the region. Notably those services commissioned through the management of Welsh Government anti-poverty programme funding by local authorities. More recently regionalised planning of the Supporting People Programme, through the Regional Collaborative Committee and the VAWDASV fund has determined regionalised arrangements, including the Regional VAWDASV Team and commissioned homelessness prevention services. Other Welsh Government programme funding i.e. Flying Start, Families First, and the former Communities First funding has been managed at local authority geographies. Due to the prevalence of VAWDASV in the casework of social services departments, core local authority funding has also been used to commission specialist services from the third sector to enhance statutory provision. There is, however, no local authority funding or commissioning of sexual violence services. Devolved and non-devolved funding models have presented an immediate risk to the sustainability of Sexual Assault Referral Centres (SARCs) as identified in the needs assessment that underpins this strategy.

The Greater Gwent Health Social Care and Well-being Partnership Board is the statutory regional board under the Social Services and Well-being Act and has identified VAWDASV as a key strand in its Area Plan (under development).

Specialist Sector

There are currently 10 specialist sector providers in the region delivering a range of services that address violence against women, domestic abuse and sexual violence. As the specialist sector has historically been operating on smaller geographies some services operate in smaller areas than the whole region, others more latterly provide services across the area.

1. Barnardos
2. BAWSO
3. Cyfannol Womens Aid
4. Hafan Cymru
5. Llamau
6. New Pathways

7. Newport Women's Aid
8. Phoenix Domestic Abuse Services
9. Victim Support/Connect Gwent
10. SEWREC

The specialist sector has developed in response to need over many years and while services may serve similar client groups the mechanisms and specialisms differ in each provider. In addition to the local sector provision, national services also exist. A current directory of services available in the region is held on the Gwent Adult Safeguarding Board website at:

http://www.gwasb.org.uk/fileadmin/documents/Handout_7_-_Gwent_VAWDASV_services_directory_3_amended_16.12.16_HG.pdf

The VAWDASV needs assessment and strategic analysis includes further information on specialist services.

There are multi-agency centres in each of the five local authorities that have been supported by Welsh Government capital funding. Historically this was managed by local authority Community Safety Partnerships and hence there is a 'centre', often termed a 'one-stop shop', in each local authority that provides a focus for support services to operate out of, and a centre for victims, survivors and their families to receive services and programmes of support from the specialist sector. The benefits of multi-agency centres is that they are close to populations and therefore will continue to be important in the delivery of the Strategy going forward. Multi-agency centres across the region are either owned and provided by the local authority or the specialist sector.

Other grant funding includes that which is devolved through the Police and Crime Commissioner and the Home Office. Aligned to criminal justice provision, the support for victims and the reduction in attrition of witness evidence in order to increase the conviction of perpetrators, the funding supports specialist Independent Sexual Violence Advisors (ISVA) and Independent Domestic Violence Advisors (IDVA) positions. The Gwent Police and Crime Commissioner (along with Welsh Government) has funded a regionalised approach to IDVA provision including support for posts across Gwent and a regional IDVA manager located within the Regional VAWDASV Team.

Specialist criminal justice support for victim/witnesses through ISVA and IDVA positions also exist within specialist sector arrangements, including the local Sexual Assault Referral Centre (SARC), located in Risca.

Public Sector

Outside of the specialist sector public services across Gwent provide support and intervention as part of universal services.

Multi-agency Risk Assessment Conferences (MARACs) operate in each of the five local authority areas. Chaired by Gwent Police Detective Inspectors, with a fortnightly frequency of meetings, the MARACs discuss high risk cases referred from all partners to establish what further support is needed and to coordinate that support through the MARAC.

Domestic Abuse Conference Calls (DACCs) are an early prevention mechanism with the aim of identifying interventions for victims who come to the attention of Gwent Police prior to MARAC threshold levels. The call has been replaced by a Microsoft Sharepoint package that currently delivers the necessary information on victims to all partners. DACCs are managed from the Gwent Police Public Protection Unit.

Multi-Agency Public Protection Arrangements ("MAPPA") operate in Gwent. These are designed to protect the public, including previous victims of crime, from serious harm by sexual and violent offenders. They require the local criminal justice agencies and other bodies dealing with offenders to work together in partnership in dealing with these offenders.

WISDOM (Wales Integrated Serious and Dangerous Offender Management) is a multi-agency team consisting of Probation, Police, Psychologists and other local partners working together to risk of serious harm through offending by integrating agencies in the management and supervision of offenders. Priority domestic abuse perpetrators fall within the WISDOM definition of high risk of causing serious harm and are the focus of the Gwent pilot.

Violence against women, in its definition includes; female genital mutilation, forced marriage, so called 'honour based' violence and trafficking of women and has lead police officers within the Gwent Police Force structure to link closely to specialist Black Minority Ethnic (BME) support providers and national coordination mechanisms.

Connect Gwent, the Gwent Police victims' hub draws together specialist victim support services in a centrally managed location so that the most appropriate support can be identified and delivered to victims of crime. Connect Gwent receive all victims details electronically direct through Police systems and hence provide a further coordinating mechanism for VAWDASV victims where consent is given.

Probation services, through the Her Majesty's Prison and Probation Service and the Wales Community Rehabilitation Company, provide bespoke interventions and support for offenders with VAWDASV in their backgrounds.

VAWDASV within the local health board is given focus through safeguarding structures. Mandated targeted enquiry exists through midwifery and health visiting services. The Aneurin Bevan University Health Board will also form part of the Gwent early adopter site for Ask and Act. More widely within the health board the links to the causative factors of VAWDASV e.g. mental health, substance misuse and the effects of VAWDASV (i.e. injury, counselling needs) are acutely felt.

The impacts on adults, children and young people exposed to VAWDASV are all too evident. Local Authority Social Care Services provide care and support to adults and children at risk of abuse or neglect. All forms of VAWDASV feature significantly as presenting issues. Ask and Act policy framework will support earlier disclosure and appropriate referral into services.

Housing Related Support

Across Gwent the Supporting People Programme invests approximately £1.8 million in services for women and men who have experienced VAWDASV. These services include refuge provision, specialist refuge provision, floating support, drop in services, family support, specialist BME services, and target hardening. In addition the programme funding across the region enables people to receive other support that reduces their risk of becoming homeless including direct financial support and support for people with needs that often co-occur with VAWDASV e.g. mental health, substance misuse, debt etc.

The Supporting People planning framework adopted across the region considers population needs through the Gwent Needs Mapping Exercise, performance information, stakeholder input, service user feedback, best practice, and legal and policy drivers. Plans exist at the regional level and within Local Commissioning Plans. A regional refuge equipped to address more complex needs is being developed in the South of Gwent to receive referrals from across the region.

Registered Social Landlords, and in Caerphilly council 'Caerphilly Homes', have their own programmes of support that prioritise VAWDASV victims and provide target hardening so that they may stay in their own homes.

Perpetrator Services

Programmes to deter the continued and escalating abusive behaviour of perpetrators exist within Gwent although, as with the rest of the UK, some of these are relatively new and have strict criteria for inclusion. Within Gwent, in addition to court mandated programmes run by the Wales Community Rehabilitation Company (probation service), there are community based perpetrator programmes. These consist of a Barnardos programme based in Caerphilly and Newport (since January 2017) which are both funded by Social Services working with perpetrators where there is a recognised risk to children, and one operated by Phoenix Domestic Abuse Services in Blaenau Gwent which is open access for local residents and at cost for others. Programmes for young perpetrators (under 18 years of age) are run in Blaenau Gwent, Caerphilly and Newport usually through the local Youth Offending Services. These programmes focus on a mixture of intimate and adolescent inter-familial abuse. Work needs to be undertaken to understand perpetrator work in relation to early intervention and other forms of VAWDASV within all types of relationships.

Training

The region has been one of the Welsh Government early adopter sites for Ask and Act and as such has begun the roll out of Group 1, 2 and 3 of the National Training Framework to relevant authority staff across Gwent. A suite of VAWDASV multi-agency training is delivered across the region raising awareness on specialist topics: Domestic Abuse; Sexual Violence; Working with Male Victims; 'Honour-Based Violence'; Understanding Perpetrators; Effects upon Children; Coercive Control; referral into MARAC.

Healthy Relationships

Across the region there are a range of healthy relationship programmes being delivered to children and young people both within educational and community settings. Whilst there are a number of organisations delivering preventative work, within schools healthy relationship sessions are predominantly delivered as part of the Hafan Cymru Spectrum Programme funded by Welsh Government. In addition schools across Gwent have their own provision and online resources around respectful and healthy relationships that they can access at their own pace. The Gwent Education Safeguarding Leads have been critical partners in identifying pilot sites within education for the early adoption of Ask and Act.

5. NEEDS ASSESSMENT

This Strategy has been informed by a VAWDASV needs assessment for the region, and an associated strategic analysis. The full assessment document and strategic analysis is available on request from Vawdasv.Gwent@newport.gov.uk. The Partnership Board commissioned Welsh Women's Aid to undertake the needs assessment, building on the 2014 work done as part of the Gwent Domestic Abuse Pathfinder Project. Further work has been done to analyse the results of the needs assessment through a strategic analysis to help define the strategy and delivery plan for the region.

The needs assessment is linked to the Greater Gwent Health, Social Care & Well-being Partnership [Population Needs Assessment](#) required under the Social Services and Well-being (Wales) Act 2014. There is a commitment to ensure that this strategy and its underpinning needs assessment will be used as the basis for forward planning and to inform the Area Plan for the region.

Violence against women, domestic abuse and sexual violence in Gwent

It should be noted that a detailed demography and population profiles for individual local authorities is included in the five Public Services Board's well-being assessments under the Well-being of Future Generations (Wales) Act 2015. Included within the Board's assessment and analysis are snapshots from the abbreviated profile and population projections for the region contained within the Social Services and Well-being Act Population Needs Assessment: Gwent Regional Report (2016)¹² In addition the Safer Gwent Strategic Assessment¹³, national

¹² [http://www.caerphilly.gov.uk/CaerphillyDocs/Council-and-democracy/PopulationNeedsAssessment\(eng\).aspx](http://www.caerphilly.gov.uk/CaerphillyDocs/Council-and-democracy/PopulationNeedsAssessment(eng).aspx)

¹³ <http://onewportlsb.newport.gov.uk/documents/One-Newport/Safer-Gwent-Strategic-Assessment-2016-DRAFT-v3.pdf>

data, and proxy data e.g. number of children on the child protection register has been included in the full assessment document

Commissioning to meet needs

Whilst it is important to recognise that this is not a commissioning strategy, its content and associated strategic delivery plan will inform the development of regional commissioning guidelines. It is important to consider key commissioning principles, drivers and barriers in terms of delivering the strategic priorities. Currently the Partnership Board does not directly hold any budget for commissioning VAWDASV services. Services are commissioned by a wide range of funding sources and directly from funding providers to those services themselves, rather than through any centrally held procurement arrangements. Likewise, Board partners commit significant core funding to mitigate the effects of VAWDASV across the population. However, in developing this strategy the knowledge and expertise resides in the Board's partners, and its operational groups. It will be the aim of the Partnership Board to use this expertise at the earliest opportunity to guide commissioning across the region.

For example, in order to deliver a mixed market of specialist support services for violence against women, domestic abuse and sexual violence survivors it is essential that we consider at an early stage the approach we will take and the principles we will adhere to when doing this. Our commissioning principles will be informed by the 10 procurement principles of [The Welsh Public Procurement Policy](#)¹⁴.

This also takes into account the feedback that we have had from providers and survivors in terms of stability, consistency and continuity of services and will contribute to the delivery of strategic priorities.

Accordingly we will develop commissioning principles based on:

- Using the data and information contained within this strategy to inform our thinking in the development of a regional commissioning strategy.
- Developing specifications that take into account the delivery of our strategic priorities for violence against women, domestic abuse and sexual violence in Gwent.
- Considering the sustainability of funding for services and contributing to the Welsh Government scoping on a sustainable funding model for VAWDASV
- Where possible, providing stability to the sector in terms of the duration of the contract(s) and funding for the lifetime of the contract for violence against women, domestic abuse and sexual violence services
- We will work collaboratively with our partners and stakeholders within the violence against women, domestic abuse and sexual violence sector and other associated sectors (for example, education) in the development and commissioning of a mixed market for violence against women, domestic abuse and sexual violence services.

¹⁴ Wales Procurement Policy Welsh Government 2015:

Furthermore, during workshops with providers to map out and understand current and potential future referral pathways and survivor journeys a number of barriers were identified. This led to the focus groups determining that it is essential that any eligibility criteria associated with accessing service provision is based solely on a need to access any violence against women, domestic abuse and sexual violence service rather than a level of risk, complexity or the availability of services.

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6. SURVIVORS AS EXPERTS

This strategy recognises the vital importance of collaborating with survivors and service users, who are ‘experts by experience’ in terms of what has worked for them, their pathways through services and how easy (or difficult) it has been to find the right service and move towards independence and freedom from abuse.

‘Putting our opinion forward is most important’ *‘Our feedback matters’*

‘I can make a difference to others’ *‘I have a voice’*

(Strategy consultation – survivors)

Local survivor engagement has informed the development of this Strategy and will continue to be an important aspect for delivery for the Partnership Board. Without the input and opinion of service users providers cannot shape service provision to be responsive to the very individual needs of victims and survivors. Service user perceptions provide the continuous opportunity to inform, refine and improve services.

The structures for continued survivor engagement in the delivery of this strategy are being developed as a distinct work-stream that will provide the Partnership Board with the mechanisms to ensure the voice of survivors in Gwent is central to all work.

To underpin and inform the development of this strategy, two focus groups were held in Gwent with survivors who have been involved in services within the Region. The purpose of the focus groups was to map the experiences of survivors and service users of specialist services in Gwent and to assess the coverage and availability of services.

Following publication of the draft strategy the Regional Partnership consulted widely in the form of a survey monkey questionnaire and focus groups held with survivors. This has been critical to further develop the strategy, and has significantly informed the intentions and understanding of our 6 strategic priorities as outlined in chapter 8.

National survivor consultation has also informed this document taking the key findings of the Welsh Government “Are you listening and am I being heard?” report¹⁵. This work was informed by 66 survivors who attended focus groups, having experienced a range of violence and abuse including domestic abuse, sexual violence, forced marriage, Female Genital Mutilation (FGM), ‘honour-based violence’, sexual exploitation, trafficking and child sexual abuse.

It is important to note that there was limited consultation with male survivors during the development of the strategy which has highlighted significant gaps in knowledge. The Partnership Board will endeavour to consult widely with all survivor groups including male victims and others who are affected by VAWDASV (including community support networks). Survivor consultation underpinned by best practice guidance for the Region, will continue to inform the delivery of this strategy.

¹⁵http://www.welshwomensaid.org.uk/wpcontent/uploads/2016/03/Are_you_listening_and_am_I_being_heard_FINAL_July_2016.pdf

Output from Consultations with Survivors

The detail associated with the focus groups, together with the outputs and outcomes from other survivor consultation is included at **Appendix 2**, however, a summary of key points is provided below.

- Survivors identified a number of key concerns in terms of the levels of awareness and knowledge when trying to get help, assistance and advice that were common across statutory services, encounters with GPs, ambulance and paramedics, and housing organisations.
- Survivors felt that their experience may have been different if professionals had received appropriate training in order to be able to identify violence against women, domestic abuse and sexual violence and know who to inform.
- Some survivors felt that in their encounters with (for example) social services (adults and children/young people), survivors reported that (it) frequently felt like "...a secondary source of victimisation..." and reported experiences of "bullying" in terms of their choices and decisions they needed to make.
- The perception of some survivors was that services were sometimes disjointed with eligibility, access, and referral pathways not always clear, whilst services for women from black and minority communities were only available in certain areas and not always accessible throughout Gwent. However, it should be noted that this is not the perception of all survivors who were consulted.
- Survivors expressed their fear of disclosing to Social Services in case their children were removed from their care. This view is also reinforced by perpetrators to exert further control over their victims.
- Survivors recognised that the National Strategy includes priorities for action that if implemented would challenge the behaviours and actions of perpetrators, and they felt that this is very positive. They identified a number of actions in terms of how they felt perpetrators should receive harsher consequences for violence against women, domestic abuse and sexual violence offences and actions to address issues at an earlier age to prevent abusive behaviours.
- Survivors felt that it is essential that trained staff from independent specialist violence against women, domestic abuse and sexual violence services are co-located in a wide range of public services
- Survivors (along with other stakeholders) identified a range of suggestions for improving services in Gwent, details of which are provided at **Appendix 2**.

7. ENGAGEMENT FINDINGS

Engagement and consultation was carried out with survivors (see Section 6 Survivors as Experts), specialist service providers, generic service providers, commissioners, stakeholders and Partnership Board members.

Participants were highly engaged in providing both positive and negative observations of the current and future landscape. To achieve this level of engagement considerable effort was made to engage with contributors and to arrange one-to-one appointments and/or focus groups. Contributors were also offered the option of filling in a questionnaire.

The information gathered during this process formed a broad spectrum of opinion. Issues highlighted can be matched to the Welsh Government six national strategic objectives (see Chapter 8) and are presented within **Appendix 2**.

Key concerns are outlined below:

- Lack of understanding amongst professionals leading to reduced confidence in professional contacts.
- Both recognition and concern over the preventative and pastoral role of education in dealing with issues of VAWDASV.
- The effectiveness of services aimed at holding perpetrators to account and the consistency and availability of provision across the region.
- The persistent difficulty to prioritise and define early intervention.
- Consistency and sustainability of training.
- The lack of an integrated referral pathway into services and how to ensure that services are sustainable long term.
- Perceived victim blaming by statutory services

The findings from this engagement process are fully integrated within the Partnership Boards Strategic Priorities going forward.

8. HOW WE WILL ACT TOGETHER TO TACKLE VAWDASV: OUR STRATEGIC PRIORITIES

Violence against women, domestic abuse and sexual violence impacts upon all services, not least adult and children's social services, housing, criminal justice, education, the police, health services, and voluntary and community organisations. This strategy will further enable a coordinated community response within Gwent in order to reduce the prevalence and impact of violence against women, domestic abuse and sexual violence and increase the awareness and ability to act swiftly and effectively within communities and professionals.

The Partnership Board want to ensure that all agencies and organisations within the region respond effectively to the challenges and issues both within their own organisations and in collaboration with partners and stakeholders to prevent harm, reduce risk and increase the immediate and long term safety of people living within the region.

In line with The Well-being of Future Generations (Wales) Act 2015, we intend to deliver on the actions within this strategy using the "sustainable development principle" and follow five ways of working to ensure we work collaboratively with people and communities, avoid repeating past mistakes and tackle some of the long terms challenges we face.

Accordingly we will achieve this by:

- **Prevention:** Recognising that early intervention is the primary overarching principle to tackling VAWDASV and improving outcomes for victims and those closest to them, particularly children in families.
- **Integration:** Consider how the violence against women domestic abuse and sexual violence objectives impact upon each of the well-being goals¹⁶, and on the objectives and priorities of other key statutory services strategies.
- **Collaboration:** Members of The Partnership Board will work collaboratively with partners and stakeholders to ensure that the actions, objectives and targets of this strategy are met.
- **Involvement:** We will ensure that we engage and involve the right people at the right time with a focus on survivor engagement.
- **Long Term:** We will approach regional commissioning and the implementation of an agreed sustainable funding model pragmatically and ensure that the short term needs of survivors continue to be met whilst any longer term reconfiguration is undertaken

We will also ensure the efficient **integration** of services in terms of the effective management and delivery of specialist violence against women, domestic abuse and sexual violence services

¹⁶ [The Well-Being of Future Generations \(Wales\) Act 2015](#)

so that service beneficiaries receive a continuum of preventive, safe and supportive services, according to their needs that is consistent throughout the region.

The seven well-being goals contained within the Well-being of Future Generations (Wales) Act 2015 underpin the objectives which are enshrined within the key thematic purpose of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 (the Act):

- ❖ **Prevention**
- ❖ **Protection**
- ❖ **Support**

Preventing violence against women, domestic abuse and sexual violence is the predominant outcome that the Partnership Board will focus its efforts on. The associated Delivery Plan will align its milestones and targets against the above themes and the strategic priorities.

Preventing violence and abuse

Violence against women and girls has been described as 'perhaps the most pervasive violation of human rights across the globe'¹⁷ yet it is entirely preventable.

The priorities identified within this strategy and accompanying Strategic Delivery Plan will ensure that The Partnership Board continues to build upon the collaborative approach to preventing violence against women, domestic abuse and sexual violence from happening, by challenging the attitude and behaviours which foster it, intervening early, where possible, to prevent its recurrence, reducing the impact of violence against women, domestic abuse and sexual violence and working toward a future where it is eliminated.

- We will actively work together with schools, government, health, the police/criminal justice system, local authorities, and the community to work in a coordinated and collaborative way to raise the awareness of violence against women, domestic abuse and sexual violence to stop abuse before it begins.
- We want to be confident that all professionals within our area are equipped with the knowledge to effectively respond to any disclosures of violence against women, domestic abuse and sexual violence.

Protection

Protection of survivors is a critical aspect of the coordinated response to violence against women, domestic abuse and sexual violence and The Partnership Board is committed to working collaboratively to protect those who are experiencing violence against women, domestic abuse and sexual violence from suffering further harm, and protect any children within the family.

¹⁷ <http://www.un.org/press/en/1999/19990308.sgsm6919.html>

- Through collaborative working with partners we will ensure that alleged perpetrators of abuse in Gwent are dealt with appropriately and that survivors and their children are given protection against further abuse.
- We want to further develop the evidence base on different manifestations of violence against women, domestic abuse and sexual violence to help inform regional targeted and innovative approaches.
- We will consider the evidence base for what works in the context of perpetrator programmes, identify and disseminate good practice.

Support

Providing effective support services for people who have been affected by violence against women, domestic abuse and sexual violence is complex, as people's experiences and needs can be vastly different. However, we will work with partners to promote a supportive culture that is underpinned by a range of services that respond to individuals and their families.

Specialist services in Gwent have adopted an empowerment approach which seeks to restore the control to survivors that is stolen by violence. The support they provide creates an environment in which survivors can exercise choice and self-determination.

Gwent has a range of excellent services established over many decades. Access to such services is a right for survivors when suffering domestic violence or abuse, when at risk of forced marriage or female genital mutilation, when subject to abuse related to sexual violence, prostitution, and all other forms of gender based violence. The Partnership Board will ensure that this good practice is replicated across the region and that the availability of services is consistent.

- We want anyone experiencing violence against women, domestic abuse and sexual violence to be aware of the support that is available within Gwent and have the confidence to access them
- We want survivors to be able to access the service that they need, delivered in the right place and at the right time on their recovery journey

Strategic Priorities

The Partnership Board has set a clear rationale for identifying the six Strategic Priorities based upon the evidence provided:

Strategic Priority 1: Increase awareness and challenge attitudes of violence against women, domestic abuse and sexual violence across Gwent.

Survivors felt that there were people in all services who lacked the necessary knowledge, understanding and empathetic attitude to encourage confidence to disclose violence against

women, domestic abuse and sexual violence. We need to increase awareness for all staff within public services; we need also to challenge public perceptions. We need members of the community to spot the signs and know where there is support available. At the same time we need to send a clear message that these forms of abuse are not acceptable.

'The media, family, schools and employers all need awareness.'

'People need practical advice on safe ways to contact the police or other agencies.'

'[We] need to get this issue into public consciousness'

(Strategy consultation responses – survivors)

Strategic Priority 2: Increase awareness in children and young people of the importance of safe, equal and healthy relationships and that abusive behaviour is always wrong

Survivors felt that there was not enough education about healthy relationships and gender equality to prevent future abusive behaviour particularly where children had already been subjected to violence and abuse in their own homes. Raising awareness of safe and healthy relationships enables young people to differentiate between what is acceptable and unacceptable behaviour. It is also important that we educate children and young people to know that help is available, as well as how to access that support.

'I met him when I was 13. He used to stand outside the school.'

'Schools have firework safety sessions every year, but we need to do something with VAWDASV which is happening every day of the year.'

(Strategy consultation responses - survivors)

Strategic Priority 3: Increase focus on holding perpetrators to account and provide opportunities to change their behaviour based around victim safety

There is a need for increased understanding of the current provision across Gwent and development of best practice guidance for commissioning services which prioritises victim safety. If we do not hold perpetrators to account we give them no incentive to change their behaviour. At the same time we need to provide a clear message about what behaviour/s are acceptable in our society. Some survivors felt that perpetrator programmes did not always consider the safety of victim/survivor and any children as a primary focus. Work with perpetrators cannot happen in isolation and needs to be rooted in victim safety and prevention. If the cycle is to be broken, there is a huge role to play for all services.

'The cord is cut once you go to court...if a perpetrator is found not guilty in court they can walk down any street and knock on any door...the victim has to change their whole life.'

'Perpetrator programmes are 'enigmas that need much more research''.

(Strategy consultation responses – survivors)

Strategic Priority 4: Make early intervention and prevention a priority

Providers tell us that there are many lost opportunities to make every intervention an effective and preventative one. Domestic Homicide Reviews highlight missed opportunities to intervene. We need professionals and members of the community, to recognise signs, to safely ask questions and take appropriate action. A focus on prevention is important if we are to break the cycle of abuse and will mean working holistically to tackle VAWDASV, including working with perpetrators, undertaking awareness raising work across all communities including children and young people. Providers have expressed concern about prioritising early intervention and prevention alongside other competing priorities for the public sector. We must ensure early intervention and prevention is core business across all Strategic Priorities.

'Support can be good from GPs but you need to be able to have a voice. It takes time to build a relationship which is difficult in 10 minutes'.

"Survivors spoke of the need to promote early awareness to by-standers so 'individuals feel empowered to speak up'".

(Strategy consultation – survivors)

Strategic Priority 5: Relevant professionals are trained to provide effective, timely and appropriate responses to victims and survivors

It is clear from the evidence that disclosures are made by survivors and their families to a range of public services. Survivors felt there was a need for more consistency between services e.g. police, housing and support services. Some survivors felt that staff in both statutory and other professional services were not trained and/or did not have the confidence to pick up on issues raised, albeit that this may be indirect. The National Training Framework (NTF) aims to strengthen the response amongst those offering specialist or universal services. It aims to bring quality assurance and consistency with respect to training professionals around VAWDASV issues. Through the NTF we will improve responses across public services, promoting early intervention and providing a gateway for victims to access appropriate forms of help and support.

'Professionals kind of know what you're going through but they don't acknowledge it because then they would need to do something with the information'.

'Referral process is like walking on hot coals'.

'I went to the GP every Monday after an incident and I just wanted him to ask why are you here? What is happening?'

(Strategy consultation – survivors)

Strategic Priority 6: Provide victims with equal access to appropriately resourced, high quality, needs led, strength based, gender responsive services throughout the region.

Providing support to people affected by VAWDASV can be complex and people's experience and needs can be vastly different. Survivors will choose to engage with services in a variety of ways; there needs to be a range of services that are accessible and can respond effectively and universally to these needs. Survivors felt that there were not enough experts based in key disclosure points like police stations, hospitals and GP surgeries, The Needs Assessment highlighted some of the gaps and capacity issues in specialist service provision. Providers of services raised concerns over insecure funding. Services that are strength- based increase resilience, independence and a life free from abuse. Public services, community and voluntary organisations and independent specialist services all have a key role to play. We will focus on working collaboratively to develop a framework for service delivery that is sustainable, informed by survivors and enables clear referral pathways into specialist services.

'You can't overturn a situation on your own when you're already vulnerable. Living in fear all the time you are a nervous wreck. [You] don't always have control over your responses'

'You have to stand on the other side of the glass and explain why you are there – people in the waiting room can hear...we need opportunities to speak alone'

'Referral process is like walking on hot coals'

'Once you've told someone you need to leave straight away'

'Getting help was the best thing that's ever happened to me'

(Strategy consultation – survivors)

There will be critical challenges to achieving these which the underpinning engagement work and Needs Assessment has articulated.

9. HOW WE WILL MONITOR OUR PROGRESS: OUR STRATEGIC DELIVERY PLAN

The Partnership Board will provide the governance structure to develop, approve and monitor this joint regional strategy as required by Local Authorities and Local Health Boards under the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015.

There will be formal lines of reporting from the Partnership Board into Public Services Boards, Safeguarding Boards and other regional partnerships with opportunities identified to influence and inform regional strategic planning. The cross-working and aligned work plans across adults and children's safeguarding structures will assist in the delivery of this strategy.

Measuring the progress of the Strategy

Welsh Ministers are required to publish annual reports of the progress made towards achieving both the objectives in the National Strategy and achievement towards the purpose of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015. Section 11 of the Act also requires Welsh Ministers to 'publish national indicators that may be applied for the purpose of measuring progress towards the achievement of the purpose of this Act.' The national indicators will measure collective national progress in achieving the purpose of the Act.

Regionally, these National Indicators present agencies and partnerships in Gwent with a renewed opportunity to work towards a quality assured coordinated and coherent measurement framework and to mainstream violence against women, domestic abuse and sexual violence data across wider policy areas, in a way that aligns with these national indicators.

The Partnership Board will identify regional outcomes and indicators to measure progress and success in delivering this Strategy which, along with the National Indicators, will help public bodies, other stakeholders and communities to understand the extent to which our priorities are being achieved.

Regional data will also be used to inform national progress reports, referred to above, which will help demonstrate how effective we have been in achieving the Strategic Priorities set out in this regional and National Strategy.

In recognising its role as the 'Pathfinder Region' the Partnership Board will commit to influencing and contributing to the national VAWDASV agenda.

The Strategic Delivery Plan

The Strategic Delivery Plan which accompanies this strategy is a working document that outlines The Partnership Boards commitment to the next 12 months activity. The 6 Strategic Priorities detailed within the Delivery Plan will contribute to the pursuit of the **prevention** of violence and abuse, the **protection** of victims and the **support** of all those affected.

The statutory responsibilities under the VAWDASV (Wales) Act 2015 will be discharged through the VAWDASV Partnership Board and annual reporting against this Regional Strategy and its Delivery Plan will be submitted to Gwent Public Services Boards and incorporated into Well-being plan reporting.

In developing this strategy and its underpinning research, the on-going work and the focus of the Partnership Board has been defined. The work undertaken to date has provided the region with an overview of provision whilst revealing gaps in knowledge and data and that will be necessary to address in the immediate and longer term.

Through its Strategic Delivery Plan the Board has set clear objectives that address each of the 6 Strategic Priorities and the means by which to achieve these. The Partnership Board will be committed to building on successful work with the specific aim of strengthening and progressing provision collaboratively across all areas.

The Partnership Board through its Strategic Delivery Group will be responsible for the implementation and monitoring of the Strategic Delivery Plan. This document is available on request from Vawdasv.Gwent@newport.gov.uk. Through its communication framework the Partnership Board will ensure that information relating to this Strategy reaches the relevant audience by a variety of different methods which are relevant to their needs.

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Appendix 1

UNDERSTANDING THE LANGUAGE USED

1. Definitions of abuse (*Gwent Violence Against Women, Domestic Abuse and Sexual Violence Partnership Board Terms of Reference*).

Violence Against Women

The United Nations defines "Violence against Women" as a "form of discrimination against women and a violation of human rights and shall mean all acts of gender-based violence that results in, or is likely to result in, physical, sexual or mental harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life."

Domestic Abuse

According to the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 domestic abuse means 'abuse where the victim of it is or has been associated with the abuser. This can be committed by an intimate partner, ex-partner, spouse, civil partner or family relative' (a full definition of intimate and familial relations can be accessed within the Act).

The abuse can be physical, sexual, psychological, emotional or financial abuse.

This is in line with the Home Office's definition of domestic abuse as 'any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality'.

The Serious Crime Act 2015 legally defines the offence of coercive and controlling behaviour within intimate or familial relations as domestic abuse. 'Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is an act or a pattern of acts of assaults, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten their victim'.

Rape and sexual violence

Sexual violence is any unwanted sexual act or activity. *According to the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 sexual violence means sexual exploitation, sexual harassment, or threats of violence of a sexual nature. The act further defines sexual exploitation as something that is done to or in respect of a person which warrants an offence under Part 1 of the Sexual Offences Act 2003. This includes the following definitions:*

- Rape is when a person intentionally penetrates the vagina, anus or mouth of another person with his penis when that other person does not consent to the penetration, and/or he does not reasonably believe that the other person consents.
- Assault by penetration is the intentional sexual penetration of the vagina or anus of another person with a part of the person's body or anything else, when that other person does not consent to the penetration, and/or he does not reasonably believe that the other person consents.
- Sexual assault is a person intentionally touching another person sexually in a manner to which the other person does not consent to the touching, and/or the person does not reasonably believe that the other person consents.
- Child sex offences including rape or any sexual activity with a child, familial child sex offences and meeting a child following sexual grooming.

Sexual harassment

According to the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 harassment means a course of conduct (including speech) by a person which he or she knows or ought to know amounts to harassment of the other. For incidents that took place after 1st October 2005 there are two types of sexual harassment – unwanted contact on the grounds of your sex and unwanted physical verbal or non-verbal conduct of a sexual nature.

Gender Based Violence

According to the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 gender-based violence means:

- *Violence, threats of violence or harassment arising directly or indirectly from values, beliefs or customs relating to gender or sexual orientation.*

This includes 'Honour based violence' which can be distinguished from other forms of violence, as it is often committed with some degree of approval and/or collusion from family and/or community members. Examples may include murder, un-explained death (suicide), fear of or actual forced marriage, controlling sexual activity, domestic abuse (including psychological, physical, sexual, financial or emotional abuse), child abuse, rape, kidnapping, false imprisonment, threats to kill, assault, harassment, forced abortion. This list is not exhaustive.

- *Female genital mutilation which is an act that is an offence under sections 1, 2 or 3 of the Female Genital Mutilation Act 2003.*

FGM also known as female circumcision or female genital cutting, is defined by the World Health Organisation (WHO) as "all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons" as defined by the World Health Organisation (WHO).

- *Forcing a person (whether by physical force or coercion by threats or other psychological means) to enter into a religious or civil ceremony of marriage (whether or not legally binding). This is commonly known as Forced Marriage. The pressure put on people to marry against their will can be physical (including threats, actual physical violence and sexual violence) or emotional and psychological (for example, when someone is made to feel like they're bringing shame on their family). Financial abuse (taking your wages or not giving you any money) can also be a factor.*

2. Glossary

Victim/Survivor: The term used to describe the person who is potentially experiencing violence against women, domestic abuse and sexual violence. Other terms encompassed may include; 'service user' 'client' and 'patient' and reflect the terms used by different organisations to define their relationship to the person at risk. In practical terms it is suggested that the person experiencing these issues selects the term they prefer, where a term is required.

Public Service: Public services are services delivered for the benefit of the public, supported via government, to serve people in a particular society or community. This can include services delivered through the third sector, through social enterprise or through services that are contracted out.

Local Authority: A county council or county borough council

Relevant authorities: county councils and county borough councils, Local Health Boards, fire and rescue authorities and NHS trusts

VAWDASV specialist sector: Third sector organisations whose core business is violence against women, domestic abuse and sexual violence.

Independent Domestic Violence Adviser (IDVA): Trained specialist worker who provides short to medium-term casework support for high risk victims of domestic abuse.

Independent Sexual Violence Adviser (ISVA): Trained specialist worker who provides support to victims/survivors of rape and sexual assault.

BME/BAME – Black and Minority Ethnic or Black, Asian and Minority Ethnic is the terminology used to describe people of non-white descent.

Ask and Act: A process of targeted enquiry across the Welsh Public Service in relation to violence against women, domestic abuse and sexual violence.

Target Hardening: Target hardening is a means with which to make a property safer for the resident and reduce the risk of attack in this case by the perpetrator of domestic abuse. *(It should be part of a 'spectrum' of services made available to help to protect victims of domestic abuse alongside support in the community, access to refuge provision, involvement of the police or other statutory services and programmes for perpetrators of domestic abuse - Domestic Abuse and Housing in Wales Factsheet (CIH Cymru 2013)*

Draft

Fairness and Equalities Impact Assessment (FEIA)

Version 3.6 May 2017

The purpose of this assessment is to provide balanced information to support decision making and to promote better ways of working in line with equalities (Equalities Act 2010), Welsh language promotion (The Welsh Language (Wales) Measure 2011), sustainable development (Wellbeing of Future Generations (Wales) Act 2015), and the four parameters of debate about fairness identified by the Newport Fairness Commission (NFC Full Report to Council 2013).

Completed by: Rebecca Haycock **Role:** Regional Adviser (VAWDASV)

Head of Service: Sally Jenkins **Date:** 28/02/2018

I confirm that the above Head of Service has agreed the content of this assessment

Yes

When you complete this FEIA, it is your responsibility to submit it to
 impact.assessment@newport.gov.uk

1. Name and description of the policy / proposal being assessed. Outline the policy's purpose.

The Gwent Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Strategy is a requirement under the VAWDASV (Wales) Act 2015. The Strategy has been prepared by the Gwent VAWDASV Partnership Board of which Newport City Council is a member and the lead organisation for the Regional Coordination Team.

This first joint strategy for Gwent aims to tackle VAWDASV by supporting victims and survivors, tackling perpetrators, ensuring professionals have the tools and knowledge to act, increasing awareness of VAWDASV and the support available, and helping children and young people to understand inequality in relationships and that abusive behaviour is always wrong.

2. Outline how you have/ will involve stakeholders who will be affected by the policy/proposal

The Gwent VAWDASV Partnership Board is responsible for developing and delivering this strategy. Membership includes; the five local authorities, Gwent Police, and the Office of the Police and Crime Commissioner, Aneurin Bevan University Health Board, Wales Ambulance Service Trust, Probation Services, Registered Social Landlords, Supporting People Regional Collaborative Committee, Fire and Rescue Service, Gwent Adult and Children Safeguarding Boards, VAWDASV specialist sector partners and voluntary sector organisations.

Regular victim/survivor/service-user engagement and input into the delivery of the strategy is an essential requirement for informing the Partnership Board on the effectiveness of its work.

Local survivor engagement has informed the development of this Strategy and will continue to be an important aspect for delivery for the Partnership Board. Without the input and opinion of service users providers cannot shape service provision to be responsive to the very individual needs of victims and survivors.

Engagement and consultation was carried out with survivors, specialist service providers, generic service providers, commissioners, stakeholders and Partnership Board members.

Activity has included:

- Oversight/steer at quarterly Board meetings
- Data collection to inform a VAWDASV needs assessment and an associated strategic analysis
- One to one engagement/interviews
- Survivor focus groups to develop the strategy (through specialist VAWDASV organisations)
- Survivor focus groups to consult on the draft strategy (through specialist VAWDASV organisations)
- Public online consultation on the draft strategy

The structures for continued survivor engagement in the delivery of this strategy are being developed as a distinct work-stream that will provide the Partnership Board with the mechanisms to ensure the voice of survivors in Gwent is central to all work.

3. What information/evidence do you have on stakeholders? e.g. views, needs, service usage etc. Please include all the evidence you consider relevant.

Needs Assessment data/Strategic Analysis Document
 Engagement interviews
 Focus group data
 Public consultation feedback
 Board minutes

4. Equalities and Welsh language impact

Protected characteristic	Impact:			Provide further details about the nature of the impact in the section below. Does it: 1. Promote equal opportunity 2. Promote community cohesion 3. Help eliminate unlawful discrimination/ harassment/ victimisation?
	Positive	Negative	Neither	
Age	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Children 0-10 Young people 11-25 Older people Census categories 0-9 10 - 24 25 - 34 35 - 44 45 - 54 55 - 64 65-74 75+
Disability	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Disabled including: Hearing Impaired Learning Difficulties Physical/ Mobility Impaired Speech Impaired Visually Impaired Other impairment Not disabled
Gender reassignment/transgender	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	



Protected characteristic	Impact:			Provide further details about the nature of the impact in the section below. Does it: 1. Promote equal opportunity 2. Promote community cohesion 3. Help eliminate unlawful discrimination/ harassment/ victimisation?
	Positive	Negative	Neither	
Marriage or civil partnership	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> • Never married and never registered in a same-sex civil partnership • Married • Separated, but still legally married • Divorced • Widowed • In a registered same-sex civil partnership • Separated but still legally in a same-sex civil partnership • Formally in a same-sex civil partnership which is now legally dissolved • Surviving partner from a same-sex civil partnership
Pregnancy or maternity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>In employment a woman is protected from discrimination when she is pregnant and during a period of compulsory or additional maternity leave.</p> <p>In the provision of services, goods and facilities, recreational or training facilities, a woman is protected from discrimination when she is pregnant and for 26 weeks from when she has given birth.</p>
Race	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>A White</p> <ul style="list-style-type: none"> <input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Gypsy or Irish Traveller <input type="checkbox"/> Any other white background <p>B Mixed/ Multiple</p> <ul style="list-style-type: none"> <input type="checkbox"/> White and Asian <input type="checkbox"/> White and Black African White and Black Caribbean???? <input type="checkbox"/> Any other mixed background..... <p>C Asian or Asian British</p>


Protected characteristic	Impact:			Provide further details about the nature of the impact in the section below. Does it: 1. Promote equal opportunity 2. Promote community cohesion 3. Help eliminate unlawful discrimination/ harassment/ victimisation?
	Positive	Negative	Neither	
				<input type="checkbox"/> Indian <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Pakistani <input type="checkbox"/> Any other Asian background D Black or Black British <input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Any other Black background E Other ethnic group <input type="checkbox"/> Arab <input type="checkbox"/> Any other ethnic group
Religion or Belief or non-belief	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Buddhist Christian Hindu Jewish Muslim Sikh Other religion or belief Humanist No religion nor belief
Sex/ Gender Identity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Female Male Prefer to self- describe e.g. Intersex
Sexual Orientation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Gay / Lesbian Heterosexual/ Straight Prefer to self-describe Bisexual

Protected characteristic	Impact:			Provide further details about the nature of the impact in the section below. Does it: 1. Promote equal opportunity 2. Promote community cohesion 3. Help eliminate unlawful discrimination/ harassment/ victimisation?
	Positive	Negative	Neither	
Welsh Language	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>What are the Welsh language related impacts/ effects (whether positive or negative or both)?</p> <p>How does it mitigate any adverse impacts/ effects on the Welsh language?</p> <p>Does it promote and facilitate the use of the Welsh language?</p> <p>Does it increase the number of people speaking Welsh?</p>

5 How has your proposal embedded and prioritised the sustainable development principle in its development?

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? Describe how.
 <p>Long Term</p> <p>Balancing short term need with long term needs</p>	<p><i>We are required to look beyond the short term timescales for financial planning and political cycles and instead plan with the longer term in mind (guidance says at least 10 years, but preferably 25). Consider what impact this will have on the community in the long term.</i></p> <p>This VAWDASV Strategy seeks to consider the long term outcomes for victims, survivors and their families and in particular any children and young people exposed to VAWDASV.</p> <p>We will approach regional commissioning and the implementation of an agreed sustainable funding model pragmatically and ensure that the short term needs of survivors continue to be met whilst any longer term reconfiguration is undertaken.</p>
 <p>Collaboration</p> <p>Working together to deliver objectives</p>	<p><i>Have you considered how acting in collaboration with any other person, organisation or any other part of our organisation could help meet this proposal and meet our well-being objectives?</i></p> <p>The Gwent VAWDASV Partnership will work collaboratively with partners and stakeholders to ensure that the actions, objectives and targets of this strategy are met.</p>

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? Describe how.
 <p>Involvement</p> <p>Involving those with an interest and seeking their views</p>	<p><i>Who are the stakeholders who will be affected by your proposal? Have they been involved? Do you plan to involve them in the future? Do those people reflect the diversity of the area which is served?</i></p> <ul style="list-style-type: none"> • Residents • Local businesses • Community groups • partners <p>Integral to the development and on-going review of this strategy is: Listening to victims, survivors and their families to understand their experiences of support offered to them to continually review and make improvements in responses; Involving all partner agencies that are able to make an impact on VAWDASV.</p>
 <p>Prevention</p> <p>Putting resources into preventing problems occurring or getting worse</p>	<p><i>When developing this proposal have you considered what the root causes of the issue are? Does this proposal address the root causes and prevent them from occurring?</i></p> <p>Understanding and preventing the occurrence of VAWDASV and preventing poor outcomes for victims, survivors and their families. This strategy recognises that early intervention is the primary overarching principle to tackling VAWDASV and improving outcomes for victims and those closest to them, particularly children.</p>

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? Describe how.
 <p>Integration</p> <p>Considering impact on all wellbeing goals together and on other bodies</p>	<p><i>How does this proposal impact on the Well-being Goals, the council's Well-being Objectives and Well-being Objectives from other organisations</i></p> <p>Well-being Goals</p> <ul style="list-style-type: none"> • <i>A prosperous Wales</i> • <i>A resilient Wales</i> • <i>A healthier Wales</i> • <i>A more equal Wales</i> • <i>A Wales of more cohesive communities</i> • <i>A Wales of vibrant culture an thriving Welsh Language</i> • <i>A globally responsible Wales</i> <p><i>It is important to refer to the definitions of each of these goals to ensure that you are considering the full implications of each goal. These can in the guidance.</i></p> <p>Newport City Council Well-being Goals</p> <ul style="list-style-type: none"> • <i>To improve skills, educational outcomes and employment opportunities</i> • <i>To promote economic growth and regeneration whilst protecting the environment</i> • <i>To enable people to be healthy, independent and resilient</i> • <i>To build cohesive and sustainable communities</i>

6

<p>The Gwent VAWDASV Strategy contributes to the Well-being Goals set out in the Well-being of Future Generations (Wales) Act 2015:</p> <ul style="list-style-type: none"> • <i>A prosperous Wales</i> • <i>A resilient Wales</i> • <i>A healthier Wales</i> • <i>A more equal Wales</i> • <i>A Wales of more cohesive communities</i> <p>The Gwent VAWDASV Strategy contributes to the Newport City Council Well-being Goals:</p> <ul style="list-style-type: none"> • <i>To enable people to be healthy, independent and resilient</i> • <i>To build cohesive and sustainable communities</i>
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7 Will the proposal/policy have a disproportionate impact on a specific geographical area of Newport?

No. This strategy aims to ensure a consistent approach across Gwent.

8 How does the proposal/policy relate to the parameters of debate about Fairness identified by the Newport Fairness Commission

The purpose of this strategy is to address violence against women, domestic abuse and sexual violence recognising that it is a violation of human rights and a cause and consequence of inequality between women and men.

Whilst it is important that this Strategy acknowledges and communicates the disproportionate experience of women and girls it recognises that anyone (women, men, children and young people) can experience and be affected by domestic abuse, rape and sexual assault, sexual abuse, forced marriage, child sexual abuse, stalking and harassment, sexual harassment and exploitation. This can happen in any relationship regardless of sex, age, ethnicity, gender, sexuality, disability, religion or belief, income, geography or lifestyle. A significant number of those who experience VAWDASV will have one or more 'protected characteristics', under the Equality Act 2010 and will face additional vulnerabilities and increased barriers to support. This Strategy aims to tackle all forms of VAWDASV.

9 Taking this assessment as a whole, what could be done to mitigate any negative impacts of your policy and better contribute to positive impacts?

There are challenges to ensuring that all groups are effectively involved. It is important to note that there was limited consultation with male survivors during the development of the strategy which has highlighted significant gaps in knowledge. The Partnership Board are aware of the challenges for engaging with particular groups and will endeavour to consult widely with all people from a range of different circumstances including male victims and others who are affected by VAWDASV (including community support networks).

Survivor consultation underpinned by best practice guidance for the Region, will continue to inform the delivery of this strategy.

10 Monitoring, evaluating and reviewing

How and when will the impact of the proposal/ policy be monitored and reported on?

The Strategic Delivery Plan which accompanies this strategy is a working document that outlines the annual commitment to achieving the strategic priorities. The Partnership Board through its Strategic Delivery Group will be responsible for implementation and monitoring.

On-going and emerging issues around equality and diversity will be a priority focus across all work-streams and the delivery of the strategy will be informed by these.

Survivor and service user perceptions provide the continuous opportunity to inform, refine and improve services.

11 Involvement

How will people be advised of the changes and of the FEIA?

The outcome of this FEIA will be reported to each relevant authority partner organisation and will be published on Newport City Council's equalities page.

12 Summary of Impact (for inclusion in any report)

Equality Act 2010 AND Welsh Language

The purpose of this strategy is to address inequalities inherent in all forms of violence against women, domestic abuse and sexual violence. There are no identified inequality implications either intended or unintended as a result of this strategy.

The strategy has been made available in Welsh throughout consultation. All required partner organisations will be responsible for their obligations under the Welsh language Act

Through on-going monitoring, evaluation and review the VAWDASV Partnership will ensure issues around equality are consistently raised and delivery of the strategy adapted.

Wellbeing of Future Generations (Wales) Act 2015

[The Well-Being of Future Generations \(Wales\) Act 2015](#) sets out seven wellbeing goals relevant to the prevention of violence against women, domestic abuse and sexual violence and support of survivors. The Act puts in place a "sustainable development principle" which requires public bodies to follow five ways of working to ensure they work collaboratively with people and communities,

avoid repeating past mistakes and to tackle some of the long term challenges being faced. The five ways of working in the context of VAWDASV are:

- **Prevention:** Understanding and preventing the occurrence of VAWDASV and preventing poor outcomes for victims, survivors and their families.
- **Integration:** Integrating activity across the statutory and third sector and ensuring the coordination of programmes of work such that they achieve the maximum benefit.
- **Collaboration:** Collaborating through the Gwent VAWDASV Partnership Board, the Strategic Delivery Group and Sub-groups and between the partner bodies.
- **Involvement:** Listening to victims and survivors to understand their experiences of the support offered to them to continually review and make improvements in responses. Involving all agencies that are able to make an impact on VAWDASV.
- **Long Term:** Considering the long term outcomes for victims, survivors and their families and in particular any children and young people exposed to VAWDASV.

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HEALTH, SOCIAL CARE & WELLBEING SCRUTINY COMMITTEE – 20TH MARCH 2018

SUBJECT: 2017/18 ANNUAL COMPLAINTS & COMPLIMENTS REPORT

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To provide the Health, Social Care & Wellbeing Scrutiny Committee (the Committee) with information and analysis on the operation of the Social Services Directorate's Representations and Complaints procedure from 1 April 2017 to 12 March 2018. The Report will include an oversight of the compliments received in the period.

2. SUMMARY

- 2.1 Representations and complaints relating to Social Services are dealt with by the Directorate's Customer Services Team, who also log compliments from Customers.

2.2 Representations

- 2.2.1 A representation is a request for information or a referral for a service made by a third party (including Elected Members) on behalf of another person.
- 2.2.2 During the period 2017/18, the Customer Services team have made every effort to ensure compliance with the Protocol that governs the sharing of information with Councillors/MP's/AM's.
- 2.2.3 To minimise the opportunity for information to be shared inappropriately, the advice to staff in training sessions is that they should refer all enquiries for information to the Customer Services team or Data Protection Officers.

2.3 Complaints

- 2.3.1 In 2014, the Welsh Government undertook a review of the "*Listening & Learning*" complaints guidance which resulted in the introduction in August 2015 of the "*guide to handling complaints and representations by local authority social services*" (the guidance). The revised complaints process adopts a three stage approach to complaints:

Stage 1 (Local Resolution) - The majority of complaints are dealt with in this way and most are concluded without the need for a formal investigation. Staff are required to observe established procedures, timescales and best practice at all times.

Stage 2 (Formal Investigation) - Investigations at this Stage are undertaken by an externally commissioned Investigating Officer and there are statutory time limits for completion of the investigation. The complainant receives a full response from the Corporate Director, Social Services, detailing findings, conclusions and recommendations. The guidance allows for complainants to progress their concerns directly to the formal Stage 2 investigation without stage 1 consideration if they so wish.

Ombudsman - if a complainant remains dissatisfied with the outcome of a stage 2 investigation, they can request that the Public Services Ombudsman for Wales (PSOW) considers their complaint.

2.3.2 To ensure that all staff are acting in line with legislation, the Customer Services Team is currently delivering awareness raising sessions to all teams and this programme commenced in February 2018.

3. LINKS TO STRATEGY

3.1 Annual Council Reporting Framework (ACRF) – The Director’s Annual Report on the Effectiveness of Social Services.

3.2 Caerphilly County Borough Council’s Public Engagement, Participation and Consultation Strategy 2011 – 2017.

4. THE REPORT

4.1 This report provides details of representations and complaints activity for the period 1st April 2017 to 12th March 2018.

4.2 Representations

4.2.1 During 2016/17, 79 representations were received, a 44% decrease on the previous year’s figure of 141. Of these, 52 (66%) related to Adult Services, 22 (28%) to Children’s Services and 5 (6%) to the Directorate’s Service Strategy and Business Support service area. In respect of the decrease in representations, it should be noted that 44 of those received in 2016/2017 were in respect of one service user who is a persistent and vexatious complainant. The Authority developed a strategy to manage this person’s representations and elected members, AM’s and MP’s have, on the whole, followed the communication plan which Social Services and Health operate to manage this individual’s contacts.

4.2.2 The Customer Services Team receives representations from a number of sources and these are detailed below for 2017/18: -

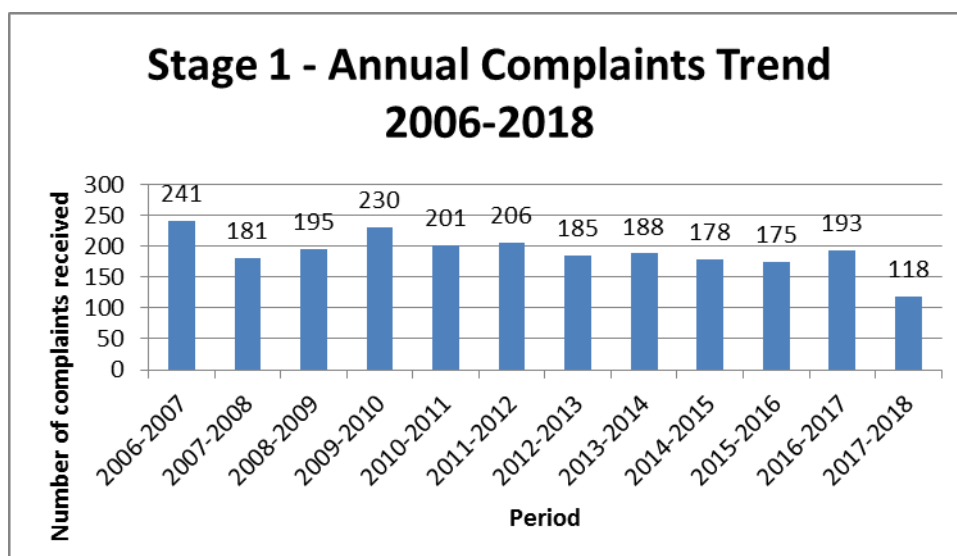
- Telephone (7)
- Letter (13)
- E-mail (8)
- Elected Members (49) these being Cllrs 10, MP 24, AM 15
- Advocate (2)

4.3 Complaints – Stage 1

4.3.1 During 2017/18 the Directorate received 118 Stage 1 complaints and 1 complaint which progressed directly to Stage 2. The majority of the complaints were resolved to the customer’s satisfaction at stage 1 and this is due to the efforts that are placed on resolution at stage 1 of the process.

4.3.2 Of the 118 complaints received at Stage 1, 39 (33%) related to Adult Services, 76 (64%) to Children’s Services and 3 (3%) to Service Strategy and Business Support. This is contrary to the trend from previous years, where there has always been a fairly even distribution of complaints between Adult and Children’s Services.

4.3.3 The graph below illustrates the number of Stage 1 complaints received and responded to by the Directorate since the implementation of the Statutory Welsh Government Complaints Guidance in April 2006, with this year experiencing the lowest number of complaints received since the statutory guidance was implemented..



4.3.4 The Customer Services Team receives complaints from a number of sources and these are detailed below for 2017/18: -

- Telephone (74)
- Letter (13)
- E-mail (10).
- Complaints form (7)
- Visit to Council offices (2)
- On line (12)

4.3.5 The above information demonstrates the Directorate's continued commitment to ensuring that customers have access to the complaints process in their chosen media. It also confirms the public's continued preference to direct contact with an Officer with whom they can discuss their complaint.

4.3.6 The Customer Services team record whether complaints are upheld, partially upheld or not upheld. This enables the Directorate to note themes and trends from the findings of complaints, to improve future practice and to identify isolated incidents of poor practice that need immediate attention.

4.3.7 Of the 118 complaints received at Stage 1 in 2017/18, the following outcomes were noted:

- 11 were closed, as the matters were resolved early or signposted to other processes, e.g. Legal process
- 5 complaints were upheld
- 4 complaint was partially upheld
- 95 complaints were not upheld
- 3 complaints ongoing at the time of this report

4.3.8 Of the 4 matters that were upheld:

- 3 related to Adult Services
- 1 related to Children's Services

4.3.9 In relation to the 3 Adult Services matters that were upheld at stage 1, the following changes were made to improve future practice:

- A company with a contract with the LA to service equipment for customers, delayed the repair of a hoist. An apology was given and the process was strengthened to avoid a future recurrence.

- A Private Provider left a gentleman financially exploited when they failed to turn up to take him to the bank. On a further occasion, carers took him to incorrect bank and he withdrew money that could have left him in financial difficulty. An apology was given to the gentleman and the Provider has evidenced that they dealt with matter in accordance with their internal management procedure and appropriate action was taken.

4.3.10 In relation to the 1 matter upheld for Children’s Services, the changes that were made to improve future practice were:

- An apology was given to parents who received a letter by post regarding their child’s adoption that would usually be hand delivered due to the sensitivity of the information and the need to discuss this with the parents. Staff were reminded of the process to ensure this error would not be repeated in the future.

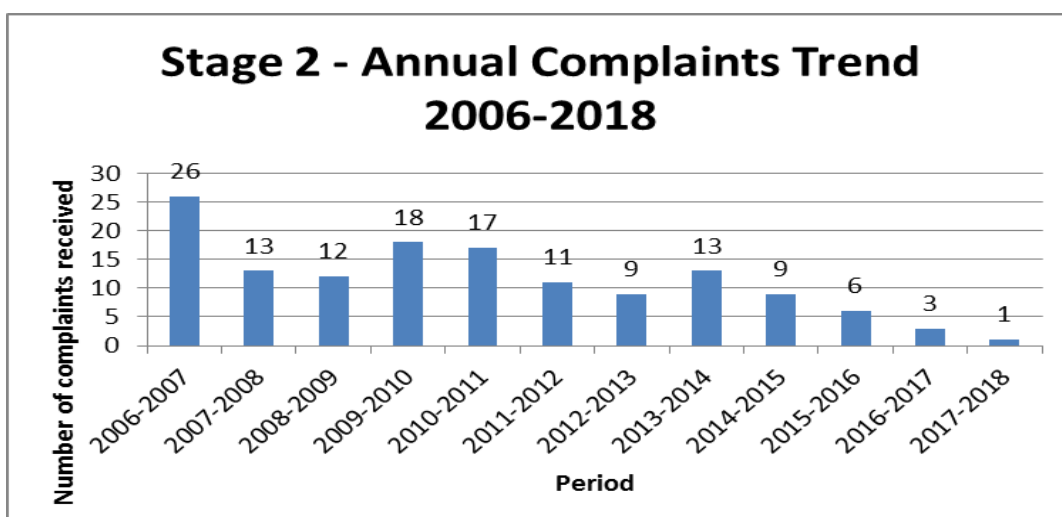
4.3.11 To ensure the appropriate identification of risk to vulnerable adults, the Customer Services Team and Protection of Vulnerable Adults (POVA) Team continue to operate their joint working protocol, which is reviewed annually.

4.3.12 In the period April 2017 to March 2018, 5 of the complaints received by the Customer Services Team were referred to the POVA team for their advice. Of these, none were found to meet the POVA criteria for a full POVA investigation and were progressed via the complaints process.

4.4 Complaints – Stage 2

4.4.1 During 2017/18 the Directorate received 1 request to progress complaints to a Stage 2 formal investigation, a 66% reduction from the previous year when there were 3 stage 2 investigations. This request related to Children’s Services and the investigation is on-going at the time of this Report.

4.4.2 The following graph shows number of complaints progressing to the formal Stage 2 Process for independent investigation since the implementation of the statutory complaints Guidance in April 2006 and shows a steady decrease in the number of matters progressing to Stage 2 over the past 5 years.



4.5 Ombudsman’s investigations

4.5.1 There were 8 contacts by our customers during this year to the Public Services Ombudsman for Wales (PSOW). This is a decrease of 43% on the previous year when 14 customers approached the PSOW for support. Of the 8 that progressed:

- 1 closed at the local enquiry stage, as the PSOW could find no reason to investigate
- 4 closed after the PSOW was satisfied that the Directorate could evidence it had dealt with the complaint in line with due process
- 2 progressed via the full investigation process, the findings were as follows:
 - The PSOW upheld the parent's complaint that the Local Authority did not act in line with child protection process. The matter related to a historic case from 2011, with none of the original staff remaining in employment in this Council at the time of the finding.
 - The PSOW did not uphold a son's complaint that his mother had not received appropriate care in a Local Authority Home.
- 1 case remains to be concluded at the time of this Report

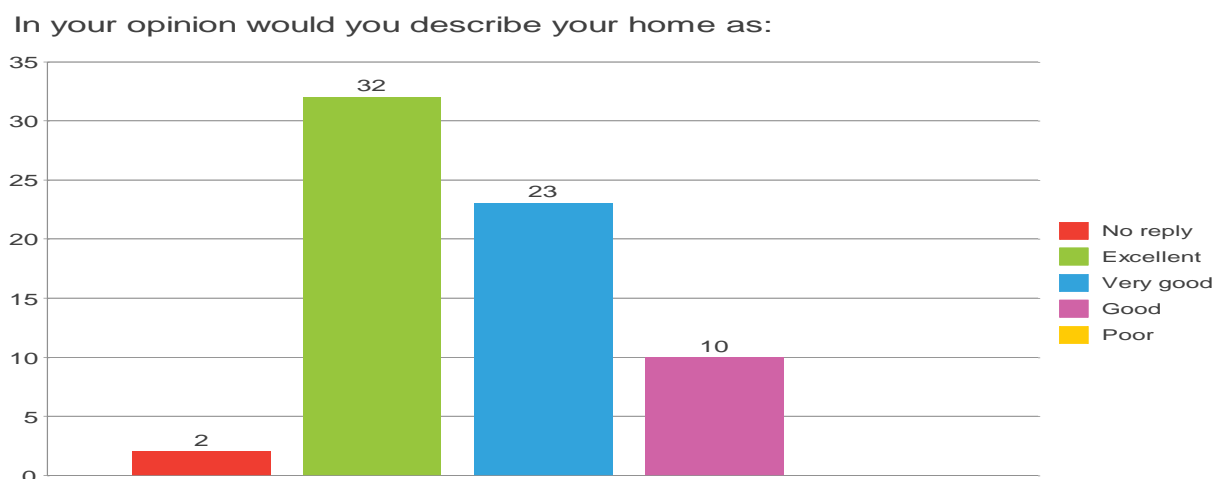
4.5.2 The high standard of evidence available to the Customer Services Team in the form of case recordings, copies of correspondence and assessments has supported the quality of the responses to the PSOW office and this has resulted in positive outcomes from that office.

4.6 Compliments

4.6.1 The Directorate appreciates the importance of learning from complaints and it is recognised that equal emphasis needs to be placed on learning from positive outcomes.

4.6.2 Praise is received by teams in the form of thank you cards, letters and emails and these are sent to the Customer Services team for them to log. In addition, annual survey responses by some service areas results in positive feedback that can be used to measure the success of the Directorate in those areas.

4.6.3 An example of positive feedback in Adult Services is the response given to one question in a survey that asked how residents of the Local Authority's Homes would describe their home. The graph below illustrates the outcome:



4.6.4 In relation to Children's Services, children/young people completed a survey in 2017 which sought their feedback on their experience of the Supporting Family Change (SFC) team. Of the 139 who took part in the survey, 93% reporting that they found the team had been helpful in improving their family life. Of the 68 parents who offered feedback, 100% said that they are more positive for the future, following them receiving support from SFC.

4.6.5 Many of the letters and cards received from Customers and their families include examples of the positive impact that staff can have on a person's life. Some of these comments are included in Appendix A, attached to the Report.

5. WELL-BEING OF FUTURE GENERATIONS

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

- Long Term – having a robust understanding of the outcomes from complaints allows the Directorate to learn valuable lessons that will contribute to the continuous improvement of services
- Prevention – understanding the nature of complaints and putting in place preventative measures from “Learning the Lessons” ensures that unacceptable practice is addressed
- Integration – often from listening to a service users complaints the Authority can understand how different departments can work together more effectively for the benefit of the customer
- Collaboration – forging stronger links with other public bodies (in particular, Health) will ensure that customers benefit from an improved way of working
- Involvement – customer complaints will continue to be dealt with under the principles of “Listening and Learning” so that the Directorate is open and transparent and are able to recognise when things go wrong and improve as a result of the learning

6. EQUALITIES IMPLICATIONS

6.1 The Customer Services Team continues to respond to issues of equality by ensuring that all complaints are dealt with in a consistent manner and by responding to complainants in accessible formats to suit their stated communication requirements. In the period covered by the Report, there were no instances of Customers requesting a service in any language other than English. An active offer of being dealt with in the medium of Welsh is made to every complainant.

7. FINANCIAL IMPLICATIONS

7.1 There are no financial implications arising from this report.

8. PERSONNEL IMPLICATIONS

8.1 There are no personnel implications arising from this report.

9. CONSULTATIONS

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

10. RECOMMENDATIONS

10.1 The Committee are asked to note the content of this report.

11. REASONS FOR THE RECOMMENDATIONS

11.1 To ensure that the Committee is kept informed of complaints activity in the Social Services Directorate.

12. STATUTORY POWER

- 12.1 Welsh Assembly Government's "A Guide to Handling Complaints 2014".
- 12.2 Health and Social Care (Community Health and Standards) Act 2003.
- 12.3 Fostering Services (Wales) Regulations 2003.
- 12.4 Children Act 1989 Guidance and Regulations.
- 12.5 Data Protection Act 1998.

Author: Judith Morgans, Customer Services Manager
E-mail: morgaj5@caerphilly.gov.uk Tel: 01443 864555

Consultees: Social Services Senior Management Team
Cllr. C Cuss, Cabinet Member for Social Services
Cllr. Lyndon Binding, Chair of HSC&WB Scrutiny Committee
Cllr. June Gale, Vice-Chair of HSC&WB Scrutiny Committee

Appendices:

Appendix 1 - Qualitative examples from positive feedback from Customers

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Appendix 1

Qualitative examples from positive feedback from Customers.

- Letter from the parent of a young person to his Social Worker - Youth Offending Service

*"A*** has won the trust and respect of our son and ourselves. He has listened while at the same time trying to guide him on the right path. We were sceptical but your staff made us see how worthwhile all their hard work is to all the youngsters in the area."*

- Card from a parent to a Social Worker when a case concluded in Court

*"Thank you for giving J***** the best chance in his future life"*

- Letter to a Social Worker from a mother of children who had been involved in the child protection process

*"this amazing lady went above and beyond her role. She will be missed very much. Due to my anger and frustration at the beginning poor J***** had a rocky start with me but she remained patient. I thought she was against me but I cannot praise and thank her enough. If this world had more people like J**** then this world would be a better place".*

- Granddaughter of late resident of Broadawel

"the respect shown not only to grandma but also to myself and mum over grandma's last weeks cannot be emphasised enough, along with the genuine concern and care that many of your staff have shown us. Your approach to what is a difficult job, with long hours and often under-valued results, has inspired me to look into training in care work myself".

- Adult Carer

"I am very impressed with the regular information, updates and events that is being prepared and organised for carers in Caerphilly. Really pleased to see these happening in Caerphilly County Borough".

- Daughter of a lady using the assessment bed service at Ty Iscoed

"I observed such patience and professionalism from everyone working at the Home. The Dementia Care Matter implementation at Ty Iscoed is of such a high standard that I truly hope that all Care Homes throughout the UK follow suit. My mum has made an incredible recovery due to the care she has received at Ty Iscoed, so much so that she will be moving into assisted care living flat in the next month".

- Community Support Team, Older People

"Both the ladies could not speak highly enough of the support they have been receiving, saying this service has completely changed their lives and their outlook since they have been getting out in the Community. I have not seen the staff with their service users before and I was so impressed by their obvious care and patience with these ladies. They are not just supporting them they are genuinely being a friend and companion. You would not know seeing them together that they are in receipt of a service from CCBC they seemed like friends out together for a coffee or lunch".

- Gentleman on his service from the Reablement Team

"All the staff you provided me with were incredible – so respectful and kind and a joy to see each day and of course my wonderful physiotherapist Sandra, without whom I would definitely not have made such progress. I have more surgery to come but I will not be so worried and frightened because I know HART is there for me, which is a great comfort".

- Family member of a resident of Min Y Mynydd

"I cannot compliment this Home and all the staff enough. They are so caring to all the residents – it has to be seen to be believed. The Home itself is so comfortable and perfectly clean. The fact that family can phone gives relief as the staff will answer day and night and this is a fantastic help to the family".

- Daughter of a customer - North Older People's Team

"I should like to express my thanks to everyone who has been involved in helping my mother over the last few months. The district nurses, Lyndsey, her occupational therapist and Liz, her social worker. I am so grateful for everyone's efforts on her behalf. You all do such a good job in spite of cutbacks and negative publicity".

- Nephew of a resident Shared Lives home

"Our uncle thought of and cared for the team at Clos-Ceirew as if they were also his family and having visited his home several times over recent weeks as his illness and condition deteriorated it was evident that the staff at the house went over and above what they needed as part of their job of looking after him. They made him extremely comfortable in his last weeks and months and they cared for him like they were part of his family right to the end".

- Phone call from the son of a lady moving into CCBC about the service received from IAA

Son stated that he contacted Caerphilly because the information we provide is "priceless". The son said that he can't "speak highly enough" of us in Caerphilly and this is why he wants to support mum to move within our Borough.

- Adults Review Team

'I would just like to thank you so much for everything you've done for me so far, you've really lifted a weight off my shoulders and I honestly can't explain to you how much I appreciate it. So thank you so much for everything.'

- Twyn Carn Community Base – gentleman who uses the centre.

"No work is too hard, no problem too difficult to solve. There is always a smile, always a helping hand. I am one of those who attend with gratitude and pleasure. We are treated not with medicine or tablets but a smile and a gentle hand on a shoulder. God Bless them all."