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**Date: 30th January 2019**

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, 5th February, 2019** at **5.30 pm** to consider the matters contained in the following agenda. Councillors and the public wishing to speak on any item can do so by making a request to the Chair. You are also welcome to use Welsh at the meeting, both these requests require a minimum notice period of 3 working days, and a simultaneous translation will be provided if requested.

All Committee meetings are open to the Press and Public, observers and participants are asked to conduct themselves with respect and consideration for others. Please note that failure to do so will result in you being asked to leave the meetings and you may be escorted from the premises.

Yours faithfully,

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

**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 held on the 4th December 2018.               | 1 - 6   |
| 4 | Special Health Social Care and Wellbeing Scrutiny Committee held on the 6th December 2018.       | 7 - 12  |
| 5 | Consideration of any matter referred to this Committee in accordance with the call-in procedure. |         |
| 6 | To receive a verbal report by the Cabinet Member.  |         |
| 7 | Health Social Care and Wellbeing Scrutiny Committee Forward Work Programme.                      | 13 - 28 |

To receive and consider the following Scrutiny reports: -

- |    |   |         |
|----|---|---------|
| 8  | Non-Residential Social Services Charging.         | 29 - 48 |
| 9  | Budget Monitoring Report (Month 9).               | 49 - 62 |
| 10 | 2018/19 Annual Complaints and Compliments Report. | 63 - 72 |

#### **Circulation:**

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

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

Aneurin Bevan Health Board: A. Gough (ABUHB)

And Appropriate Officers

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# Agenda Item 3



## HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN,  
YSTRAD MYNACH ON TUESDAY, 4TH DECEMBER 2018 AT 5.30 P.M.

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PRESENT:

Councillor L. Binding - Chair  
Councillor J. Bevan - Vice Chair

Councillors:

C. Bezzina, M. Evans, Miss E. Forehead, A. Gair, J. Gale, D.C. Harse, V. James,  
Mrs A. Leonard, B. Owen, S. Skivens and C. Thomas.

Cabinet Member: C. Cuss (Social Care and Wellbeing).

Together with:

D. Street (Corporate Director - Social Services and Housing), C. Evans (Interim Scrutiny  
Officer) and E. Sullivan (Senior Committee Services Officer).

Users and Carers – Mrs M. Jones.

Also Present:

Aneurin Bevan University Health Board – S. Aiken, C. Birchall, J. Paget, M. Price and  
G. Jones

### 1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors A. Angel, D. Cushing and L.  
Jeremiah and G. Jenkins (Assistant Director, Children's Services) and J. Williams (Assistant  
Director, Adult Services)

### 2. DECLARATIONS OF INTEREST

Councillor L. Binding declared a personal interest in relation to Agenda Item No. 8, details are  
minuted with the respective item.

### 3. MINUTES – 23RD OCTOBER 2018

RESOLVED that the minutes of the meeting of the Health, Social Care and  
Wellbeing Scrutiny Committee held on 23rd October 2018 (minute nos. 1 - 10) be  
approved and signed as a correct record.

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

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

**5. REPORT OF THE CABINET MEMBERS**

Councillor C. Cuss, Cabinet Member for Health and Social Care referred to the statement previously circulated and for the benefit of the Members of the Public present outlined the main areas of interest including the Looked After Children (LAC) Awards held on the 26th and 27th of November at the Maes Manor. In relation to Children's Services, Members were advised that a bespoke residential placement in Newbridge had been secured for a particularly challenging young child. The Cabinet Member thanked Officers and Local Ward Members for their support for the development. Further to this it was noted that a successful bid had been made to the ICF Capital Grant for the purchase of a large house to develop as a residential Children's Home, the progress of this project would be the subject of a future report to scrutiny. Finally the Cabinet Member thanked the representatives from the Aneurin Bevan University Health Board (ABUHB) for their presence and emphasised the importance of collaboration between social care and health services for the future and continuing health of Caerphilly residents.

The Chair thanked the Cabinet Member for his statements and Members questions were welcomed.

Clarification was sought with regard to the placement at Newbridge and the Cabinet Member confirmed that two placements were available at the property and dependent on the success of this initial placement, the service could consider future permanent provision.

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

The Interim Scrutiny Officer introduced the report that informed the Committee of its Forward Work Programme planned for the period December 2018 to April 2019.

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

Reference was made to the items listed under date to be confirmed and the report on Welsh Ambulance Services Trust, Members considered the content and nature of the report and it was agreed that this subject needed to look beyond performance data. Ms. Paget (ABUHB) advised that the Health Board would welcome the opportunity to contribute their perspective on the report. Members then discussed the Closure of GP Surgery report also listed under date to be confirmed. It was felt that this subject area also needed to be broadened to include their locations throughout the borough and whether or not needs were being met. Following discussion Members agreed that a joint report should be taken forward with regard to the former item and the latter be expanded to incorporate GP closures, location and performance.

The Corporate Director Social Services and Housing asked Members to consider adding the Non Residential Social Services Charging report to the forward work programme for the 5th February 2019 and this was agreed. The Chair requested that Members receive the report in advance to enable them to consider whether not to call any expert witnesses, the Corporate Director confirmed that this would be arranged.

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

RESOLVED that the work programme be approved.

## **7. CABINET REPORTS**

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

## **REPORTS OF OFFICERS**

Consideration was given to the following reports.

## **8. ANEURIN BEVAN UNIVERSITY HEALTH BOARD – BRIEFING NOTE**

Councillor L. Binding declared a personal interest only as a Service User of Vascular Services which is referenced within the briefing note; as such there was no requirement for him to leave the meeting.

The Chair welcomed representatives from the Aneurin Bevan University Health Board (ABUHB) to the meeting and thanked them for their attendance.

Ms J. Paget introduced the briefing note which highlighted a number of key developments and outlined information with regard to current performance across a range of services. Members were advised that the briefing also included updates on other areas of the Health Board's activities including the progress made against their Integrated Medium Term Plan and a series of service developments, many of which have been taken forward in partnership with the Local Authority.

The Health Boards' four objectives in relation to the Wellbeing of Future Generations (Wales) Act 2015 were summarised and the way in which these aligned with the Public Services Board was outlined.

Health Board priorities included early years wrap around support and tobacco control with more work being done on increasing cessation provision as well as the number of smoke free environments. Reference was made to a programme undertaken by Lewis Girls' Comprehensive School, initiating 'smoke free ambassadors' which had been used as a model of good practice.

Ms Paget also referenced the 'Making Every Contact Count (MECC) and Healthy Schools initiatives and the progress made in maintaining and improving the uptake of population immunisation programmes was outlined.

Primary and Community Services continued to be a focus with huge strides being taken in relation to Neighbourhood Care Networks which were going from strength to strength. Members were then referred to page 9 of the briefing paper and the section outlining the current GP Practice provision. The pattern of provision was explained and reference made to the situation at Bryntirion Surgery and thanks were expressed to the Local Ward Members for their input and support.

In terms of the Llanbradach development it was noted that discussions were still on-going with the developer and assurance given that this continued to be on the list of priority schemes. Updates were then provided on Dental, Optometry, Community Pharmacy and District Nursing services. An update was given on the Gwent Regional Partnership Board and bids made to the Integrated Care Fund (ICF) which had secured £13.4M of additional non-recurrent funding over two years from the National Transformation Fund.

With regard to the development of local hospital services data on Ysbyty Ystrad Fawr (YYF) it was noted that this included 196 babies delivered at the hospital, 3,351 operations performed, 119,200 outpatient appointments undertaken and 30,128 attendances at the minor injury unit

of which 96% were treated within 4 hours. Provision at the Rhymney Integrated Health and Social Care Centre is currently being reviewed in order to maximise the full potential of the site.

Members were updated on the progress of specialist and critical care services and it was confirmed that the Grange University Hospital was progressing on time and on budget. Unified breast services continued to be a priority and over the past year significant progress and been made on the transformation of Mental Health and Learning Disability services.

Progress against the Health Boards Integrated Medium Term Plan was tabled at page 27 of the briefing note and areas for improvement were highlighted. From a financial perspective the ABUHA was in a reasonable position with additional funding being made available in order to alleviate the challenge of winter pressures.

In conclusion Ms Paget provided a regional update and referred to progress made on a radiotherapy satellite centre aligned with Velindre NHS Trust at Neville Hall Hospital, Vascular Services and the Medi Park project to be taken forward in partnership with Welsh Government, Torfaen County Council and Life Sciences Hub Wales, Cardiff University and University of South Wales.

The Chair thanked Ms Paget for her presentation and Members questions and comments were welcomed.

Members queried the success of the joint working relationship between Caerphilly County Borough and the ABUHB and were advised that the award of £13.4M from the Transformation Fund clearly illustrated the strength of confidence in the partnership. It was accepted that more work needed to be done in relation to delayed transfers of care and that present systems were not working as well as they should but improvement was achievable. Further to this Members queried if there was sufficient funding to secure this improvement. The Corporate Director confirmed that huge strides had been made in the last 12 months with regard to integrated provision, unfortunately there was not an integrated budget setting process. However the process of integration was at a very promising place due to the hard work of the people present.

Members requested further information with regard to 'Compassionate Communities' and it was agreed that this would be circulated following the meeting. Members also reference difficulties in securing dental provision and it was agreed that a list of NHS Dentists currently accepting patient would also be circulated.

Reference was made to District Nurse vacancies and how this was being managed going forward. It was noted that vacancy management was an issue across the whole of the Health Board not just within this area. Current service provision was outlined and it was noted that this was under review with different models of care being looked at.

Clarification was sought on the integration of Mental Health and Learning Disability services and what improvement had been made as a result. Members were advised that changing service delivery to a person centred approach took time to bed in and much of the evidence at this point in time was anecdotal, however feedback received at this early stage was generally positive.

Members queried why Neville Hall had been chosen for the radio therapy satellite site and it was confirmed that this location was the best fit geographically.

In relation to Ysbyt Ystrad Fawr (YYF), Members queried if it would possible to upgrade the hospital so that an accident and emergency department could be created at the hospital. Members were advised that there was no way of putting accident and emergency services into that site due to the specialist infrastructure that would be required to support such a department. YYF was purposefully built as a minor injury unit and as such does not have the

capability to support the Consultant, theatre and background staffing required to clinically support an accident and emergency unit. It was emphasised that YYF was never envisaged to operate in that capacity and it would not be possible to put them in at this stage. Members were referred to the NHS strategy for Gwent and advised that the new hospital at The Grange would provide centralised accident and emergency services, replacing those at The Royal Gwent and Neville Hall Hospitals, those hospitals would then be redevelopment on the YYF model.

Reference was then made to the proposed report from the Welsh Ambulance Service and Members were advised that ABUHB would be happy to join that meeting and present their perspective on service delivery and working differently.

Members commented on the referral system from YYF to Royal Gwent and the need for better integration and communication. It was accepted that more work was required but lessons learned had been utilised when planning for The Grange. Reference was made to NHS 111 and it was noted that ABUHB would be next to go live with the system which operated on similar parameters at Police 111, signposting people to appropriate provision e.g. minor injury or accident and emergency.

The 'Choose Well' Campaign was discussed and Members agreed that there needed to be better communication on this. Members were advised that the promotion had relied on social media to pass on the message of 'Choose Well', it was agreed that different promotional techniques should be looked at in order to ensure the message was accessible by all.

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 18.50pm

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on 5th February 2019.

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CHAIR

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## **SPECIAL HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE**

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

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PRESENT:

Councillor B. Owen – (Presiding as Chair)

Councillors:

C. Bezzina, D. Cushing, M. Evans, A. Gair, J. Gale, D.C. Harse, V. James, Mrs A. Leonard, and C. Thomas.

Cabinet Member: C. Cuss (Social Care and Wellbeing).

Together with:

D. Street (Corporate Director - Social Services and Housing), G. Jenkins (Assistant Director - Children's Services), M. Jones (Interim Financial Services Manager), S. Harris (Interim Head of Business Improvement Services), C. Evans (Interim Scrutiny Officer) and A. Dredge (Committee Services Officer).

Users and Carers – Mrs M. Jones and Mr C. Luke.

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

It was noted that Councillor L. Binding (Chair) had given apologies for absence, as such Councillor J. Bevan (Vice-Chair) presided as Chair and opened the meeting.

Apologies for absence had also been received from Councillors A. Angel, Miss E. Forehead, L. Jeremiah, S. Skivens, J. Williams (Assistant Director - Adult Services) and Ms J. Lawton (Co-opted Member).

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

Councillors J. Bevan and C. Bezzina declared personal and prejudicial interests in relation to agenda item 3 - Draft Budget Proposals for 2019/20 and item 4 - 2019/20 Draft Savings Proposals for Social Services, Councillor A. Leonard declared a prejudicial interest in relation to agenda item 3 - Draft Budget Proposals for 2019/20 and Councillor D. Cushing declared a personal interest in relation to item 4 - 2019/20 Draft Savings Proposals for Social Services at the commencement of the meeting. Details of which are recorded with the respective items.

Councillor J. Bevan (Vice-Chair) declared personal and prejudicial interests in relation to agenda item 3 and 4 and he left the room at this stage. It was moved and seconded that Councillor B. Owen Preside as Chair for the remainder of the meeting. By a show of hands this was unanimously agreed.

## REPORTS OF OFFICERS

Consideration was given to the following reports.

### 3. DRAFT BUDGET PROPOSALS FOR 2019/20

Councillors J. Bevan and C. Bezzina declared personal and prejudicial interests in relation to this item. Councillor J. Bevan has a close relative that works in administration for the Social Services Department and a close relative that works for Barnardo's. Councillor C. Bezzina works for Unison. Councillor A. Leonard declared a prejudicial interest as she is a Teacher. They all left the meeting when the report was presented and did not take part in the debate or vote.

The Interim Head of Business Improvement Services summarised the report that had been presented to Cabinet on the 14th November 2018. The report provided details of the draft budget proposals for the 2019/20 financial year and to allow for a period of consultation (19th November 2018 to the 11th January 2019) prior to a final decision by Full Council. The proposals are based on the Welsh Government (WG) Provisional 2019/20 Local Government Financial Settlement and a higher than forecast council tax rise by 6.95% to cover a savings target of £15.6m to enable the Authority to set a balanced budget. A Members' Seminar was held on the 15th November 2018 to consider the proposals and a further Seminar is proposed for January 2019 ahead of the final report being presented to Cabinet on the 13th February 2019 and Full Council on the 21st February 2019. The Officer emphasised that the Authority is entering unprecedented times and there will be difficult decisions to be made in moving forward.

The Scrutiny Committee were advised of the whole Authority cost pressures as set out in paragraphs 4.2.3. to 4.2.9. in the report and of the inescapable service pressures being faced by the Authority. The Officer referred to the updated Medium Term Financial Plan (MTFP) appended to the report and advised that this a five year plan from 2019/20 to 2023/24 and the Authority are required to make savings of up to £60 m during this time. He added that in looking to develop proposals to address the significant financial challenges going forward the Council cannot continue as it is. Members noted that through the Councils Business Improvement Programme (BIP) strategic reviews, Officers will look at how services can become more business efficient through examining how they are currently provided. Options shall be explored for greater customer focus, digital delivery, alternative delivery models, and commercial opportunities. The approach will look at preventative measures that will encourage early intervention that will ultimately allow demand for certain services to be regulated. Members' consideration of the report and comments were sought as part of the consultation.

Members expressed their concerns to the draft budget proposals and made reference to the cessation of the Community Safety Warden Service and hoped that this would be reviewed due to the police also withdrawing from some services. A Member referred to the introduction of the Rat treatment charge of £20 and expressed his concerns that people may no longer use this service and resort to using unregulated poisons. A Member queried the reduction in Waste Management Service and feared that the proposals may result in illicit fly-tipping which may result in further cost to the Council in moving forward. The Officer advised that there are risks attached to all proposals and these issues in particular can be considered at the Special Regeneration and Environment Scrutiny on the 18th December 2019. Members were reminded of the Members' Seminar in January 2019 that will provide further opportunity to raise questions.

Having fully considered the report, Members unanimously agreed that the details of the draft budget proposals for 2019/20, be noted.

#### 4. 2019/20 DRAFT SAVINGS PROPOSALS FOR SOCIAL SERVICES

Councillors J. Bevan and C. Bezzina declared personal and prejudicial interests in relation to this item for the same reasons as in agenda item 3 (above). They left the meeting when the report was presented and did not take part in the debate or vote. Councillor D. Cushing declared a personal interest as she has a close relative who is in receipt of Services from the Social Services Department. As the interest was personal she was not required to leave the room when the report was presented and could take part in the debate and vote.

The report sought the views of the Scrutiny Committee regarding the 2019/20 draft savings proposals for Social Services, prior to final budget proposals being presented to Cabinet and Full Council in February 2019. As part of the consultation process the Scrutiny Committee was asked to consider and comment upon the content of the report. Members were advised that excluding Schools, Social Services has the largest budget within the Council. Social Care has already exceeded the budget where savings have previously been made and this position is becoming more difficult year on year. Of the £14.66m savings proposals presented to Cabinet, £4.557m are not expected to have an impact on the public and £197k of these savings relate to Social Services. These 'nil impact' savings consist in the main of vacancy management, budget realignment and minor changes to service provision and are listed in appendix 11 (attached to the report).

Officers summarised each of the proposals in turn. The review of administrative support (proposed saving of £186k) would be achieved through a restructure within Children's Services Business Support, by reducing the staffing establishment by 7.5 WTE posts. This will be achieved through vacancy management and whilst duties will need to be reviewed and prioritised across all teams, there will be no impact on service delivery to the public. Members expressed their concerns in relation to cuts to staffing levels and the pressure this may have on services and on staff sickness levels. Officers confirmed that this is year 5 of services cuts and this is the last cut in moving forward to protect frontline services. There have been no jobs lost or redundancies made throughout the savings process as the vacancies have been managed by moving staff around. Sickness levels are quite low in the short term and long term within Children's Services.

Members were advised that the Barnardo's contract under review (proposed saving of £189k) is due to expire in September 2019. The existing contract provides four service strands namely, Contact, Young Carers, Domestic Abuse and Family Support Services. Children's Services has undertaken a review of the services provided to identify areas that can be reduced in order to achieving savings. Whilst the Family Support element is an important preventative service, the key elements for the families in greatest need can be provided by the Social Work Teams within Children's Services. It is therefore proposed that the Family Support element of the service will cease. Reference was made to appendix 2 that sets out the details within the Equality Impact Assessment Form (EIA) in relation to this proposal. Officers stated that it is important to note that all families will be prioritised within the Teams, will have an allocated worker and Care Plan. Senior Management believe this approach can be managed safely and this saving proposal is considered the most safe and appropriate area to make a target saving. Mrs M. Jones (Co-opted Member) referenced social work early intervention with families and raised whether the voluntary sector could 'lighten the load' in this regard. She suggested services such as Families First and Flying Start may be able to assist as this could reduce the pressure on social workers. Officers welcomed this suggestion and proposed approach in maximising the family service and also confirmed that any further funding made available will be used to bolster this support service.

The Scrutiny Committee were advised that in order to reduce staffing budgets in adult services (proposed saving is £550k), a restructure could be required but there is likely to be little or no public impact. The recent workforce planning letter sent to all staff will be used to identify posts that could be deleted and existing vacant posts will be used to cross match to enable staff to be released from their employment with the council at their request. The exact number of posts to be deleted will be determined by the grade of the posts identified through this process. This will principally involve back office staff and management posts. Officers

propose a saving of £100K in respect of a review of the Non Residential Charging Policy. Members were reminded that this report was deferred at the Health Social Care and Scrutiny Committee Meeting held on the 23rd October 2018 and will be considered at a future meeting with a date to be confirmed.

Officers explained that the retender of Shared Care Respite Contract will allow a proposed saving of £50k. The Children with Disabilities Team was transferred to Adult Services Team in April 2018 and this highlights the Council embracing the broad principles within the Wellbeing of Future Generations Act. The term for the current shared care contract held with Action for Children expires on 31st March 2019. Officers are required to carry out a re-tender for the service under procurement guidelines. This involves reviewing the service specification and looking at utilising a wider range of services to meet the assessed need for respite. A Member sought clarification as to the full value of the contract and Officers confirmed the figures would be distributed to the Committee following the meeting.

The proposed saving for the review of Day Services is £300k. Officers explained that this proposal would achieve a saving of approximately 6% of the internal day services budget. These savings could be achieved through a re-design of services including reduction of 3 Community Service Officer posts (Managers) and phased closure of a day base namely Twyncarn in Risca which is underutilised. There would be little impact on service users and people could receive a similar service but in a different location. The usage in respect of Twyncarn was discussed and Officers confirmed this centre is linked to Brooklands Resource Base which provides a range of daytime opportunities for people with a learning disability including those with complex needs. The transition for service users will be carried out in a careful and considered manner. Clarification was sought in relation to the amount of day centres within borough, their location and figures regarding usage and Officers confirmed the figures would be distributed to the Committee following the meeting.

The Scrutiny Committee were informed that there was an error within the agenda pack in that the wrong document had been provided in respect of appendix 7. The correct document would be circulated to the Committee following the meeting.

The proposed saving relating to the Implications of Social Services and Wellbeing Act 2014 is £150k. Officers explained that the Act is a strengths based approach which looks to build on individuals own networks to increase their independence choice and control in meeting their own outcomes. The ethos is to prevent reliance on statutory services by the provision of Information, Advice and Assistance and strengths based assessments to determine what matters to people. An example was provided in that people can purchase their own equipment, arrange provision of minor adaptations, use their own transport and arrange their own care or respite provision.

In respect of the review of External Day Care, the proposed saving is £205k. Members were informed that Officers will initially work with external providers to identify any efficiencies in the system. A review will be undertaken of all service users currently receiving their service out of county and/or from an external provider to consider whether the service can be provided internally. During all assessments and reviews the transport criteria will be implemented and independence will be promoted via travel training etc. in order to reduce reliance of existing transport. The proposed saving for the non-renewal of Mental Health Carers Support Contract is £34k. The contract held by Carers Trust ended on 31st October 2018. The proposal is that the service is not tendered for again and that any overlap for support with the CCBC Carers Support service is considered. Officers confirmed that they have received positive comments from users and although this is a valued service, the intention is to avoid duplication in services. The department believe the CCBC Carers Support can sign post people to existing services within the borough. Members were advised that Officers had not received any negative feedback in the last month and that this would be reviewed on a six monthly basis. The team has been strengthened in the last 18 months and Officers are proud of the service provided. They distribute a quarterly newsletter that highlights the benefits of the service where friendships are made and support is available. Copies of the recent Newsletters would be distributed to the Committee following the meeting.

Officers explained that there is a proposed saving of £300k in relation to a temporary reduction in Growth Provision. Reference was made to paragraph 4.12.1. in the report that summarised the financial pressures compounded by the service pressures experienced in social care across Wales and England. In response to these pressures, on 14th February 2018 Cabinet endorsed the inclusion of annual growth of £1.5m for Social Services in the Medium Term Financial Plan (MTFP) covering the period 2018/19 to 2022/23. However, as a result of the particularly challenging financial position faced by the Authority in 2019/20 it is proposed to reduce this growth allocation by £300k to £1.2m for 2019/20 only. This £1.2m growth would be sufficient to meet the full year costs of all packages of care that were in place as at August 2018 but would not be sufficient to meet any increase in demand that may be experienced after August 2018. Furthermore, it would not allow for any requests from care providers to increase fee levels in excess of the 2.4% inflationary increase that has been factored in to the 2019/20 budget proposals considered by Cabinet on 14th November 2018.

Members discussed the proposal and questioned if the allocation of £1.2m would be sufficient to cover all packages of care in light of the cuts referred to earlier in the report. Officers advised that additional costs will be absorbed into existing budget provision. There will be no additional costs for new initiatives and should there be an increase in work this does not necessarily mean additional cost implications. It was noted that that the MTFP is regularly reviewed and the Authority has been realistic within its budget. The Directorate's budget is monitored on a monthly basis as this is an evolving situation and bi-monthly reports are produced and presented to the Scrutiny Committee. If demand increases then exercises are undertaken to review the situation.

Members thanked the Officers for the detailed report and for responding to questions during the course of the debate.

Having fully considered the report, Members unanimously agreed that the details of the 2019/20 draft savings proposals for Social Services, be noted.

The meeting closed at 7.00pm.

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on Tuesday 5th February 2019.

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CHAIR

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## HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 5TH FEBRUARY 2019

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

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

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### 1. PURPOSE OF REPORT

1.1 To report the 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 and discussed at the scrutiny committee meeting on 4th December 2018. The work programme outlines the reports planned for the period February 2019 to April 2019.

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: Rob Tranter, Head of Legal Services and Monitoring Officer  
Richard Edmunds, Corporate Director for Education and Corporate Services.

Appendices:

Appendix 1 Health Social Care & Wellbeing Scrutiny Committee Forward Work Programme.  
Appendix 2 Cabinet Forward Work Programme.



<b>Health Social Care and Wellbeing Scrutiny Committee – October 2018 - April 2019</b>			
<b>Meeting Date: 5th February 2019</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	<b>Witnesses</b>
Complaints/ Compliments Report			
Month 9 – Budget Monitoring Report			Mike Jones
Non- Residential Social Services Charging			Jo Williams

<b>Meeting Date: 19th March 2019</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	<b>Witnesses</b>
Hospital Discharge			Jo Williams
Dementia Friends Training			
ABUHB – and closure of GP practices	Member Request		Primary Care and Community Division - ABUHB

<b>Meeting Date: 30th April 2019</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	<b>Witnesses</b>
Foster Care Fees			
Citizens Charter			Jo Williams
Welsh Ambulance and Aneurin Bevan Health Board – Response Times and Service Pressures	Member Request		Clair Birchall – Executive Director of Operations (ABUHB)  Louise Platt – Assistant Director Operations (Ambulance Service)  Darren Panniers – Area Operations Manager (Ambulance Service)

<b>Meeting Date: Date to be Confirmed</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	<b>Witnesses</b>
Safeguarding			
Corporate Parenting			
Food Banks			
Regional Partnership Boards			
Sickness Absence in Social Services			

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

Multi-Disciplinary Intervention Support Team (MIST)	To be reported early 2020	To present a case study.	
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<b>Health Social Care and Wellbeing Scrutiny Committee Forward Work Programme Information Reports – September 2018 – April 2019</b>			
<b>Meeting Date: 5th February 2019 – Information Reports</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	
6-Month Update Report on Wellbeing Objectives (Support Citizens to Remain Independent and Improve their Wellbeing)			

<b>Meeting Date: 19th March 2019 – Information Reports</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	



Meeting Date: 30th April 2019 – Information Reports			
Subject	Purpose	Key Issues	

<b>Meeting Date: to be confirmed – Information Reports</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	
Children's Centre			
Pooled Budgets			
Long Term Plan Health Social Care			

### Cabinet - Forward Work Programme

<b>Wednesday - 30/01/2019 Cabinet &amp; PDM</b>					
Title	Key Issues	Author	Cabinet Member	Time	Attendees
Update on Reserves	To present details of the usable reserves held by the Authority and to outline proposals for the use of reserves in some areas.	N Scammell	Cllr. Barbara Jones		
Housing Revenue Account Charges 2019/20	To present details of proposed increases in rent charges for the 2019/20 financial year.	L Allen	Cllr. Lisa Phipps		
WHQS - Final Stages of the Programme		S Couzens	Cllr. Lisa Phipps		
Whole Authority Revenue Budget Monitoring Report 2018/19	The report will provide details of projected Whole-Authority revenue expenditure for the 2018/19 financial year along with details of any significant issues arising. The report will also update Cabinet on progress in delivering the approved savings for 2018/19	N Scammell	Councillor B Jones		
Communications: Strategy	To update PDM.	Stephen Pugh	Cllr. Colin Gordan		
Settlement of Contract Claim - EXEMPT REPORT		Mark S Williams	Cllr. Nigel George		
Wales Audit Office -WHQS Follow-Up and Service User Perspective Report	To provide members with the outcome of the recent follow up review undertaken by Wales Audit Office (WAO) in relation to the delivery of the Caerphilly Homes WHQS programme, which will include information from the service user perspective and progress made since the previous review undertaken in 2017.	Shaun Couzens	Cllr. Lisa Phipps		
<b>Wednesday - 13/02/2019 Cabinet &amp; PDM</b>					
Budget Proposals 2019/20 and Medium Term Financial Strategy 2019/24					
Corporate Risk Register	To provide an update of the Corporate Risk register in accordance with the Council's	S Haris	Cllr. Barbara Jones		

Wales Stalled Sites Fund and Self Build Fund (Plot shop)	To seek approval to progress work in consultation with the Interim Head of Property Services and the Chief Housing Officer on sites that have the potential to attract funding through the Self Build Fund. To agree the extent to which the Council will intervene in the market to de-risk such plots to make them attractive to SMEs and residents seeking to build their own home.	R Kyte/ D Lucas	Councillors S. Morgan/L. Phipps		
Regeneration Board - Update	To recommend an initial list of priority schemes for Development Funding.	R Kyte	Cllr. Sean Morgan		
Bryn Brithdir, Oakdale Business Park - Renewal of CCBC and WG Joint Venture Agreement	To seek Cabinet approval to progress the agreement for a revised term of 5 years.	R Kyte	Councillor S. Morgan		
Review of CCBC Regeneration Grants	To make recommendations to Cabinet following a review undertaken on the revenue and capital grant schemes currently administered by the Council's Regeneration Division. The report outlines proposals to amalgamate the grants into a combined "Caerphilly Enterprise Fund" and to focus their delivery to areas where they will have the biggest impact.	R. Kyte	Cllr. Sean Morgan		
Workforce Remodelling in Schools	Seek Cabinet Approval to commence the annual process to seek volunteers to end employment via early access to pension and now we will be adding voluntary severance, to avoid compulsory redundancies in schools and to retain Teachers and support staff who wish to remain in the profession and who can deliver the curriculum in the best interest of the schools.	L Donovan	Cllr. Colin Gordan		

**Wednesday - 27/02/2019**

**Cabinet & PDM**

Bedwellty School Playing Fields	To seek the views of Cabinet on the disposal of two football fields situated within the grounds of the former Bedwellty Comprehensive School, Aberbargoed following the completion of the consultation process outlined within the Playing Fields (Community Involvement in Disposal	M Headington	Cllr. Lisa Phipps		
Welsh Church Fund	To provide an update on the revised grant levels and criteria approved by Cabinet on 28th March 2018 and to determine whether further	Stephen Harris	Cllr. Barbara Jones		
Flexible Retirement	Formal agreement for the period of flexible retirement to be changed	L Donovan	Cllr. Colin Gordan		

**Wednesday - 13/03/2019**

**Cabinet & PDM**

Childcare Solicitor - Future Models		R Tranter			
Hafodyrnys Air Quality Feasibility Study	To present for approval the Final Plan prepared in response to the Air Quality Direction issued by Welsh Government in respect of compliance	Rob Hartshorn	Cllr. Eluned Stenner		
Education Attainment Strategy		Richard Edmunds	Cllr. Phillipa Marsden		
EAS Business Plan		EAS	Cllr. Phillipa Marsden		

Post 16/ Single Sex Review Terms of Reference			Cllr. Phillipa Marsden		
<b>Wednesday - 27/03/2019 Cabinet &amp; PDM</b>					
Community Asset Transfer Principles	To seek the views of Cabinet on the adoption of a set of principles in relation to the transfer of playing fields and sporting organisations	Mike Headington	Cllr. Lisa Phipps		
New Community Resource Centre at Ty Sign	To seek Cabinet support in principle for the development of a new Community Resource Centre in Ty Sign, Risca	Rob Hartshorn	Cllr. Nigel George		
Publication of the Gender Pay Gap Data 2018	To meet the statutory obligation to publish CCBC data by the 30th March each year in accordance with the Equality Act 2010	Lynne Donovan	Cllr. Colin Gordan		
Non- Residential Social Services Charging	To propose changes to the current non-residential charging model to ensure equity for all service users.	Jo Williams	Cllr. Carl Cuss		
Caerphilly 2022		Steve Harris	Cllr. Colin Gordan		

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## HEALTH, SOCIAL CARE & WELLBEING SCRUTINY COMMITTEE – 5TH FEBRUARY 2019

**SUBJECT: NON RESIDENTIAL SOCIAL SERVICES CHARGING**

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

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

- 1.1 To propose changes to the current non-residential charging model to ensure equity for all service users to include:-
  - a) charging for the support element of domiciliary care;
  - b) charging for day opportunities provided in a community setting and
  - c) charging for day opportunities provided by independent and third sector providers.
- 1.2 To seek views regarding an annual inflationary uplift in the hourly charge for domiciliary care and the daily charge for day opportunities.
- 1.3 To enable views of the scrutiny committee to be included in the cabinet report.

### **2. SUMMARY**

- 2.1 The report will identify changes that are required to ensure compliance with legislation.
- 2.2 The report will identify inequities in the system in terms of not currently charging individuals for the support element of domiciliary care that they receive.
- 2.3 The report will identify inequities in the system in terms of charging for specific services. Currently buildings based day care is subject to the non-residential charging policy whereas community based day opportunities where individuals access their local community often with 1:1 support is not subject to the charging policy.
- 2.4 The report will identify inequities in the system in terms of not charging individuals who receive day opportunities through independent and third sector providers.

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

- 3.1 This introduction of a revised charging policy for non-residential services would contribute to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2015:
  - A prosperous Wales
  - A more equal Wales
- 3.2 The Social Services and Well-Being Act 2014 identifies the requirement to develop a care and support plan for individuals eligible for services.

3.3 The introduction of a revised means tested charging policy for non-residential services could raise additional income to support the medium term financial plan without impacting on those service users facing financial hardship.

#### 4. THE REPORT

4.1 Previously a cross party members task and finish group consisting of scrutiny members was established to examine the requirements and impact of charging for non-residential services, the services that had a charge and the application of charges and disregards.

4.2 The findings of the task and finish group were presented to Scrutiny Committee on 26<sup>th</sup> March 2013, the following was endorsed and recommended to Cabinet.

- The council increase the hourly rate for home care and supported living to £7.88 followed by a further increase of 10% per annum in subsequent years. To be reviewed after 5 years.
- The council increase the daily rate for day care services to £3.24 followed by a further increase of 20% per annum in subsequent years. To be reviewed in 5 years.
- Service users residing in Extra Care facilities who are receiving domiciliary care services should be financially assessed under the non-residential charging policy, to bring them in line with other non-residential service users.
- A report to be presented to the Health Social Care and Well-Being Scrutiny Committee at a future date that details the support element of home care, level of provision and recommendation on charging.
- The Council should include savings in the financial assessment for the ability to pay a contribution towards non-residential social services.
- The Council include in the policy, a statement to state clearly circumstances when a financial assessment or charge will be waived or deferred. The statement to include a timeline of three months.

4.3 Charging for the support element of domiciliary care now needs to be considered in line with the Social Care and Well-Being (Wales) Act 2014 which requires the production of a care and support plan for individuals eligible for services.

4.4 Previously it was agreed not to charge for support, this is clearly inequitable as individuals are receiving intervention regardless of whether the worker is physically assisting them by, providing care or verbally prompting them to achieve their outcomes.

4.5 As part of the financial assessment process under the non-residential charging policy, service users are supported to maximise their income and benefits. Thus by not charging people for support we are treating them inequitably in terms of not supporting them to maximise their income and benefits.

4.6 Day care was traditionally buildings based however services have developed to be more socially inclusive and tailored to an individual's outcomes. Hence we now provide people with individual day opportunities with support staff to enable them to access their local communities, these services have never been subject to the non-residential charging policy. This has introduced an inequity in the system not just between people who receive building based verses those that receive community support, but in some cases individuals can receive both services and only be financially assessed for one.

4.7 Day opportunities include the Links, Windy Ridge, the Community Support Team for people with a learning disability, Older Persons Community Team and sessional support through the Shared Lives Scheme. The Links and Windy Ridge provide day opportunities in a group setting similar to buildings based day care so it would be appropriate to charge for these services at the same daily rate as we currently charge for buildings based day care. However, the Community Support Team, Older Persons Community Team and sessional support tends to be one to one support for which it would be more appropriate to apply the same hourly rate as domiciliary care.



- 4.8 Charges for buildings based day care provided at bases staffed by Council staff are collected directly from the service users by those staff. However, collecting charges from service users in receipt of services from independent or third sector providers would be more challenging and costly. As a result, a decision was made not to charge for these services. However, this has introduced an inequity which needs to be addressed.
- 4.9 Therefore, it is proposed that where services are provided by independent or third sector providers in a group setting, the services should be charged for at the same daily rate as we currently charge for in-house buildings based day care. Where services are provided by independent or third sector providers on a one to one basis, the services should be charged for at the same hourly rate as domiciliary care.
- 4.10 The task and finish group recommendation to increase the hourly rate for home care by 10% per annum and the daily rate for day care by 20% per annum has meant that the charges applied in 2018/19 have increased to £11.54 per hour for home care and £6.72 per day for day care. The increase applied in 2018/19 was the fifth and final year of the review period recommended by the task and finish group so Members are asked to consider some options for annual increases in charges for 2019/20 and beyond.
- 4.11 The table below illustrates what some of our neighbouring authorities charge:-

<b>Dom/Homecare</b>	<b>Day Care/Centre Attendance</b>	<b>Community Support</b>
£12.50 per hour or part thereof	£12.50 per day	£12.50 per hour or part thereof
£15 per hour or part thereof	£29.00 per day	?
£20.64 per hour or part thereof	£56.31 per session	£20.64 per hour or part thereof (or £14.21 per hour if Direct payments)
£15.58 per hour or part thereof	£35.86 per day	£15.58 per hour or part thereof
£20.50 per hour	£15.00 per day	£20.50 per hour
£11.95 per hour	£11.95 per session (am or pm)	£11.95 per session (am or pm)
£10.80 per hour	£10.55 per session (can attend 2 sessions per day)	£10.80 per hour
£18.64 per hour	Dependant on day centre service but either £33.28 or £62.72	£18.64 per hour
£17.00 per hour or part thereof	£17.00 per day	?

- 4.12 These options could include:-
- 4.13 Continue to increase the hourly rate by 10% per annum and the daily rate by 20% for a further 5 year period. This would result in an hourly rate of £18.59 by 2023/24 which is likely to be approaching, if not exceeding the full cost of providing the service. The daily rate would rise to £16.70 by 2023/24 which is still likely to be much less than the full cost of providing the service.

- 4.14 Increase the rate for all non-residential services by the same percentage as that agreed for the annual change in council tax. It is unlikely that annual increases would be excessive under this option but it is possible that increases could fall behind the inflationary increase in the cost of providing the service. This approach could be considered for a further five year period or longer.
- 4.15 Increase the rate for all non-residential services by the same percentage agreed for non-pay inflation within the corporate budget settlement each year. Again, it is unlikely that annual increases would be excessive under this option. However, recent history would suggest that the cost pressures within social care are likely to exceed the general inflationary pressures on non-pay costs across the Council so the increase in charges could lag behind increases in the cost of providing the service. This approach could be considered for a further five year period or longer.
- 4.16 Continue to increase the daily rate by 20% for a further 5 year period but apply an inflationary increase to the hourly rate in line with either (a) the annual council tax increase or (b) the percentage agreed for non-pay inflation within the corporate budget settlement each year. This would allow the charge for day care in a group setting to continue to catch up with the cost of providing the service but would ensure that charges for domiciliary services and one to one day opportunities do not exceed the cost of providing the service.

## 5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 This proposal 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 .....

The five ways of working listed in the Act are:

- Long Term – The importance of ensuring all service users are treated equitably and their incomes maximised will benefit the community in the future.
- Prevention – Acting in this way will ensure we promote peoples independence, choice and control, whilst enabling us to meet our objectives.
- Integration – This will ensure we meet other council objectives of improving prosperity within the borough.
- Collaboration – Acting in collaboration across the directorate will contribute to overall income maximisation and collection of charges raising revenue for the department.
- Involvement – The importance of involving people who have an active interest in achieving their own well-being goals, will lead to sustainable communities in the longer term.

## 6. EQUALITIES IMPLICATIONS

- 6.1 An EqlA screening has been completed in accordance with the Council's Strategic Equality Plan and supplementary guidance and no potential for unlawful discrimination and/or low level or minor negative impact have been identified, therefore a full EqlA has not been carried out.

## 7. FINANCIAL IMPLICATIONS

- 7.1 It is anticipated that the proposed changes to the non-residential charging policy would result in additional income for the authority. However, insufficient personal financial information is held to quantify it at this stage.
- 7.2 Currently, there are 1,099 service users accessing a chargeable domiciliary care service. Following the application of the Non-Residential Charging Policy, 313 of these service users (28.5%) pay nothing towards the services they receive, 276 service users (25.1%) pay the

maximum charge of £80 per week and a further 269 (24.5%) service users pay all of their assessed disposable income. This means that these 858 service users would not be expected to contribute any more under the new proposals, even if they are in receipt of domiciliary support or day care services that have previously not been subject to charging. Of the remaining 241 service users (21.9%) many are in receipt of domiciliary care only and as such would not be affected by the proposed changes in policy.

7.3 There are over 300 service users in receipt of day services that are not currently subject to the non-residential charging policy. However, some of these services users will also be in receipt of chargeable domiciliary services and will be included in the 1,099 service users considered in paragraph 7.2 above. Moreover, of those service users that are in receipt of day care services only, it is likely that around 28.5% of these would be assessed to pay nothing towards their care.

7.4 The Financial Services Team do not hold information in respect of the number of service users in receipt of domiciliary support services only.

## **8. PERSONNEL IMPLICATIONS**

8.1 There are no personnel implications identified in relation to this report.

## **9. CONSULTATIONS**

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

## **10. RECOMMENDATIONS**

10.1 That Members support the proposal of charging for domiciliary support services via application of Caerphilly's Non-Residential Charging Policy which complies with the legislation as set out in the Social Services and Well-being (Wales) Act 2014.

10.2 That Members support the proposal of charging via application of Caerphilly's Non-Residential Charging Policy, at a daily rate for all buildings-based day opportunity services, and at an hourly rate for all community based day opportunities

10.3 That Members consider the level of inflationary uplift in charges for non-residential care that should be recommended for 2019/20 and subsequent financial years.

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

11.1 To ensure that the Health Social Care and Wellbeing Committee views are included in the Cabinet report for charging for non-residential services

11.2 Recommendations are equitable to all service users in receipt of care and support services in a non-residential setting. Ensuring all non-residential service users have the opportunity to have their benefits maximised.

11.3 Recommendations ensure that those non-residential service users with the financial means to do so. contribute towards the costs of all the services that they receive

11.4 Recommendations allow for inflationary increases in charges over the medium term.

## 12. STATUTORY POWER

### 12.1 Local Government Act 1972 and 2000.

Author: Jo Williams Assistant Director Adult Services  
Email: [willij6@caerphilly.gov.uk](mailto:willij6@caerphilly.gov.uk) Tel: 01443 864611

Consultees: Adult Services Management Team  
Senior Management Team  
Cllr Cuss Cabinet Member for Social Care & Wellbeing  
Finance team

#### Appendices:

Appendix 1 Minutes of Health, Social Care Well-Being Scrutiny Committee 26th March 2013

Appendix 2 EIA – Non-Residential Charging



## HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE

### MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH ON TUESDAY, 26TH MARCH 2013 AT 5.00 P.M.

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PRESENT:

Councillor L. Ackerman - Chairman  
Councillor B.A. Jones - Vice Chairman

Councillors:

E.M. Aldworth, A.P. Angel, G. Bevan, L. Binding, P. Cook, E.J. Gale, L. Gardiner, N. George,  
C. Gordon, P.A. Griffiths, S. Morgan, J.A. Pritchard

Cabinet Member: Councillor R. Woodyatt, Cabinet Member for Social Services

Together with:

D. Street (Acting Director Social Services), S. Harris (Acting Head of Corporate Finance),  
J. Williams (Interim Assistant Director Adult Services), A. Sheehan (Service Manager,  
Safeguarding and Review Team - Children's Services), C. Short (Barnardo's Young Carers),  
R. Morris (Principal Officer Financial Administration and Assessment), C. Forbes-Thompson  
(Scrutiny Research Officer), S.M. Kauczok (Committee Services Officer)

Users & Carers: Mr C. Luke and Mrs M. Veater.

#### APOLOGIES

Apologies for absence had been received from Councillors K. Dawson and G.J. Hughes and  
Mrs J. Morgan (Users & Carers).

#### 1. DECLARATIONS OF INTEREST

Councillors L. Ackerman and C. Gordon declared an interest in agenda items 6(1) and 6(2)  
and took no part in the debate or voting thereon. Councillor L. Ackerman left the meeting  
during consideration of agenda item 6(2).

#### 2. MINUTES

RESOLVED that the minutes of the Health, Social Care and Wellbeing Scrutiny  
Committee held on 12th February 2013 (minute nos. 1-11; page nos. 1-6) be approved  
as a correct record and signed by the Chairman.

**3. 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.

**4. REPORT OF THE CABINET MEMBER**

The Scrutiny Committee received a verbal report from Councillor R. Woodyatt, Cabinet Member for Social Services. The Scrutiny Committee received details of the following.

The Social Services & Wellbeing (Wales) Bill has been issued by Welsh Government and is now out for formal consultation. The Bill will significantly change the way organisations across the public sector deliver Social Services. When the final bill is received officers will arrange a Members' Seminar to explain and discuss the detail of the bill.

On the 25th February 2013 the Care & Social Services Inspectorate for Wales announced their analysis of Council performance for 2011/12. Although this report will not be published, it sets out to identify good practices that other authorities can learn from. The report concluded that Caerphilly's good practice examples were, Adult Protection, Child Protection and managing the performance of independent providers.

Similarly, on 7th March 2013, CSSIW published their report on the role of the Statutory Director of Social Services in Wales. This followed an inspection they carried out in December 2012. The conclusions of the report were very positive for the Authority and a report on the findings will be brought to Scrutiny in due course.

On the integration front a report will be going to Cabinet with regard to the future direction of our work with Blaenau Gwent. This report will be brought to the next HSC&WB Scrutiny Committee meeting in May.

The Directorate continues to try and recruit an Interim Assistant Director for Children's Services and it is hoped that this process will be completed in the next week. The Cabinet Member thanked the current Service Managers within the Children's Services Division for covering many of the roles over the past few weeks.

Reference was made to the media cuttings concerning a serious case review. The report from Bridgend Local Safeguarding Children Board made 52 recommendations, only one of which named Caerphilly. Caerphilly's involvement was a very small part of the investigations.

Finally, Councillor Woodyatt informed the Scrutiny Committee that two of the Directorate's services have been shortlisted for the Social Care Accolades. The Immediate Response Team and the Children's Rights Officer will now go on for further consideration. Members of the Scrutiny Committee joined Councillor Woodyatt in congratulating the staff involved and wished them well as the process continues.

**5. YOUTH FORUM PRESENTATION**

The Scrutiny Committee welcomed Joel Price, representing Caerphilly Youth Forum and Clare Jones, Youth Forum Coordinator.

By means of a digital story and PowerPoint presentation, Joel outlined the issues that the Junior and Youth Forum had chosen as their priorities for the year ahead under the four corporate themes of Regeneration, Education, Health Social Care and Well-being and the Environment.

The four priorities were voted upon at the Youth Forum Conference in October. The issue that received the largest number of votes (32%) and which had therefore been chosen by the Youth Forum as its priority issues for the year ahead falls within the Environment theme and to their wish for better leisure facilities, more activity choices at a lower cost and improved advertising. The issue for Health Social Care and Well-Being, with 28% of the votes, related to abuse and the need for everyone to be able to recognise all types of abuse, how to report it and to have the confidence to do so. The Youth Forum issue for Education receiving 21% of the votes, concerned better transition information from schools to colleges and higher education. The issue for Regeneration, with 19% of the votes, related to access for disabled people.

In terms of the priority Issue, Joel explained that the Youth Forum were hoping to work with Leisure to develop a smart card reward system to develop fitness sessions for all ages at the outdoor gym at Cefn Fforest, to create a phone application for the smartcard and to explore the feasibility of a free return journey on public transport when using the leisure facilities. In addition, they were hoping for more outdoor gyms to be provided across the county borough. Joel invited the views of Members present on these proposals, which were closely linked with health and wellbeing. In this respect, reference was made to the need to encourage more young people to use the leisure facilities in certain areas and Joel suggested that the Forum could promote this on their website and via social media sites such as Twitter.

Members thanked Joel for his excellent presentation and discussion ensued on the ways in which the Authority could help and support the Youth Forum in terms of raising awareness of abuse, being able to recognise it and having the confidence to report it. Joel welcomed the suggestions put forward and invited the Safeguarding and Review Team - Children's Services to attend one of their conferences.

## **SCRUTINY REPORTS**

Consideration was given to the following reports.

### **6. NON-RESIDENTIAL SOCIAL SERVICES CHARGING TASK AND FINISH GROUP**

Councillors L. Ackerman and C. Gordon had declared an interest in this item and took no part in the discussion or voting thereon.

The Scrutiny Committee received a PowerPoint presentation on the background, findings and recommendations of the Task and Finish Group, which had been set up to review charging for non-residential social services.

The review group's terms of reference were to examine the requirements of the Social Care Charges (Wales) Measure in 2010 and the impact upon non-residential social services charging in respect of services that have a charge; the level and application of charges and allowances and disregards. Whilst conducting their review, members of the group requested data on the level of client contributions towards non-residential services in CCBC compared to neighbouring local authorities. Members were surprised that the charges set by the Council were the lowest of its neighbours, in particular the daily charge for day care attendance of £1.62.

The Chair of the Task and Finish Group, Councillor B. Jones, thanked all Members and Officers who had taken part in the review for their hard work and commitment, whilst acknowledging the difficult decisions that had to be taken in order to ensure the sustainability of social services in the long term.

The Scrutiny Committee gave detailed consideration to the report and the recommendations contained therein and RECOMMENDED to Cabinet that:-

1. The Council increase the hourly rate for home care and supported living to £7.88 followed by a further increase of 10% per annum in subsequent years. To be reviewed after 5 years.
2. The Council increase the daily rate for day care services to £3.24 followed by a further increase of 20% per annum in subsequent years. To be reviewed after 5 years.
3. Service users residing in Extra Care facilities who are receiving domiciliary care services should be financially assessed under the Fairer Charging policy, to bring them in line with other non-residential service users.
4. A report be presented to Health Social Care & Wellbeing Scrutiny Committee at a future date that details the support element of home care, level of provision and recommendations on charging.
5. The Council should include savings in the financial assessment for ability to pay a contribution towards non-residential social services.
6. The Council should include in the policy a statement to state clearly circumstances when a financial assessment or charge will be waived or deferred. The statement to include a time limit of three months.

## **7. REVIEW OF DAY CARE SERVICES, OLDER PERSONS**

Councillors L. Ackerman and C. Gordon had declared an interest in this item at the start of the meeting and took no part in the discussion or voting thereon. Councillor L. Ackerman left the meeting and the Vice Chair, Councillor B. Jones, took the chair until Councillor Ackerman returned.

The report informed the Scrutiny Committee of the review of the management structure of day care services that provide support for older people, younger adults with a physical disability and adults with a diagnosis of dementia. The review includes the proposed management structure to ensure effective and robust management arrangements are in place.

Members were advised that there is a need to re-shape services to achieve a more person centred, user led provision. This will support people to live in their own homes longer while adding invaluable support to carers to enable them to continue in their caring role whilst also being able to pursue their own interests. It is about supplementing the model and transforming day services to take account of demographic pressures.

A Member asked whether it was envisaged that the new structure would enable more service users to access the service and requested a report on progress six months after its implementation. Officers advised that it was intended that the service could be accessed more appropriately. It is about creating a range of different day services that meet the needs of different people. Feedback from staff has revealed that a full day at a centre is often too long for a service user with dementia and shorter sessions would best meet their needs. Options will therefore be considered for providing shorter sessional support and making links with current respite provisions to develop flexible services that also address the needs of carers. In terms of the request for a report, the Vice Chair requested that any requests for reports be emailed to the Acting Director Social Services and the Democratic Services Manager in view of the significant backlog of outstanding reports at the present time.

Members queried the proposed management re-structure staffing costs and were advised that the figures do allow for incremental increases. Clarification was also sought that consultation



had taken place with all service users and reservations were expressed about the impact of the proposals on some service users. Officers gave assurances that service users would have been made aware of the proposals from their service reviews and that the proposed changes were about supplementing the existing model not replacing it i.e. it was about creating a range of different day services that meets the needs of different people.

Following a detailed discussion, Members were asked to consider the recommendation contained in the report and the majority present voted in favour of the recommendation and endorsed the changes to the management structure within Day Services prior to a report going to Cabinet for formal agreement in April 2013.

Councillor Gordon abstained from voting having declared an interest in this matter. Councillor L. Ackerman had left the meeting during consideration of this item.

## **8. YOUNG CARERS SERVICE**

Councillor L. Ackerman returned to the meeting and took the chair.

The report, which had been requested by the Cabinet Member for Social Services, provided information about the services offered for young carers within Caerphilly County Borough.

Caerphilly Children's Services and the Substance Misuse Action Team (SMAT) jointly commission Barnardo's to provide a Young Carers Service within Caerphilly County Borough. Children's Services contribute £76,317.00 per annum and SMAT £36,223.00. The service is targeted at children and young people between the ages of 7 and 25 years who have a substantive responsibility for caring for a sick or disabled parent or sibling. The service provides a range of activities to support young carers including: support to access community based activities; group work activities; individual support packages and signposting to other services. A collection of case studies, anonymised and collated for form 'A typical day in the life of a young carer' is attached as an appendix to the report.

Members welcomed the report and sought further information on how young carers are identified and supported. Officers outlined the steps they are taking to support young carers, helping them to link with others in a similar situation and get their voices heard. There are various support systems in place and the Barnardo's service is available 24 hours.

The Scrutiny Committee noted the report.

## **9. BRIEFING ON LOCAL EMERGENCY CENTRE AT YSBYTY YSTRAD FAWR (YYF)**

It was noted that no one from the Aneurin Bevan Health Board (ABHB) was in attendance for this item.

The report had been prepared by the Chief Operating Officer/Deputy Chief Executive of the Aneurin Bevan Health Board following a request received from the Scrutiny Committee. The report sets out the background to the opening of Ysbyty Ystrad Fawr (YYF), the services provided out of the hospital and activity data from the date of opening to 28th February 2013.

The Cabinet Member for Social Services informed the Scrutiny Committee that the Leader and Deputy Leader of the Council had met with Health Board officials the previous day. The Health Board had proposed that arrangements be made for members of the Cabinet/Scrutiny Committee to meet representatives of their Management Committee at YYF, which would include a tour of the hospital.

Members were extremely disappointed that no one from the ABHB was in attendance to present and respond to questions on the report and they requested that the matter be

deferred for a full discussion with members of ABHB at the earliest opportunity.

It was agreed that the matter be deferred to a special meeting of the Scrutiny Committee to be convened at the earliest opportunity with senior representatives of the Aneurin Bevan Health Board in attendance.

#### **10. REQUESTS FOR ITEMS TO BE INCLUDED ON THE NEXT AVAILABLE AGENDA**

The Chair advised Members that in view of the backlog of outstanding reports that had been requested at previous meetings of the Scrutiny Committee, the Assistant Director Social Services had requested that Members email any requests for reports to him (with a copy to the Democratic Services Manager) in order that can be categorised into items for discussion or items for noting.

#### **INFORMATION ITEMS**

Councillor J.A. Pritchard had requested that the following Information item be brought forward for discussion at the meeting.

#### **11. ROTA VISITS BY MEMBERS TO SOCIAL SERVICES ESTABLISHMENTS: 1ST JULY 2012 - 31ST DECEMBER 2012**

The report provided details of the number of rota visits undertaken by Members during the period 1st July 2012 to 31st December 2012.

Councillor J.A. Pritchard had requested that the report be brought forward for discussion at the meeting in view of the number of rota visits that had not been undertaken and the social services establishments that had not therefore been visited by Members during this period. Discussion ensued on whether the visits should continue in the future. Members were of the opinion that they served a very useful purpose but that perhaps some form of training, particularly for the newer Members, could be arranged to clarify the purpose of the visits.

The Acting Director Social Services advised that there are guidance notes for Members on undertaking these visits and suggested that he organise a seminar for all Members on the subject at the earliest opportunity.

The meeting closed at 7.00 p.m.

Approved as a correct record subject to any amendments agreed and recorded in the minutes of the meeting held on 14th May 2013.

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CHAIRMAN

# EQUALITY IMPACT ASSESSMENT FORM

October 2018

## THE COUNCIL'S EQUALITIES STATEMENT

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

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

The Council is required to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010
- advance equality of opportunity between people who share a relevant protected characteristic and those who do not
- foster good relations between people who share a protected characteristic and those who do not.

The Act explains that having due regard for advancing equality involves:

- removing or minimising disadvantages experienced by people due to their protected characteristics
- taking steps to meet the needs of people from protected groups where these are different from the needs of other people
- encouraging people with protected characteristics to participate in public life or in other activities where their participation is disproportionately low.

The protected characteristics are:

- |                                  |                                  |
|----------------------------------|----------------------------------|
| • Age                            | • Race                           |
| • Disability                     | • Religion, Belief or Non-Belief |
| • Gender Re-assignment           | • Sex                            |
| • Marriage and Civil Partnership | • Sexual Orientation             |
| • Pregnancy and Maternity        | • Welsh Language*                |

\* The Welsh language is not identified as a protected characteristic under the Equality Act 2010, however in Wales we also have to treat Welsh and English on an equal basis as well as promoting and facilitating the use of the Welsh language.

Further advice on completing impact assessments can be found on the equalities pages of Corporate Policy Unit Portal.

## THE EQUALITY IMPACT ASSESSMENT

<b>NAME OF NEW OR REVISED PROPOSAL *</b>	Non residential charging
<b>DIRECTORATE</b>	Social Services
<b>SERVICE AREA</b>	Adults
<b>CONTACT OFFICER</b>	Mike Jones
<b>DATE FOR NEXT REVIEW OR REVISION</b>	February 2023

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

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

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

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

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

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

## PURPOSE OF THE PROPOSAL

<b>1</b>	<p><b>What is the proposal intended to achieve?</b> <i>(Please give a brief description and outline the purpose of the new or updated proposal by way of introduction.)</i></p> <p>Propose changes to the current non-residential charging policy to ensure equity for all service users to include: charging for support element of domiciliary care, charging for day opportunities in a community setting, and charging for day opportunities provided by the independent and third sector.</p>
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<b>2</b>	<p><b>Who are the service users affected by the proposal?</b> <i>(Who will be affected by the delivery of this proposal? e.g. staff members, the public generally, or specific sections of the public i.e. youth groups, carers, road users, people using country parks, people on benefits etc. Are there any data gaps?)</i></p> <p>To propose changes to the current non-residential charging model to ensure equity for all service users to include:-</p> <ul style="list-style-type: none"><li>a) charging for the support element of domiciliary care;</li><li>b) charging for day opportunities provided in a community setting and</li><li>c) charging for day opportunities provided by independent and third sector providers.</li></ul> <p>Changes that are required to ensure compliance with legislation.</p> <p>There are currently inequities in the system which are not linked to the protected characteristics in terms of not currently financially assessing individuals for the support element of domiciliary care that they receive.</p> <p>Currently buildings based day care is subject to the non-residential charging policy where as community based day opportunities where individuals access their local community often with 1:1 support is not subject to the charging policy.</p> <p>There are inequities in the system in terms of not charging individuals who receive day opportunities through independent and third sector providers.</p> <p>This will impact on all people equitably across all client groups in terms of affording them a benefits maximisation assessment prior to the application of the fairer charging policy</p>
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## IMPACT ON THE PUBLIC AND STAFF

<b>3</b>	<p><b>Does the proposal ensure that everyone has an equal access to all the services available or proposed, or benefits equally from the proposed changes, or does not lose out in greater or more severe ways due to the proposals?</b>  <i>(What has been done to examine whether or not these groups have equal access to the service, or whether they need to receive the service in a different way from other people?)</i></p> <p>Proposal impacts on service users across all client groups, all individuals have equal access to services as access is determined following an individual assessment which actively promotes equalities</p>
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<b>4</b>	<p><b>Is your proposal going to affect any people or groups of people with protected characteristics?</b>  <i>(Has the service delivery been examined to assess if there is any indirect effect on any groups? Could the consequences of the policy or savings proposal differ dependent upon people's protected characteristics?)</i></p>	
	<b>Protected Characteristic</b>	<b>Positive, Negative, Neutral</b>
		<b>Relevance of the Policy or Practice</b>
	<b>Age</b>	<b>Neutral</b>
	<b>Disability</b>	<b>Neutral</b>
	<b>Gender Reassignment</b>	<b>Neutral</b>
	<b>Marriage &amp; Civil Partnership</b>	<b>Neutral</b>
	<b>Pregnancy and Maternity</b>	<b>Neutral</b>
	<b>Race</b>	<b>Neutral</b>
	<b>Religion &amp; Belief</b>	<b>Neutral</b>
	<b>Sex</b>	<b>Neutral</b>
	<b>Sexual Orientation</b>	<b>Neutral</b>

<b>5</b>	<p><b>In line with the requirements of the Welsh Language Standards. (No.1) Regulations 2015, please note below what effects, if any (whether positive or adverse), the proposal would have on opportunities for persons to use the Welsh language, and treating the Welsh language no less favourably than the English language.</b></p> <p><i>(The specific Policy Making Standards requirements are Standard numbers 88, 89, 90, 91, 92 and 93. The full detail of each Standard is available on the Corporate Policy Unit Portal. Although it is important that what is outlined in the proposal is available in Welsh and English, please consider wider impacts on Welsh speakers.)</i></p> <p>No effects</p>
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## INFORMATION COLLECTION

<b>6</b>	<p><b>Please outline any evidence and / or research you have collected which supports the proposal? This can include an analysis of service users.</b></p> <p><i>(Is this service effectively engaging with all its potential users or is there higher or lower participation of uptake by one or more protected characteristic groups? If so, what has been done to address any difference in take up of the service? Does any savings proposal include an analysis of those affected?)</i></p> <p>Currently, there are 1,099 service users accessing a chargeable domiciliary care service. Following the application of the Non-Residential Charging Policy, 313 of these service users (28.5%) pay nothing towards the services they receive, 276 service users (25.1%) pay the maximum charge of £80 per week and a further 269 (24.5%) service users pay all of their assessed disposable income. This means that these 858 service users would not be expected to contribute any more under the new proposals, even if they are in receipt of domiciliary support or day care services that have previously not been subject to charging. Of the remaining 241 service users (21.9%) many are in receipt of domiciliary care only and as such would not be affected by the proposed changes in policy.</p> <p>There are over 300 service users in receipt of day services that are not currently subject to the non-residential charging policy. However, some of these services users will also be in receipt of chargeable domiciliary services and will be included in the 1,099 service users considered in paragraph 7.2 above. Moreover, of those service users that are in receipt of day care services only, it is likely that around 28.5% of these would be assessed to pay nothing towards their care.</p> <p>The Financial Services Team do not hold information in respect of the number of service users in receipt of domiciliary support services only.</p>

## CONSULTATION

<b>7</b>	<p><b>Please outline the consultation / engagement process and outline any key findings.</b> <i>(Include method of consultation, objectives and target audience. What steps have been taken to ensure that people from various groups have been consulted during the development of this proposal? Have you referred to the Equalities Consultation and Monitoring Guidance?)</i></p> <p>When individuals are assessed or reviewed the charging policy is fully explained to them including the opportunity to maximise their benefits</p>
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## MONITORING AND REVIEW

<b>8</b>	<p><b>How will the proposal be monitored?</b> <i>(What monitoring process has been set up to assess the extent that the service is being used by all sections of the community, or that the savings proposals are achieving the intended outcomes with no adverse impact? Are comments or complaints systems set up to record issues by Equalities category to be able analyse responses from particular groups?)</i></p> <p>Budget reports will be reviewed</p> <p>Any comments compliments or complaints received are recorded by equalities categories</p>
<b>9</b>	<p><b>How will the monitoring be evaluated?</b> <i>(What methods will be used to ensure that the needs of all sections of the community are being met?)</i></p> <p>Uptake will be monitored via finance team</p>



<b>10</b>	<p><b>Have any support / guidance / training requirements been identified?</b>  <i>(Has the EIA or consultation process shown a need for awareness raising amongst staff, or identified the need for Equalities or Welsh Language training of some sort?)</i></p> <p>No</p>
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<b>11</b>	<p><b>If any adverse impact has been identified, please outline any mitigation action.</b></p> <p>Should a person be assessed as being eligible to pay for the service they receive and they decline, the service will not be withdrawn as we have a duty to provided against an assessed need</p>
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<b>12</b>	<p><b>What wider use will you make of this Equality Impact Assessment?</b>  <i>(What use will you make of this document i.e. as a consultation response, appendix to approval reports, publicity etc. in addition to the mandatory action shown below?)</i></p> <p>Will be appendix to cabinet and scrutiny reports</p>
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<b>13</b>	<p><b>If any adverse impact has been identified, please outline any mitigation actions.</b></p>
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<b>14</b>	<p><b>An equality impact assessment may have four possible outcomes, through more than one may apply to a single proposal. Please indicate the relevant outcome(s) of the impact assessment below.</b></p> <p style="text-align: right;"><b>Please tick as appropriate:</b></p> <p><b>No major change</b> – the impact assessment demonstrated that the proposal was robust; there was no potential for discrimination or adverse impact. All opportunities to promote equality have been taken. <input checked="" type="checkbox"/></p> <p><b>Adjust the proposal</b> – the impact assessment identified potential problems or missed opportunities. The proposal was adjusted to remove barriers or better promote equality. <input type="checkbox"/></p> <p><b>Continue the proposal</b> – the impact assessment identified the potential problems or missed opportunities to promote equality. The justification(s) for continuing with it have been clearly set out. (The justification must be included in the impact assessment and must be in line with the duty to have due regard. Compelling reasons will be needed for the most important relevant proposals.) <input type="checkbox"/></p> <p><b>Stop and remove the proposal</b> – the impact assessment identified actual or potential unlawful discrimination. The proposal was stopped and removed, or changed. <input type="checkbox"/></p>
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<b>Completed by:</b>	Jo Williams
<b>Date:</b>	9 <sup>th</sup> November 2018
<b>Position:</b>	Assistant Director Adult Services
<b>Name of Head of Service:</b>	Jo Williams



## HEALTH, SOCIAL CARE & WELLBEING SCRUTINY COMMITTEE – 5TH FEBRUARY 2019

**SUBJECT: BUDGET MONITORING REPORT (MONTH 9)**

**REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES AND HOUSING**

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### 1. PURPOSE OF REPORT

- 1.1 To inform Members of projected revenue expenditure for the Social Services Directorate for the 2018/19 financial year.
- 1.2 To update Members on the progress made against the savings targets built in to the 2018/19 revenue budget for the Directorate.

### 2. SUMMARY

- 2.1 The report summarises the projected financial position for the Social Services Directorate for the 2018/19 financial year based on information available as at month 9 (December 2018). It identifies a significant projected underspend for the Directorate for the current financial year due to non-recurring savings and short term funding streams but highlights longer term budget pressures relating to services for adults with learning disabilities. The report also highlights how the implementation of various strategies within the Children's Services division has mitigated the financial impact of a further increase in the numbers of looked after children. Full details are attached at Appendix 1.
- 2.2 The report also identifies the savings targets that have been factored into the Directorate's budget for 2018/19 and highlights the good progress made towards achieving those targets.

### 3. LINKS TO STRATEGY

- 3.1 The expenditure of the Directorate is linked directly to its ability to shape and deliver its strategic objectives, which in turn assists the achievement of the Authority's stated aims and well-being goals.
- 3.2 Effective financial planning and financial control contribute 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.
  - A Wales of vibrant culture and thriving Welsh Language.
  - A globally responsible Wales.

## 4. THE REPORT

### 4.1 Overview

- 4.1.1 Based on known commitments as at the end of December 2018, the Social Services revised budget of £87.797m for 2018/19 is forecast to be underspent by around £1.428m. However, this does not account for the costs of transport of Social Services service users which is funded through a budget held by the Integrated Transport Unit within the Directorate of Communities. This budget for transport costs amounts to £1.465m and is forecast to be overspent by around £118k giving a forecasted net underspend of £1.31m when offset against the £1.428m underspend within the Social Services Directorate.

Division	Revised Budget (£000's)	Projection/Commitment (£000's)	Over/(Under) Spend (£000's)
Children's Services	23,342	22,306	(1,036)
Adult Services	62,388	62,133	(255)
Service Strategy & Business Support	2,067	1,930	(137)
<b>Sub Total Directorate of Social Services</b>	<b>87,797</b>	<b>86,369</b>	<b>(1,428)</b>
Transport Costs	1,465	1,583	118
<b>Grand Total</b>	<b>89,262</b>	<b>87,852</b>	<b>(1,310)</b>

- 4.1.2 In December 2018, Welsh Government announced additional funding of £14m for Social Care across Wales in the form a specific grant aimed at "Supporting Sustainable Social Services". This grant funding was awarded for the 2018/19 financial year only and is intended to:-

- Help address workforce challenges;
- Focus on mitigating existing children's social pressures;
- Respond to current pressures in core social services to be better positioned to manage unexpected or increased demands;
- Plan for and respond to additional demands on social care resources as a result of winter pressures.

- 4.1.3 Caerphilly's share of this grant funding amounts to £832k and will be used to fund:-

- The in-year cost of implementing the revised foster carer fee structure that was adopted from June 2018.
- The in-year cost of implementing the market supplement for child care social workers and the creation of additional staffing capacity within children's services that was approved from August 2018.
- The increased demand for social care packages for adults that has been experienced between April and December 2018.

- 4.1.4 By adopting this approach, the Directorate can maximise grant funding by addressing the stated purposes of the grant without committing to any additional revenue costs for future years that have not already been considered in developing the Council's draft medium term financial strategy. The approach will also release service reserves that had previously been earmarked for the in-year implications of the foster carer fee structure, social worker supplements and additional staffing capacity. These service reserves could then be used towards the costs of these initiatives in 2019/20 rather than drawing upon the proposed social services growth funding factored in to the Council's draft budget proposals for 2019/20.

## 4.2 Children's Services

4.2.1 The Children's Services Division is currently projected to underspend its budget by £1,036k as summarised in the following table: -

	<b>Revised Budget (£000's)</b>	<b>Projection/ Commitment (£000's)</b>	<b>Over/(Under) Spend (£000's)</b>
Management, Fieldwork & Administration	8,067	7,768	<b>(299)</b>
Residential Care Including Secure Accommodation	5,420	4,876	<b>(544)</b>
Fostering & Adoption	7,724	7,786	<b>62</b>
Youth Offending	395	395	<b>0</b>
Families First	64	13	<b>(51)</b>
After Care Support	786	821	<b>35</b>
Other Costs	886	647	<b>(239)</b>
<b>Totals: -</b>	<b>23,342</b>	<b>22,306</b>	<b>(1,036)</b>

### *Management, Fieldwork and Administration*

4.2.2 A prudent approach to recruitment to back office posts and difficulties in recruiting to social work posts has resulted in a potential staffing underspend of £299k across the division. Within this forecast is an expectation that £243k in Supporting Sustainable Social Services Grant will be used to fund the in-year implications of market supplements paid to staff in locality child care teams and the additional capacity created in these teams. These costs were previously approved to be funded from service reserves.

### *Residential Care Including Secure Accommodation*

4.2.3 One-off slippage against staff costs during recruitment to posts within our newly created in-house residential home accounts for around £214k of the £544k underspend in respect of residential care. The remaining £330k underspend can be attributed to a reduction in residential care placement costs which suggests that the implementation of the Multi-agency Intensive Support Team (MIST) and the creation of additional in-house residential care capacity are delivering their intended aim of reducing our dependence on expensive external residential care placements while also improving outcomes for looked after children. However, further success in this area is required in order to fund the MIST service in future years.

### *Fostering and Adoption*

4.2.4 Demand for foster care and special guardianship placements has continued to grow throughout the year. However, since adopting the revised foster carer fee structure with effect from June 2018 the division has experienced some success in recruiting in-house foster carers, while support received through the MIST Therapeutic Fostering Service has enabled more challenging children to be supported by in-house carers. This has reduced our dependency upon independent foster care placements, thereby mitigating a large part of the financial impact of the overall increase in demand and restricting the potential overspend to around £62k. For example, between October and December 2018, 2 placements were transferred to in-house carers from independent sector placements and a further 6 additional placements were made with in house carers. Without the recruitment of additional in-house carers these 8 placements would have been made with independent sector carers at a significantly higher cost.

4.2.5 Around £243k of Supporting Sustainable Social Services Grant has been earmarked for the in-year cost of the revised fee structure for in-house foster carers. Therefore, there will be no draw upon service reserves to cover these costs in 2018/19 as was previously planned.

### *Families First*

- 4.2.6 The £51k underspend in respect of Families First is largely due to vacancies within the core staff team.

### *Aftercare*

- 4.2.7 An overspend of £35k is projected in respect of Aftercare Services and reflects the numbers of 16 to 18 year olds currently in receipt of leaving care services.

### *Other*

- 4.2.8 Around £37k of the £239k underspend forecasted for other children's services is in respect of the preventative services budgets held by individual social work teams. It is intended that these team budgets will be top-sliced for 2019/20 to create a central budget to be managed by the Divisional Management Team, allowing a more strategic approach to prevention. The remainder of this underspend is largely attributable to delays in the creation of a regional Intensive Family Support Service to be hosted by Newport County Council.

## 4.3 **Adult Services**

- 4.3.1 Since the month 5 position was reported to Members on 23<sup>rd</sup> October, a number of budget virements have been undertaken to reflect the transition of previous Independent Living Fund grant recipients in to mainstream social care services. These virements are summarised in the following table along with the projected underspend of £255k within the Adult Services:-

	<b>Original Budget (£000's)</b>	<b>Budget Virement (£000's)</b>	<b>Revised Budget (£000's)</b>	<b>Projection/ Commitment (£000's)</b>	<b>Over/ (Under) Spend (£000's)</b>
Management, Fieldwork & Administration	8,199		8,199	7,898	(301)
Own Residential Care and Supported Living	6,017		6,017	5,990	(27)
Own Day Care	4,211		4,211	4,087	(124)
Supported Employment	68		68	68	0
Aid and Adaptations	789		789	759	(30)
Gwent Frailty Programme	2,252		2,252	2,244	(8)
Supporting People (net of grant funding)	0		0	0	0
External Residential Care	14,503		14,503	14,669	166
External Day Care	1,327	166	1,493	1,429	(64)
Home Care (In-House and Independent)	10,835	24	10,859	10,988	129
Other Domiciliary Care	11,861	506	12,367	12,521	154
Resettlement	(1,020)		(1,020)	(1,020)	0
Services for Children with Disabilities	1,480		1,480	1,286	(194)
Other Costs	1,866	-696	1,170	1,214	44
<b>Totals: -</b>	<b>62,388</b>	<b>0</b>	<b>62,388</b>	<b>62,133</b>	<b>(255)</b>

### *Management, Fieldwork and Administration*

- 4.3.2 An underspend of £301k is currently projected in respect of Management, Fieldwork and Administration costs. However, this assumes around £166k of vacancy savings can be achieved in the remaining 3 months of the financial year.

### *Own Residential Care and Supported Living*

- 4.3.3 A shortfall of £158k is anticipated in respect of contributions from residents of our own residential homes for older people. These contributions can be difficult to predict as they are subject to individual financial assessments and as such are influenced by the relative wealth of the cohort of service users at any point in time. This shortfall is more than offset by staff

savings in our supported living homes reflecting the needs of current service users and a reduced call upon peripatetic staff cover. The net effect of these issues is a projected underspend of £27k

#### *Own Day Care*

- 4.3.4 The projected underspend of £124k in respect of our own day care services includes an underspend of £96k due to vacancies in the Mental Health Community Support Team and an underspend of £68k in our day centres for older people, largely due to vacancies held in preparation for further savings identified in the Council's budget proposals for 2019/20. These underspends are partially offset by an overspend of £40k in our own day services for people with learning disabilities, largely due to delays in implementing contractual changes assumed within the 2018/19 savings targets for Social Services.

#### *Aids and Adaptations*

- 4.3.5 The £30k underspend is due to a repayment from the Gwent Wide Integrated Community Equipment Service (GWICES) in respect of unspent funding from 2017/18.

#### *External Residential Care*

- 4.3.6 An overspend of £166k is forecast in respect of external residential care which amounts to a £302k reduction from the forecasted position reported to members in October 2018. This reduction is as a result of £346k in Supporting Sustainable Social Services Grant funding that became available in December 2018. Without this additional funding we would have seen an increased commitment of £44k since the previously reported position, largely due to a continued rise in demand for placements for people with learning disabilities.

#### *External Day Care*

- 4.3.7 The projected underspend of £64k in respect of external day care includes a reduction of around £37k in the costs of provision for adults with physical disabilities since the start of the financial year. The balance of the underspend can be attributed to a similar reduction in the costs of provision for adults with learning disabilities.

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

- 4.3.8 A net reduction of £135k in the costs of home care packages has been achieved since the beginning of the current financial year. However, the 2018/19 budget for home care services was cut by £264k in respect of a savings target that was to be achieved through signposting potential service users to alternative services and undertaking strength based assessments in accordance with the Social Services and Wellbeing (Wales) Act 2014. The net effect of this is a projected overspend of £129k for home care provision.

#### *Other Domiciliary Care*

- 4.3.9 An increase in demand for supported living placements for adults with learning disabilities coupled with a reduction in Supporting People Grant funding towards these placements has led to a potential overspend of £417k. While further increases in demand for direct payments and shared lives placements for adults with learning disabilities have led to potential overspends of £35k and 58k respectively.
- 4.3.10 These overspends have been partially offset by a reduction in demand for sitting services and extra care placements totalling £102k and additional non-residential care service users' contributions of £254k reflecting the additional demand for these services.

#### *Other Costs*

- 4.3.11 An overspend of £44k has been forecast in respect of Other Costs for adults. This is largely attributable to staffing cover within the Telecare Service and potential backdated changes to terms and conditions for direct care staff that have provided standby cover.

## Children with Disabilities

4.3.12 An underspend of £194k is currently forecast in respect of services for children with disabilities. This can be attributed to a reduction in foster care placements since the beginning of the financial year.

### 4.4 **Service Strategy & Business Support**

4.4.1 The service area is currently projected to underspend by £137k as summarised in the following table: -

	Revised Budget (£000's)	Projection/ Commitment (£000's)	Over/(Under) Spend (£000's)
Management and Administration	861	825	(36)
Office Accommodation	224	177	(47)
Office Expenses	172	146	(26)
Other Costs	810	782	(28)
<b>Totals: -</b>	<b>2,067</b>	<b>1,930</b>	<b>(137)</b>

4.4.2 The underspend of £137k in respect of Business Support is largely attributable to vacancies and spinal point savings within Financial Services, a partial refund of earlier years' NNDR charges resulting from successful rating appeals and savings delivered in advance of the Medium Term Financial Plan requirements.

### 4.5 **Transport Costs**

4.5.1 In addition to the £87.797m budget managed within the Directorate of Social Services, the Directorate of Communities manages a budget of £1.465m for the purposes of transporting Social Services service users. An overspend of £118k is currently forecast against this budget including £70k which is reflective of the increasing numbers of children in foster care placements and £48k largely due to increased taxi journeys commissioned on behalf of Adult Services service users.

### 4.6 **Progress Made Against the 2018/19 Revenue Budget Savings Targets**

4.6.1 The 2018/19 budget for Social Services included a savings target of £1,328k. The following table provides a summary of how this saving was to be achieved:-

Paragraph Number	Targeted Area of Service	Savings Target (£000s)
4.6.2	Children's Services staffing	335
4.6.3	Children's Services voluntary sector contracts	50
4.6.4	Adult Services voluntary sector contracts	202
4.6.5	Implications of the Social Services & Wellbeing (Wales) Act	264
4.6.6	Contract for extra care services	26
4.6.7	Domiciliary care service user contributions	75
4.6.8	In-House day services	200
4.6.9	Vacant posts within residential homes	96
4.6.10	Respite care	30
4.6.11	Office accommodation	10
4.6.12	Business Support Services staffing	40
<b>4.6.1</b>	<b>TOTAL SOCIAL SERVICES SAVINGS TARGET 2018/19</b>	<b>1,328</b>



- 4.6.2 The potential underspend of £299k identified in paragraph 4.2.2 would suggest that the £335k savings target from reviewing Children's Services staffing structures has been exceeded. These additional savings will help to deliver the additional savings target identified in the draft budget proposals for 2019/20.
- 4.6.3 The £50k savings target in respect of Children's Services voluntary sector contracts has been achieved in full through a combination of realigning budgets with contract values and reviewing contracts that were approaching their end dates.
- 4.6.4 Of the £202k savings target in respect of Adults Services voluntary sector contracts, £56k has been achieved through a review of existing contracts and £117k has been achieved through decommissioning. The remaining £29k will not be achieved for 2018/19 due to temporary contract extensions while the voluntary organisations source alternative funding. However, this funding will end in March 2019 and deliver the required saving in readiness for 2019/20.
- 4.6.5 An amount of £264k was deducted from the Adult Services budget for 2018/19 as it was felt that savings could be achieved through signposting potential service users to other agencies or other low cost services. The Home Care budget is currently overcommitted by around £129k which would suggest that around £135k of this target has been achieved at this point. However, demographic changes are likely to have increased costs in this area so it is likely that this target has been fully achieved and the over-commitment is due to demographic changes.
- 4.6.6 The £26k savings target in respect of extra care services has been achieved in full through realigning budgets with contract values.
- 4.6.7 The £75k savings target in respect of domiciliary care service user contributions was to be achieved by realigning the budget to reflect the additional levels of service user contributions that were experienced throughout 2017/18. The levels of contributions experienced to date in 2018/19 would suggest that this target will be exceeded.
- 4.6.8 Some of the contractual changes required to achieve the £200k savings target for in-house day services have taken a little longer to achieve than anticipated but a number of temporary vacancies within the service have more than compensated for this in 2018/19 and a full year effect of the contractual changes can be expected in 2019/20.
- 4.6.9 A small number of posts within our homes for older people have remained vacant for some time and have therefore been removed from the structure on a permanent basis in order to deliver the savings target of £96k with no impact on residents.
- 4.6.10 The £30k savings target in respect of respite care has been achieved in full through realigning budgets to reflect actual expenditure levels in recent years.
- 4.6.11 The budget for I.T. and telephony costs at the North Resource Centre has been realigned to reflect the actual level of recharges from the Aneurin Bevan University Health Board experienced over the last two financial years. This has enabled the £10k savings target in respect of office accommodation to be achieved in full.
- 4.6.12 The termination of the South East Wales IT Shared Service has meant that the savings target of £40k in respect of Business Support Services staffing has been exceeded and an additional £23k saving has been earmarked as a saving in advance of the Medium Term Financial Plan requirements. The support previously received from this shared service will in future be received from the regional WCCIS support service which will be funded through Integrated Care Fund grant.

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

- 5.1 Effective financial management is a key element in ensuring that the Well-being Goals within the Well-being of Future Generations Act (Wales) 2015 are met.

## **6. EQUALITIES IMPLICATIONS**

- 6.1 This report is for information purposes, so the Council's Equalities Impact Assessment process does not need to be applied.

## **7. FINANCIAL IMPLICATIONS**

- 7.1 As detailed throughout the report.

## **8. PERSONNEL IMPLICATIONS**

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

## **9. CONSULTATIONS**

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

## **10. RECOMMENDATIONS**

- 10.1 Members are asked to note the projected underspend of £1,428k against the Directorate's budget for 2018/19 and the projected overspend of £118k against the Directorate of Communities' transport budget for 2018/19.
- 10.2 Members are asked to note the budget virements set out in paragraph 4.3.1 and the proposed application of Supporting Sustainable Social Services Grant funding set out in paragraphs 4.1.3, 4.1.4, 4.2.2, 4.2.5 and 4.3.6
- 10.3 Members are asked to note the progress made towards delivering the savings target of £1.328m that was included in the Directorate's budget for 2018/19.

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

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

## **12. STATUTORY POWER**

- 12.1 Local Government Act 1972 and 2000.

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Stephen Harris (Interim Head of Business Improvement Services)

Appendices:  
Appendix 1 - Social Services 2018/19 Budget Monitoring Report (Month 9)

## APPENDIX 1 – Social Services 2018/19 Budget Monitoring Report (Month 9)

	Revised Budget 2018/19 £	Projection £	Over/ (Under) Spend £
<b>SUMMARY</b>			
CHILDREN'S SERVICES	£23,341,970	£22,305,978	(£1,035,992)
ADULT SERVICES	£62,387,484	£62,113,621	(£273,863)
RESOURCING AND PERFORMANCE	£2,067,198	£1,930,143	(£137,055)
<b>SOCIAL SERVICES TOTAL</b>	<b>£87,796,652</b>	<b>£86,349,743</b>	<b>(£1,446,909)</b>
<b>CHILDREN'S SERVICES</b>			
<b>Management, Fieldwork and Administration</b>			
Children's Management, Fieldwork and Administration	£8,805,904	£8,390,688	(£415,216)
Appropriation from Specific Reserve	(£588,604)	(£249,938)	£338,666
Supporting Sustainable Social Services Grant	£0	(£242,950)	(£242,950)
Intermediate Care Fund Contribution	(£150,842)	(£130,433)	£20,409
<b>Sub Total</b>	<b>£8,066,458</b>	<b>£7,767,367</b>	<b>(£299,091)</b>
<b>Residential Care Including Secure Accommodation</b>			
Own Residential Homes	£1,190,608	£997,229	(£193,379)
Gross Cost of Placements	£4,315,171	£3,953,433	(£361,738)
Contributions from Education	(£85,912)	(£74,385)	£11,527
Contributions from Health	£0	£0	£0
<b>Sub Total</b>	<b>£5,419,867</b>	<b>£4,876,278</b>	<b>(£543,589)</b>
<b>Fostering and Adoption</b>			
Gross Cost of Placements	£7,322,369	£7,511,864	£189,495
Appropriation from Specific Reserve	(£613,933)	(£491,933)	£122,000
Supporting Sustainable Social Services Grant	£0	(£242,559)	(£242,559)
Other Fostering Costs	£122,086	£94,913	(£27,173)
Adoption Allowances	£110,616	£100,062	(£10,554)
Other Adoption Costs	£354,519	£354,519	£0
Professional Fees Inc. Legal Fees	£428,749	£459,665	£30,916
<b>Sub Total</b>	<b>£7,724,406</b>	<b>£7,786,530</b>	<b>£62,124</b>
<b>Youth Offending</b>			
Youth Offending Team	£395,152	£395,152	£0
<b>Sub Total</b>	<b>£395,152</b>	<b>£395,152</b>	<b>£0</b>
<b>Families First</b>			
Families First Team	£214,017	£168,524	(£45,493)
Other Families First Contracts	£2,547,484	£2,542,022	(£5,462)
Grant Income	(£2,697,747)	(£2,697,747)	£0
<b>Sub Total</b>	<b>£63,754</b>	<b>£12,799</b>	<b>(£50,955)</b>
<b>Other Costs</b>			
Preventative and Support - (Section 17 & Childminding)	£64,736	£27,865	(£36,871)
Aftercare	£785,768	£820,758	£34,990
Agreements with Voluntary Organisations	£670,962	£668,369	(£2,593)
Other	£150,867	(£49,139)	(£200,006)
<b>Sub Total</b>	<b>£1,672,333</b>	<b>£1,467,853</b>	<b>(£204,480)</b>
<b>TOTAL CHILDREN'S SERVICES</b>	<b>£23,341,970</b>	<b>£22,305,978</b>	<b>(£1,035,992)</b>

	Revised Budget 2018/19 £	Projection £	Over/ (Under) Spend £
<b>ADULT SERVICES</b>			
<b>Management, Fieldwork and Administration</b>			
Management	£124,883	£132,114	£7,231
Protection of Vulnerable Adults	£268,983	£273,954	£4,971
OLA and Client Income from Client Finances	(£269,645)	(£302,453)	(£32,808)
Commissioning	£641,369	£644,904	£3,535
Section 28a Income Joint Commissioning Post	(£17,175)	(£17,175)	£0
Older People	£2,425,718	£2,382,011	(£43,707)
Less Wanless Income	(£44,747)	(£44,747)	£0
Physical Disabilities	£2,224,696	£2,216,083	(£8,613)
Provider Services	£383,986	£404,754	£20,768
ICF Funding	(£132,275)	(£134,566)	(£2,291)
Learning Disabilities	£778,793	£742,835	(£35,958)
Contribution from Health and Other Partners	(£44,253)	(£44,253)	£0
Mental Health	£1,331,381	£1,318,164	(£13,217)
Section 28a Income Assertive Outreach	(£94,769)	(£94,769)	£0
Drug & Alcohol Services	£367,897	£328,732	(£39,165)
Emergency Duty Team	£254,536	£259,204	£4,668
Further Vacancy Savings	£0	(£166,577)	(£166,577)
<b>Sub Total</b>	<b>£8,199,378</b>	<b>£7,898,215</b>	<b>(£301,163)</b>
<b>Own Residential Care</b>			
Residential Homes for the Elderly	£6,452,046	£6,443,130	(£8,916)
Intermediate Care Fund Contribution	(£97,387)	(£97,555)	(£168)
-Less Client Contributions	(£2,251,840)	(£2,093,817)	£158,023
-Less Section 28a Income (Ty Iscoed)	(£115,350)	(£115,350)	£0
-Less Inter-Authority Income	(£38,297)	(£44,747)	(£6,450)
Net Cost	£3,949,172	£4,091,661	£142,489
Accommodation for People with Learning Disabilities	£2,463,760	£2,341,996	(£121,764)
-Less Client Contributions	(£63,437)	(£63,437)	£0
-Less Contribution from Supporting People	(£25,985)	(£41,206)	(£15,221)
-Less Inter-Authority Income	(£306,801)	(£338,868)	(£32,067)
Net Cost	£2,067,537	£1,898,485	(£169,052)
<b>Sub Total</b>	<b>£6,016,709</b>	<b>£5,990,146</b>	<b>(£26,563)</b>
<b>External Residential Care</b>			
Long Term Placements			
Older People	£10,147,329	£10,137,148	(£10,181)
Less Wanless Income	(£303,428)	(£303,428)	£0
Less Section 28a Income - Allt yr yn	(£151,063)	(£151,063)	£0
Physically Disabled	£428,951	£453,778	£24,827
Learning Disabilities	£3,042,534	£3,444,444	£401,910
Mental Health	£893,783	£933,133	£39,350
Supporting Sustainable Social Services Grant	£0	(£346,703)	(£346,703)
Substance Misuse Placements	£58,902	£115,677	£56,775
Net Cost	£14,117,008	£14,282,986	£165,978

	Revised Budget 2018/19 £	Projection £	Over/ (Under) Spend £
<b>Short Term Placements</b>			
Older People	£248,822	£248,822	£0
Carers Respite Arrangements	£39,330	£39,330	£0
Physical Disabilities	£41,149	£41,149	£0
Learning Disabilities	£16,264	£16,264	£0
Mental Health	£40,353	£40,353	£0
Net Cost	£385,918	£385,918	£0
<b>Sub Total</b>	<b>£14,502,926</b>	<b>£14,668,904</b>	<b>£165,978</b>
<b>Own Day Care</b>			
Older People	£848,144	£787,600	(£60,544)
-Less Attendance Contributions	(£16,869)	(£23,852)	(£6,983)
Learning Disabilities	£2,860,936	£2,905,770	£44,834
-Less Attendance Contributions	(£20,691)	(£20,691)	£0
-Less Inter-Authority Income	(£24,986)	(£29,846)	(£4,860)
Mental Health	£731,515	£630,375	(£101,140)
ICF Funding	(£85,682)	(£80,809)	£4,873
-Less Section 28a Income (Pentrebane Street)	(£81,366)	(£81,366)	£0
<b>Sub Total</b>	<b>£4,211,001</b>	<b>£4,087,182</b>	<b>(£123,819)</b>
<b>External Day Care</b>			
Elderly	£3,005	£7,909	£4,904
Physically Disabled	£162,676	£125,651	(£37,025)
Learning Disabilities	£1,354,602	£1,326,041	(£28,561)
Section 28a Income	(£72,659)	(£72,659)	£0
Mental Health	£44,900	£42,192	(£2,708)
<b>Sub Total</b>	<b>£1,492,524</b>	<b>£1,429,134</b>	<b>(£63,390)</b>
<b>Supported Employment</b>			
Mental Health	£68,088	£68,088	£0
<b>Sub Total</b>	<b>£68,088</b>	<b>£68,088</b>	<b>£0</b>
<b>Aids and Adaptations</b>			
Disability Living Equipment	£535,638	£506,673	(£28,965)
Adaptations	£246,169	£246,169	£0
Chronically Sick and Disabled Telephones	£7,000	£6,290	(£710)
<b>Sub Total</b>	<b>£788,807</b>	<b>£759,132</b>	<b>(£29,675)</b>
<b>Home Assistance and Reablement</b>			
Home Assistance and Reablement Team			
Home Assistance and Reablement Team (H.A.R.T.)	£3,968,343	£4,000,077	£31,734
Wanless Funding	(£67,959)	(£67,959)	£0
ICF Funding	(£29,504)	(£45,824)	(£16,320)
Transformation Grant	£0	(£15,952)	(£15,952)
Independent Sector Domiciliary Care			
Elderly	£5,545,788	£5,765,509	£219,721
Physical Disabilities	£772,024	£740,060	(£31,964)
Learning Disabilities (excluding Resettlement)	£384,951	£342,532	(£42,419)
Mental Health	£285,169	£269,565	(£15,604)
Gwent Frailty Programme	£2,320,293	£2,311,830	(£8,463)
Appropriation from Specific Reserve	(£68,226)	(£68,226)	£0
<b>Sub Total</b>	<b>£13,110,879</b>	<b>£13,231,612</b>	<b>£120,733</b>

	Revised Budget 2018/19 £	Projection £	Over/ (Under) Spend £
<b>Other Domiciliary Care</b>			
Shared Lives			
Shared Lives Scheme	£916,695	£961,311	£44,616
-Less Contribution from Supporting People	(£138,698)	(£125,378)	£13,320
Net Cost	£777,997	£835,934	£57,937
Supported Living			
Older People	£50,029	£50,029	(£0)
-Less Contribution from Supporting People	£0	£0	£0
Physical Disabilities	£1,360,081	£1,439,868	£79,787
-Less Contribution from Supporting People	(£15,737)	(£22,116)	(£6,379)
Learning Disabilities	£7,866,021	£8,164,413	£298,392
Less Section 28a Income Joint Tenancy	(£28,987)	(£28,987)	£0
-Less Contribution from Supporting People	(£397,099)	(£261,155)	£135,944
Mental Health	£2,135,574	£2,039,678	(£95,896)
-Less Contribution from Supporting People	(£15,326)	(£10,018)	£5,308
Net Cost	£10,954,556	£11,371,710	£417,154
Direct Payment			
Elderly People	£187,100	£96,622	(£90,478)
Physical Disabilities	£663,082	£687,155	£24,073
Learning Disabilities	£630,937	£732,161	£101,224
Section 28a Income Learning Disabilities	(£20,808)	(£20,808)	£0
Mental Health	£3,594	£3,456	(£138)
Net Cost	£1,463,905	£1,498,587	£34,682
Other			
Sitting Service	£294,869	£275,368	(£19,501)
Extra Care Sheltered Housing	£540,689	£457,621	(£83,068)
-Less Contribution from Supporting People	(£13,635)	(£13,635)	£0
Net Cost	£821,923	£719,354	(£102,569)
Total Home Care Client Contributions	(£1,650,816)	(£1,905,009)	(£254,193)
<b>Sub Total</b>	<b>£12,367,565</b>	<b>£12,520,577</b>	<b>£153,012</b>
<b>Resettlement</b>			
External Funding			
Section 28a Income	(£1,020,410)	(£1,020,410)	£0
<b>Sub Total</b>	<b>(£1,020,410)</b>	<b>(£1,020,410)</b>	<b>£0</b>

	Revised Budget 2018/19 £	Projection £	Over/ (Under) Spend £
<b>Supporting People (including transfers to Housing)</b>			
People Over 55 Years of Age	£842,157	£763,521	(£78,636)
People with Physical and/or Sensory Disabilities	£60,000	£48,465	(£11,535)
People with Learning Disabilities	£161,846	£156,962	(£4,884)
People with Mental Health issues	£915,651	£918,545	£2,894
Families Supported People	£499,171	£481,932	(£17,239)
Generic Floating support to prevent homelessness	£881,334	£983,872	£102,538
Young People with support needs (16-24)	£968,966	£1,115,961	£146,995
Single people with Support Needs (25-54)	£414,170	£386,231	(£27,939)
Women experiencing Domestic Abuse	£448,444	£434,490	(£13,954)
People with Substance Misuse Issues	£298,466	£298,037	(£429)
Alarm Services (including in sheltered/extra care)	£19,210	£12,448	(£6,762)
People with Criminal Offending History	£43,419	£67,767	£24,348
Contribution to Social Services Schemes	£749,956	£634,559	(£115,397)
Newport CC funding transfer	(£70,000)	(£70,000)	£0
Less supporting people grant	(£6,232,790)	(£6,232,790)	£0
<b>Sub Total</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>
<b>Services for Children with Disabilities</b>			
Blackwood Resource Centre	£319,996	£319,996	£0
Residential Care	£283,152	£337,128	£53,976
Foster Care	£619,834	£385,367	(£234,467)
Preventative and Support - (Section 17 & Childminding)	£9,248	£18,990	£9,742
Respite Care	£68,031	£68,031	£0
Direct Payments	£179,480	£156,217	(£23,263)
<b>Sub Total</b>	<b>£1,479,741</b>	<b>£1,285,729</b>	<b>(£194,012)</b>
<b>Other Costs</b>			
Telecare Gross Cost	£589,788	£626,707	£36,919
Less Client and Agency Income	(£353,985)	(£353,985)	£0
-Less Contribution from Supporting People	(£83,476)	(£83,476)	(£0)
Agreements with Voluntary Organisations			
Children with Disabilities	£391,442	£389,513	(£1,929)
Elderly	£148,410	£159,615	£11,205
Learning Difficulties	£60,904	£60,904	£0
Section 28a Income	(£52,020)	(£52,020)	£0
Mental Health & Substance Misuse	£102,444	£119,296	£16,852
MH Capacity Act / Deprivation of Libert Safeguards	£95,176	£114,767	£19,591
Other	£95,304	£121,398	£26,094
Wales Independent Living Expenditure	£176,289	£110,783	(£65,506)
Gwent Enhanced Dementia Care Expenditure	£279,692	£279,692	£0
Gwent Enhanced Dementia Care Grant	(£209,692)	(£209,692)	£0
Intermediate Care Fund Contribution	(£70,000)	(£69,186)	£814
<b>Sub Total</b>	<b>£1,170,276</b>	<b>£1,214,316</b>	<b>£44,040</b>
<b>TOTAL ADULT SERVICES</b>	<b>£62,387,484</b>	<b>£62,132,693</b>	<b>(£254,791)</b>

	Revised Budget 2018/19 £	Projection £	Over/ (Under) Spend £
<b><u>SERVICE STRATEGY AND BUSINESS SUPPORT</u></b>			
<b>Management and Administration</b>			
Policy Development and Strategy	£167,448	£169,947	£2,499
Business Support	£693,879	£655,047	(£38,832)
<b>Sub Total</b>	<b>£861,327</b>	<b>£824,993</b>	<b>(£36,334)</b>
<b>Office Accommodation</b>			
All Offices	£283,079	£236,678	(£46,401)
Less Office Accommodation Recharge to HRA	(£59,430)	(£59,430)	£0
<b>Sub Total</b>	<b>£223,649</b>	<b>£177,248</b>	<b>(£46,401)</b>
<b>Office Expenses</b>			
All Offices	£171,750	£146,103	(£25,647)
<b>Sub Total</b>	<b>£171,750</b>	<b>£146,103</b>	<b>(£25,647)</b>
<b>Other Costs</b>			
Training	£314,448	£314,448	£0
Staff Support/Protection	£9,800	£7,000	(£2,800)
Information Technology	£11,186	£10,700	(£486)
Management Fees for Consortia	(£55,558)	(£55,558)	£0
Insurances	£252,763	£248,254	(£4,509)
Other Costs	£277,833	£256,955	(£20,878)
<b>Sub Total</b>	<b>£810,472</b>	<b>£781,799</b>	<b>(£28,673)</b>
<b>TOTAL RESOURCING AND PERFORMANCE</b>	<b>£2,067,198</b>	<b>£1,930,143</b>	<b>(£137,055)</b>





## HEALTH, SOCIAL CARE & WELLBEING SCRUTINY COMMITTEE – 5TH FEBRUARY 2019

**SUBJECT: 2018/19 ANNUAL COMPLAINTS & COMPLIMENTS REPORT**

**REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES**

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### 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 2018 to 11 January 2019. The Report will also 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 Complaints and Information Team, who also record 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 2018/19, the Complaints and Information 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 Complaints and Information Team or the Corporate Data Protection Officer.

#### 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 Complaints and Information Team delivers awareness raising sessions to all teams. During the period 1 April 2018 to 11 January 2019, 28 sessions have been carried out for 147 members of staff.

### **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, complaints and compliments activity for the period 1<sup>st</sup> April 2018 to 11<sup>th</sup> January 201.

#### **4.2 Representations**

4.2.1 During 2018/19, 45 representations were received, a 43% decrease on the previous year’s figure of 79. Of these, 28 (62%) related to Adult Services, 17 (38%) to Children’s Services. During 2018/19 in readiness for the introduction of the General Data Protection Regulations, the Authority provided training sessions for elected members, AM’s and MP’s which highlighted the importance of receiving consent to share individual’s details when making representations.

4.2.2 The Complaints and Information Team receives representations from a number of sources and these are detailed below for 2018/19: -

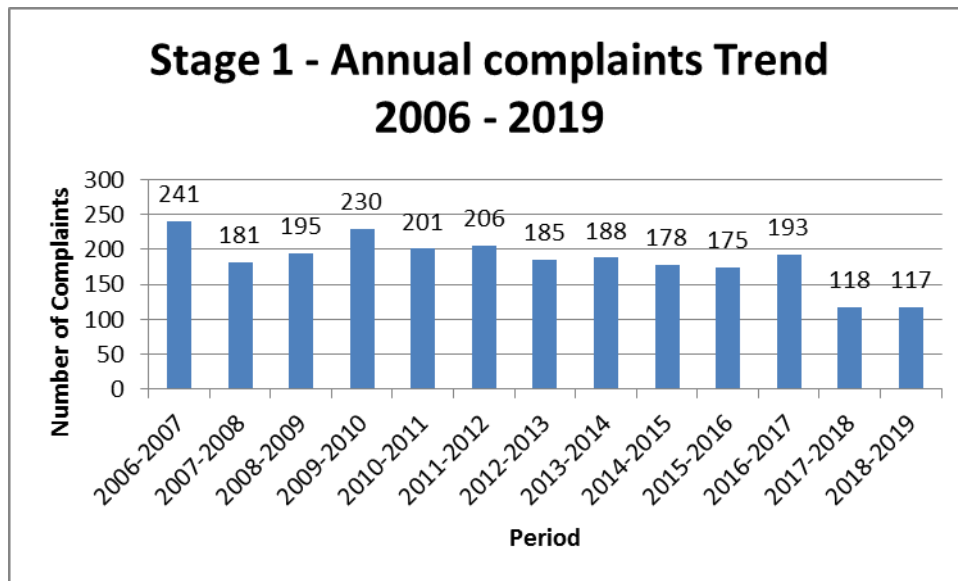
- Telephone (3)
- Online (3)
- E-mail (6)
- Elected Members (31) these being Cllrs 16, MP 12, AM 3.
- Advocate (2)

#### **4.3 Complaints – Stage 1**

4.3.1 During 2018/19 the Directorate received 117 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 117 complaints received at Stage 1, 27 (23%) related to Adult Services, 84 (72%) to Children’s Services and 6 (5%) to Service Strategy and Business Support. This is consistent with the previous year’s figures (118), where the number of complaints regarding Children’s Services has been the higher figure. Previous years have shown more of 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 just slightly lower than last year's figures, with this year experiencing the lowest number of complaints received since the statutory guidance was implemented.



4.3.4 The Complaints and Information Team receives complaints from a number of sources and these are detailed below for 2018/19: -

- Telephone (60)
- Letter (15)
- E-mail (18)
- Complaints form (3)
- On line (21)

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 for direct contact with an officer with whom they can discuss their complaint.

4.3.6 The Complaints and Information 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 117 complaints received at Stage 1 in 2018/19, the following outcomes were noted:

- 17 were closed, as the matters were resolved early or signposted to other processes, e.g. legal process
- 6 complaints were upheld
- 9 complaints were partially upheld
- 77 complaints were not upheld
- 1 complaint was not given an outcome as it proceeded to a stage 2 before stage 1 process completed
- 7 complaints ongoing at the time of this report

4.3.8 Of the 6 complaints that were upheld:

- 1 related to Adult Services
- 4 related to Children's Services
- 1 related to Service Strategy and Business Support

4.3.9 In relation to the 1 matter upheld for Adult's Services, the following changes were made to improve future practice:

- The family of a service user with learning disabilities who is residing at a home was not consulted prior to introducing another resident to the home which caused upset and triggered aggressive behaviour. An apology was given and reassurances made that should another individual be moved in to the home the family would be made aware.

4.3.10 In relation to the 4 Children's Services matters that were upheld at Stage 1, the following changes were made to improve future practice:

- Further to a delay in an assessment for contact arrangements a child complained about Children's Services, informing them that she would see her mother whenever she liked and not when Social Service's told her she could. The Directorate explained that ultimately decisions would be made by court however apologised for the delay and signposted to advocacy services.
- An apology was given to a parent whose address details were shared with an ex-partner against her wishes, the Social Worker accepted the error, which was an unfortunate oversight whilst compiling reports. The Directorate detailed that it was updating its policies and staff training in line with recent data protection legislation, particularly around protecting information and mitigating risks. Contact details were provided for the Information Commissioners Office.
- An apology and subsequent meeting was offered to a parent that was dissatisfied with the timeliness of communication from Children's Services. Staff were reminded of the expectation regarding acknowledging receipt of communication within 48 hours and the service user tested this process to ensure learning had been embedded.
- An apology and subsequent meeting was offered to a complainant that had experienced significant delays for a referral to be made to the South East Wales Adoption Service. In addition there was confusion over meeting attendance and poor communication, this matter was compounded by the team being understaffed and the summer months with officers taking annual leave. However the Directorate agrees the complainant did not receive the level of service that the Directorate strives to offer.

4.3.11 In relation to the 1 complaint upheld for Service Strategy and Business Support, the following changes were made to improve future practice:

- Invoices for care packages were delayed and this has had an impact on financial forecasting for a service user to budget payments. In this instance there was a change between temporary and full care packages and whilst under normal circumstances invoices would be raised on a 4 week cycle, due to 2 full time equivalent posts being vacant (out of a total complement of 2.5 full time equivalent posts) and the summer holidays, capacity issues were delaying invoices. An apology and the offer of a direct debit plan arrangement was given.

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

4.3.13 In the period April 2018 to January 2019, 6 of the complaints received by the Complaints and Information Team were referred to the POVA team for their advice. Of these, 3 were found to meet the POVA criteria for a full POVA investigation and 3 were progressed via the complaints process.

#### 4.4 Complaints – Stage 2

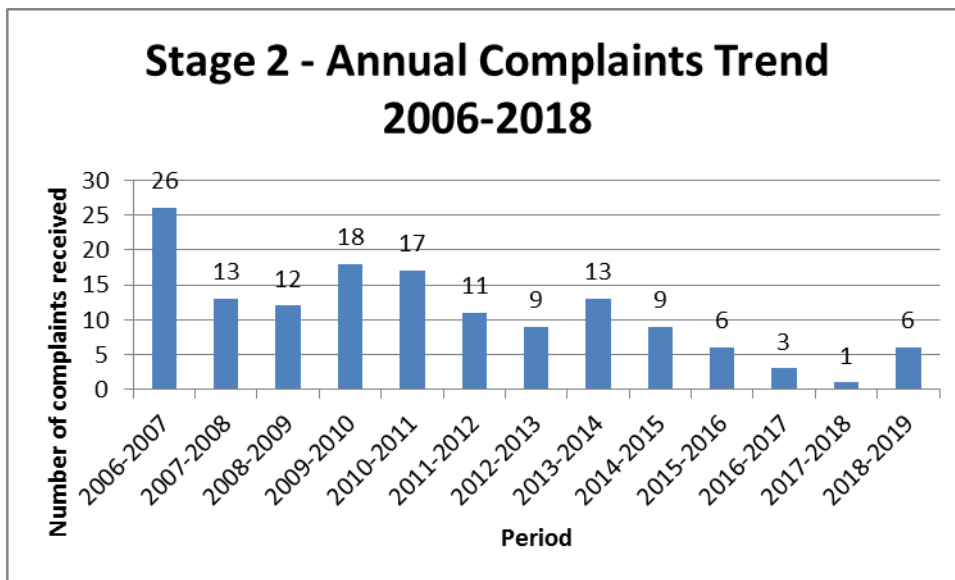
4.4.1 During 2018/19 the Directorate received 6 requests to progress complaints to a Stage 2 formal investigation, an 83% increase from the previous year when there was 1 Stage 2 investigation. The 6 (100%) of the Stage 2 investigations related to Children’s Services. Two of the Stage 2 investigations have been completed and at the time of this report 4 Stage 2 investigations are on-going.

4.4.2 Of the 2 completed Stage 2 investigations that progressed via Children’s Services:

- 1 investigation concluded that no matters were found to be upheld, with further recommendations to ensure safeguards are in place for children transferring out of the Authority.
- 1 investigation made up of 15 complaints relating to Children’s Services involvement with a family concerning contact with the father who had been in prison for significant offences. Nine of the points were not upheld, 3 were inconclusive and the remaining 3 points were upheld. Recommendations for Children’s Services from this investigation were to improve communication, improve timeliness of paperwork and to ensure documentation used is complete and up to date.

4.4.3 Of the 4 ongoing investigations, 1 is relating to a care and support plan for a child with disabilities, 1 is from a parent of a looked after child who is unhappy with the length of time taken for a placement with parent report to be completed, 1 is from an advocate on behalf of a young person regarding Children’s Services involvement in obtaining a diagnosis and 1 is from a surrogate mother who is unhappy with Children’s Services involvement regarding placing the child with another family member.

4.4.4 The following graph shows the number of complaints progressing to the formal Stage 2 process for independent investigation since the implementation of the statutory complaints Guidance in April 2006. This year has shown an increase on the previous 2 years figures for Stage 2 investigations, however the number is still relevantly low (6).



#### 4.5 Ombudsman’s investigations

4.5.1 There were 15 contacts by our customers during this year to the Public Services Ombudsman for Wales (PSOW). This is an increase of 88% on the previous year when 8 customers approached the PSOW for support. Of the 15 contacts:

- 1 closed after the PSOW reviewed information, the complainant had previously been managed by the vexatious/persistent complaints procedure

- 1 closed at the local enquiry stage, as the PSOW could find no reason to investigate
- 3 closed after the PSOW was satisfied that the Directorate could evidence it had dealt with the complaint in line with due process
- 4 recommendations from PSOW to fully investigate, Stage 2 investigations are currently ongoing
- 6 cases that have contacted the PSOW remain open at the time of this report

The Complaints and Information Team continue to have a positive relationship with the PSOW and continues to discuss persistent complainants and provide consistent advice.

The PSOW wrote to the Local Authority to remind them of the complainant’s right to a Stage 2 investigation, as such 4 of the current Stage 2 investigations have arisen from contact with the PSOW.

4.5.2 The high standard of evidence available to the Complaints and Information 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.

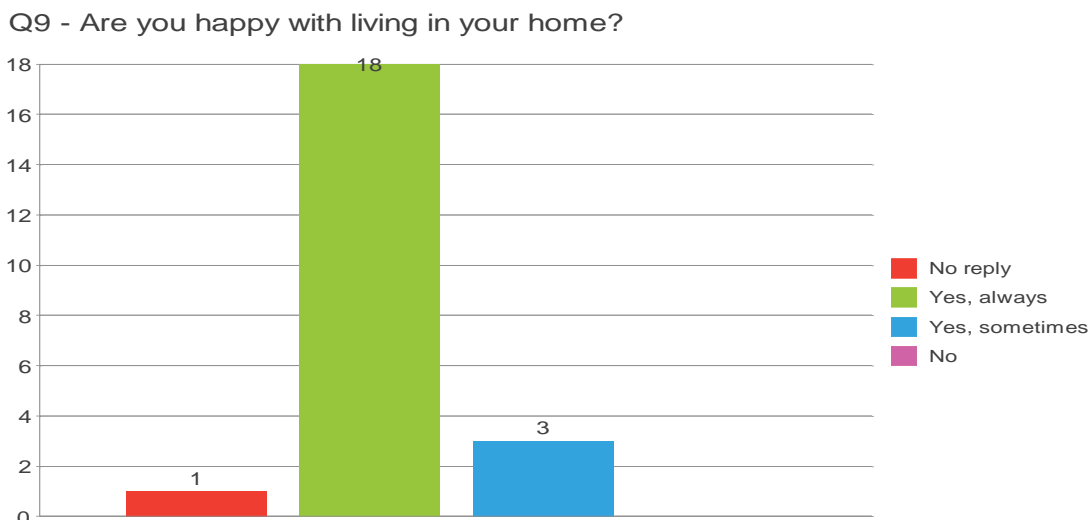
## 4.6 Compliments

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.

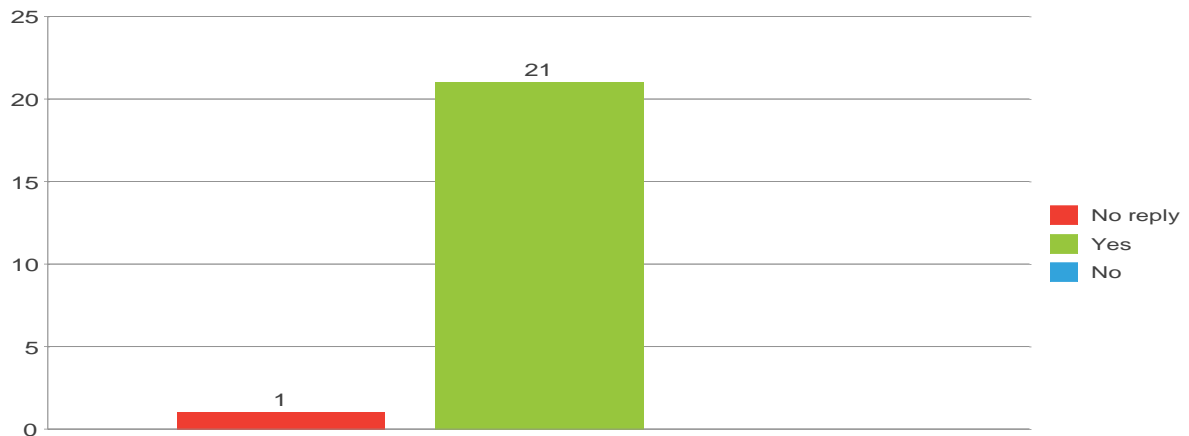
4.6.2 Praise is received by teams in the form of thank you cards, letters and emails and these are sent to the Complaints and Information Team for them to record, 74 compliments have been logged during the year, of which 72 (97%) relate to Adult Services and 2 (3%) relate to Children’s Services. In addition, 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 During the year 19 surveys were sent out, 5 (26%) of these were for Adult Services and 14 (74%) were for Children’s Services. At the time of this report 6 surveys are ongoing, 2 Adult Services, 4 Children’s Services.

4.6.4 An example of positive feedback in Adult Services is the responses given in a survey that asked how residents of the Local Authority’s Homes would describe their home. The graph’s below illustrate the outcome:



Q10 - The Home provides for everyone's interests and hobbies, do you agree?



In relation to Children's Services, children/young people completed a survey in 2018 which sought their feedback on their experience of the Supporting Family Change (SFC) team. Of the 45 children and young people who took part in the survey, 80% reported that they found the service made "a difference" to their family and 20% reported it made "some difference". Of the 157 parents who offered feedback, 94% said that they found Supporting Family Change helpful.

- 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 1, attached to the Report.

## 5. EQUALITIES IMPLICATIONS

- 5.1 The Complaints and Information 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.

## 6. FINANCIAL IMPLICATIONS

- 6.1 There are no financial implications arising from this report

## 7. PERSONNEL IMPLICATIONS

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

## 8. CONSULTATIONS

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

## 9. RECOMMENDATIONS

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

## **10. REASONS FOR THE RECOMMENDATIONS**

- 10.1 To ensure that the Committee is kept informed of representations, complaints and compliments activity in the Social Services Directorate.

## **11. STATUTORY POWER**

- 11.1 Welsh Assembly Government's "A Guide to Handling Complaints 2014".
- 11.2 Health and Social Care (Community Health and Standards) Act 2003.
- 11.3 Fostering Services (Wales) Regulations 2003.
- 11.4 General Data Protection Regulations 2018.

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Consultees: Social Services Senior Management Team  
Cllr. C Cuss, Cabinet Member for Social Services  
Joanne Jones, Corporate Information Governance Manager

Appendices:  
Appendix 1 Comments from customers and families



## Appendix 1

### Qualitative examples from positive feedback from customers.

- Email to the Carer's team

"Info day at Caerphilly castle on 20th Sept, was very helpful, as a new carer, I seemed to be in a minefield. 'where do you get help & advice'. But after speaking to reps from different areas, I now feel less daunted about being a carer. I now know there is help and advice out there. Reassurance of what is available & where to gain help & advice when needed. I will be attending local carers support groups. Good to know I'm not on my own."

- Customer on her support received from the Drug and Alcohol Team

"Hey XXX, I've heard you're leaving so I just wanted to drop you a note to thank you for saving my life. This is no exaggeration as looking back now at what went on and the place I was in before I went into treatment if you hadn't come along I'd be either dead or certainly very close to it. Its now been nearly 8 months since I've picked up a drink or a drug and this is really down to you because I wouldn't have ever have made treatment if its wasn't for your determinative efforts."

- Step daughter of service user – HART

"Please can you pass on personal thanks from my family to the emergency HART team that supported us along with St David's nurses in the end of life care for my step father XXXX. The quality of carers could not have been better. XXX was a deeply private man and the carers recognised and responded to his needs with utmost respect. They were also incredibly professional in responding and supporting my mother and rest of family, Our deepest thanks"

- Card from a customer on her service from the Reablement Team

*"I cant thank you wonderful people who I never would have got better without you all, never knew people like you existed, your angels all of you, thank you from the bottom of my heart."*

- Praise for Carer from Senior Social Worker

"Service user was a 51 year old gentleman who for many years relied solely upon the dedicated care and support provided by CCBC HART Team. XXX very sadly passed away in hospital on Tuesday. He had no family with him and XXX (one of his regular carers) was visiting the ward to visit another patient at the time. She was made aware that XXX was dying and so sat with him, holding his hand until he passed away. The level of compassion that she showed to XXX, in her own time, has quite literally blown me away and I would really appreciate it if you could pass on my gratitude to her. I am sure XXX would have been really grateful too".

- Customer who contacted Information, Advice and Assistance Team (IAA)

He rang IAA to discuss a referral in relation to his father and said that your advice and engagement was extremely positive. He confirmed that you covered a wide range of options and agreed to contact him later in the week which you also did. He was extremely complimentary about you and your level of professionalism.

- Email received regarding the Manager, Intensive Support Team

I feel I really must send an email about the above manager of yours. He has been an absolute support to us as a team with the XX case. He has phoned me out of hours and actually covered a shift himself on a weekend. He is so kind and supportive and a real genuine person, and I really wanted you to know this as I know compliments don't come that often.

- Family member of a resident, receiving respite care at of Min Y Mynydd

*“XXX was contacted by us at a very difficult time, My 86 year old mum who has Alzheimer’s was staying at my house, by the 5<sup>th</sup> day mum did not know who I was, I became distraught and could not cope. XXX came to my house and met my family to assess the situation, I had a “carers breakdown” XXX acted very quickly and arranged for my mum to go into a respite home. It was very traumatic for all of us but XXX has a gentle, caring nature and arranged everything. XXX is a very approachable and easy to contact, he has been a huge support to myself and my family”.*

- Family member of a customer - North Older People’s Team

“XXX has now moved to her chosen home and is safe, happy and contented. I do not believe we would have achieved this outcome without the help and guidance of XXX and her team. These transitions are difficult at best and the empathy, professionalism and courtesy of those we must deal with can make a huge difference to how we feel. XXX and I feel fortunate to have been so well looked after. The service we have received has been of a high quality and XXX and I are both extremely grateful to you and your team for the work that you do and would ask you to please pass on our thanks.

- Customers – South Older People’s Team

“I just wanted to thank you for all you have done for us, you have been a great help, right from the start. You can be really proud of yourself for what you have done and I am not being kind, I really mean it. You’re one of the best. I don’t know how we would have done it without you. You are very conscientious.”

- Telecare

“The tenants informed me that your call handler was very professional and courteous and dealt with the issue promptly. Also the follow up calls that were made by yourselves were very reassuring for the tenants.”

- Card from a relative who accessed an assessment bedsat Ty Clyd and returned home with reablement support

*“We wanted to thank you, the Reablement Team and Ty Clyd for all the help and support you gave to us and XXX. XXX sadly passed away but I know you went above and beyond to help him remain at home as long as he did. Please especially give my regards to XXX who was a favourite of Grandads and very diligent and caring.”*