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(Tel: 01443 863100 Email: dredga@caerphilly.gov.uk)

Date: 14th October 2020

Dear Sir/Madam,

A meeting of the **Social Services Scrutiny Committee** will be held via Microsoft Teams on **Tuesday, 20th October, 2020 at 5.30 pm** to consider the matters contained in the following agenda. Councillors and the public wishing to speak on any item can do so by making a request to the Chair. You are also welcome to use Welsh at the meeting, both these requests require a minimum notice period of 3 working days.

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

Yours faithfully,

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

Christina Harrhy
CHIEF EXECUTIVE

AGENDA

Pages

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

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

A greener place Man gwyrddach



To approve and sign the following minutes: -

- | | | |
|---|--|--------|
| 3 | Social Services Scrutiny Committee held on the 24th September 2020. | 1 - 6 |
| 4 | Consideration of any matter referred to this Committee in accordance with the call-in procedure. | |
| 5 | Social Services Scrutiny Committee Forward Work Programme. | 7 - 26 |

To receive and consider the following Scrutiny reports: -

- | | | |
|---|---|---------|
| 6 | Care Inspectorate Wales Performance Review - April 2019 - March 2020. | 27 - 36 |
| 7 | Caerphilly Cares. | 37 - 48 |
| 8 | Budget Monitoring Report (Month 5). | 49 - 70 |

Circulation:

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

Users and Carers: Mr C. Luke and Michelle Jones

Aneurin Bevan Health Board: A. Gough (ABUHB)

And Appropriate Officers

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SOCIAL SERVICES SCRUTINY COMMITTEE

MINUTES OF THE DIGITAL MEETING HELD VIA MICROSOFT TEAMS ON THURSDAY 24TH SEPTEMBER 2020 AT 5.30 P.M.

PRESENT:

Councillor L. Binding - Chair
Councillor C. Bezzina - Vice Chair

Councillors:

K. Etheridge, M. Evans, A. Gair, J. Gale, V. James, S. Skivens, C. Thomas and W. Williams.

Cabinet Member: S. Cook (Social Care).

Together with:

D. Street (Corporate Director - Social Services and Housing), J. Williams (Assistant Director – Adult Services), G. Jenkins (Assistant Director – Children’s Services), M. Jacques (Scrutiny Officer) and A. Dredge (Committee Services Officer).

Users and Carer – Mrs M. Jones.

Also in attendance:

J. Welham (CCBC Regional Programme Director - MyST Regional Programme)
J. Hill (ABUHB Regional Clinical Director - MyST Regional Programme)

1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors A. Angel, J. Bevan, D. Cushing, D. Harse, L. Jeremiah and C. Luke (User and Carer).

2. DECLARATIONS OF INTEREST

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

3. MINUTES - 4TH FEBRUARY 2020

RESOLVED that the minutes of the meeting of the Social Services Scrutiny Committee held on 4th February 2020 (minute nos. 1 - 11) be approved and signed as a correct record.

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

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

5. SOCIAL SERVICES SCRUTINY COMMITTEE FORWARD WORK PROGRAMME

The Scrutiny Officer introduced the report that informed the Committee of its Forward Work Programme planned for the period September to December 2020. Members were asked to consider the work programme and to make any amendments or request additional agenda items to be included for future meetings.

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

RESOLVED that:

- i. the Annual Complaints and Compliments Report be added to next meeting scheduled on the 20th October 2020, as an information item;
- ii. an overview report in respect of the impact that Covid - 19 has had across the Social Services Directorate be brought to the next meeting scheduled on the 20th October 2020.
- iii. the work programme appended to the report be approved and published to the Council's website.

6. WELCOME

The Chair welcomed new and returning Members to the Committee and thanked out-going Members for their contributions whilst sitting on the Social Services Scrutiny Committee and extended particular thanks to the out-going Vice-Chair Councillor J. Bevan. He welcomed the newly appointed Cabinet Member for Social Care, Councillor S. Cook to his first Social Services Scrutiny Committee. Councillor Binding referred to those individuals who had lost their lives across the County Borough during the Coronavirus Pandemic and extended his appreciation to the staff who've worked tirelessly during this time. Members clapped as a mark of respect in support of the staff and the work undertaken across the Council during this period.

REPORTS OF OFFICERS

Consideration was given to the following reports.

7. MY SUPPORT TEAM (MyST) - PRESENTATION

J. Welham and J. Hill delivered the presentation which provided Members with an update on the MyST service since they last attended the Social Services Scrutiny Committee two years ago. This is a community-based Specialist Child and Adolescent Mental Health Service to children looked after who are otherwise cared for in residential children's homes, secure units, or mental health inpatient units. The role of the Team is to repatriate these young people to local (biological or foster) family-based care by working with the young person's themselves and their entire adult network.

Caerphilly MyST is part of a regional partnership programme and Caerphilly have taken a key lead role in this development, and host two of the regional leadership's posts (ABUHB host the other leadership post). The team have moved from being hosted in the third sector to being employed by Caerphilly County Borough Council and Aneurin Bevan University Health Board. ICF capital funding has been secured to refurbish a new community base in Bargoed. The Team has also gained additional resources of Clinical Psychology and Lead Therapeutic Practitioner time to invest in and influence the therapeutic care approach experienced by young people in Caerphilly residential care. An example of the impact the service has had upon one child and their family was provided to the Scrutiny Committee. Professionals have witnessed the benefits of family-based care for children with even the most complex mental health needs. It was explained that young people's presentations typically worsen when moved to residential care (especially in out of area placements which involve removing children from their relationships and communities).

Members were advised that partnership working across agencies has been strengthened through delivering MyST together and there are cost savings associated with the services. This also provides a psychological resource for social workers and teachers, foster carer consultation as well as training for foster carers and the workforce (e.g. newly qualified social workers).

In terms of going forward emphasis was placed on the need to sustain the teams to continue to work with high risk, very emotionally demanding work which is an ongoing task that requires lots of attention. It is intended that MyST will be extended to more children across Gwent by influencing the provision of mental health care to vulnerable children and families. Having a greater influence upon the approach experienced by children who need a period in Caerphilly residential care homes. Further developing the evidence base, with statistical data, and most importantly, what children and families themselves can tell the service about what they need from the Team.

The Cabinet Member thanked colleagues for delivering the presentation and highlighted the benefits the service provides to the child but also the family by improving better communication with one another. He added that the new MyST base in Bargoed supports the regeneration of the town especially when towns are struggling at this time.

In responding to a number of Members questions, the Committee were informed that referrals for the service would be received via Caerphilly's Complex Needs Panel. The children would usually be known to the multiple services involved and the steering group would decide on a way forward for the child. The Assistant Director for Children's Services is an advocate for the service and Caerphilly has taken the lead and provided appropriate resource and strategic support. By working in partnership at all levels is one reason how the service has worked so well.

In terms of children accessing the service, consideration by the Team would be given to children interacting with others and what they would get out of the relationships. MyST tackles children's problems and puts children back in touch with naturally protective factors. They try to encourage group activities for example taking the children on trips and learning new skills. Members spoke in admiration for the dedication and support shown by both Officers in delivering this service. The Officers confirmed that in relation to their working environment, that they have worked together for approximately 15 years and have a great working relationship. Their support is also provided by the Assistant Director of Children's Services and the Heads of Psychology within ABUHB and regular joint meetings are held. There are lots of layers of support with the whole ethos of working together across the board. Members also discussed the varying placement costs depending on the circumstances of individual cases.

The Chair in summing up, expressed his gratitude for the dedication and enthusiasm evidenced by the Officers. He referred to the good cost benefit analysis and highlighted that the financial input is not the driver in this service. The needs of the child and continuity of the

support mechanism are paramount. The Chair once again thanked the Officers for delivering the presentation and the Scrutiny Committee noted the contents.

8. ESTABLISHMENT OF AN ADDITIONAL RESIDENTIAL CHILDREN'S HOME WITHIN THE COUNTY BOROUGH

The report provided the Scrutiny Committee with the proposals to utilise Welsh Government Integrated Care Fund Capital monies to establish an additional residential children's home within the County Borough in line with the strategic plan to increase in-house provision.

Members were reminded of the current development of Ty Isaf, a four bedded children's home utilising ICF capital grant funding. This is on schedule to be operational from around Christmas, a Registered Manager has been appointed and the staff team is in the process of being recruited. Four children currently placed out of county have already been identified to transfer to the home when it becomes operational.

Children's Services applied for additional ICF Capital in 2019/20 to establish a third residential children's home. This bid was successful and Caerphilly County Borough Council was awarded £750k. Unfortunately, appropriate properties were unable to be identified and the monies were unable to be spent so Children's Services requested that the capital allocation be carried forward into 2020/21 which was agreed by Welsh Government.

The Officer set out the overall strategic plan for children's residential care in Caerphilly and updated Members on the developments to date. In summary, the final residential provision planned for children in Caerphilly is three 4 four bedded children's homes and one single bedded home thereby offering up to 13 in-house placements. It was explained that given the nature of the service provided and the potential opposition within communities to any such proposed development, potential properties need to be detached within its own grounds and preferably with some level of isolation. To accommodate four children and meet registration requirements the property has to be large enough to offer a minimum of four bedrooms and two bathrooms in addition to spacious living accommodation and outside space.

Whilst there is no doubt that Covid-19 impacted on the housing market, it continued to prove difficult to identify suitable properties within the Borough within the budget allocated. Committee will be aware that due to a positive financial outturn for Social Services, Service Specific Reserves have been able to be allocated to numerous developmental projects across the Directorate. One of the Children's Services requests was to add capital funding to the ICF grant in order to support expanding the search for suitable properties. As a result, Children's Services has been allocated an additional £250k from Reserves to bring the overall budget up to £1 million.

It was noted that searches are ongoing using Right Move and independent estate agencies together with building personal links with local agents in an attempt to identify potential properties in advance. All possibilities are being explored but most are ruled out because of proximity to neighbours. Despite the increased investment available, to date an appropriate property has yet to be identified and secured.

In responding to a number of Members questions, the Officer confirmed that there are currently 18 out of County placements, 10 of which are within a 10 mile radius of the borough. The benefit to this is that they are able to maintain school attendance and contact with family members. The aim of the Authority is to absorb the demand in Caerphilly in moving forward. The new house must be purchased in the borough, for Caerphilly children to remain in Caerphilly. Members were advised that there is a good working relationship across all 22 Authorities in Wales in terms of placements and partnership working. He referred to the 4 C's, namely, Children's Commissioning Consortium Cymru. They work on a framework of residential care and foster carers in the independent sector. There are opportunities of sharing and working together but quite often Caerphilly works with the Gwent Local

Authorities. In terms of the ICF funding of £750k, this must be used by March 2021. There may be some flexibility from Welsh Government in that if a property is identified and the purchase process has started then this may be accepted although it is uncertain at this time.

The Chair thanked the Officer for presenting the report and for the good news stories brought to the Committee Meeting this evening.

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:

- i. the strategic plan to increase in-house residential, care provision for children and young people, be noted;
- ii. the proposed development of an additional residential children's home within the County Borough, be endorsed.

The meeting closed at 7.20pm

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on the 20th October 2020.

CHAIR

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SOCIAL SERVICES SCRUTINY COMMITTEE – 20TH OCTOBER 2020

SUBJECT: SOCIAL SERVICES SCRUTINY COMMITTEE FORWARD WORK PROGRAMME

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES AND HOUSING

1. PURPOSE OF REPORT

1.1 To report the Social Services 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. RECOMMENDATIONS

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

4. REASONS FOR THE RECOMMENDATIONS

4.1 To improve the operation of scrutiny.

5. THE REPORT

5.1 The Social Services Scrutiny Committee forward work programme includes all reports that were identified and discussed at the Scrutiny Leadership Group meeting on Thursday 20th August, 2020. The work programme outlines the reports planned for the period October 2020 to December 2020.

5.2 The forward work programme is made up of reports identified by officers and members. Members are asked to consider the work programme alongside the cabinet work programme and suggest any changes before it is published on the council website. Scrutiny committee will review this work programme at every meeting going forward alongside any changes to the cabinet work programme or report requests.

5.3 The Social Services Scrutiny Committee Forward Work Programme is attached at Appendix 1. The Cabinet Work Programme is attached at Appendix 2. A copy of the prioritisation flowchart is attached at appendix 3 to assist the scrutiny committee to determine what items should be added to the forward work programme.

5.4 **Conclusion**

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

6. **ASSUMPTIONS**

6.1 No assumptions are necessary.

7. **LINKS TO RELEVANT COUNCIL POLICIES**

7.1 The operation of scrutiny is required by the Local Government Act 2000. The Local Government (Wales) Measure 2011 and subsequent Statutory Guidance include requirements to publicise the work of scrutiny committees. The operation of scrutiny committee forward work programmes was agreed following decisions by Council in October 2013 and October 2015.

7.2 **Corporate Plan 2018-2023.**

Scrutiny Committee forward work programmes contributes towards and impacts upon the Corporate Well-being Objectives by ensuring that the Executive is held to account for its Corporate Objectives, which are:

Objective 1 - Improve education opportunities for all

Objective 2 - Enabling employment

Objective 3 - Address the availability, condition and sustainability of homes throughout the county borough and provide advice, assistance or support to help improve people's well-being

Objective 4 - Promote a modern, integrated and sustainable transport system that increases opportunity, promotes prosperity and minimises the adverse impacts on the environment

Objective 5 - Creating a county borough that supports a healthy lifestyle in accordance with the sustainable Development Principle within the Wellbeing of Future Generations (Wales) Act 2015

Objective 6 - Support citizens to remain independent and improve their well-being

8. **WELL-BEING OF FUTURE GENERATIONS**

8.1 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

9. EQUALITIES IMPLICATIONS

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

10. FINANCIAL IMPLICATIONS

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

11. PERSONNEL IMPLICATIONS

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

12. CONSULTATIONS

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

13. STATUTORY POWER

13.1 The Local Government Act 2000, The Local Government (Wales) Measure 2011.

Author: Mark Jacques, Scrutiny Officer

Consultees: Dave Street, Corporate Director Social Services
Robert Tranter, Head of Legal Services/ Monitoring Officer
Lisa Lane, Head of Democratic Services and Deputy Monitoring Officer, Legal Services
Councillor Lyndon Binding, Chair of Social Services Scrutiny Committee
Councillor John Bevan, Vice Chair of Social Services Scrutiny Committee

Appendices:

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

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Social Services Scrutiny Committee Forward Work Programme

Appendix 1

Social Services Scrutiny Committee Forward Work Programme – May 2020 – May 2021			
Meeting Date: 20th October 2020			
Subject	Purpose	Key Issues	Witnesses
Care Inspectorate Wales (CIW) Inspection Feedback (includes Adult Safeguarding Arrangements)			Dave Street
Caerphilly Cares			Dave Street Sue Richards
Social Services Budget Monitoring Report Month 5			Mike Jones

Social Services Scrutiny Committee Forward Work Programme

Social Services Scrutiny Committee Forward Work Programme – May 2020 – May 2021			
Meeting Date: 1st December 2020			
Subject	Purpose	Key Issues	Witnesses
New Respite Facility			Dave Street
Looked After Children Reduction Targets: Update			Gareth Jenkins

Social Services Scrutiny Committee Forward Work Programme

Social Services Scrutiny Committee Forward Work Programme – May 2020 – May 2021			
Meeting Date: 2nd February 2021			
Subject	Purpose	Key Issues	Witnesses
Social Services Budget Monitoring Report Month 9			Mike Jones

Social Services Scrutiny Committee Forward Work Programme

Social Services Scrutiny Committee Forward Work Programme – May 2020 – May 2021			
Meeting Date: 16th March 2021			
Subject	Purpose	Key Issues	Witnesses

Social Services Scrutiny Committee Forward Work Programme – May 2020 – May 2021			
Meeting Date: 27th April 2021			
Subject	Purpose	Key Issues	Witnesses

Social Services Scrutiny Committee Forward Work Programme

Social Services Scrutiny Committee Forward Work Programme – May 2020 – May 2021			
Meeting Date: Date to be Confirmed			
Subject	Purpose	Key Issues	Witnesses
Task & Finish Group – Charging for non-residential care			
ABUHB			
Regional Partnership Activity			
Overview on response to Covid 19 from Social Services perspective	Requested by Chair and agreed on 24/9/2020	Lessons learnt	Dave Street

Social Services Scrutiny Committee Forward Work Programme

Appendix 1.

Social Services Scrutiny Committee Forward Work Programme – May 2020 – May 2021			
Meeting Date: 20th October 2020 Information Items			
Subject	Purpose	Key Issues	Witnesses
Annual Review of Complaints Received Under the Social Services Complaints Policy 1 st April 2019 to 31 st March 2020		To provide the Social Services Scrutiny Committee with information and analysis on the operation of the Social Services Directorate’s Representations and Complaints procedure from 1 April 2019 to 31 March 2020. The Report will also include a summary of the compliments received in the same period.	Nicola Broom, Complaints and Information Team Manager.

Social Services Scrutiny Committee Forward Work Programme – May 2020 – May 2021			
Meeting Date: 1st December 2020 Information Items			
Subject	Purpose	Key Issues	Witnesses

Social Services Scrutiny Committee Forward Work Programme – May 2020 – May 2021			
Meeting Date: 2nd February 2021 Information Items			
Subject	Purpose	Key Issues	Witnesses

Social Services Scrutiny Committee Forward Work Programme – May 2020 – May 2021			
Meeting Date: 16th March 2021 Information Items			
Subject	Purpose	Key Issues	Witnesses

Social Services Scrutiny Committee Forward Work Programme – May 2020 – May 2021			
Meeting Date: 27th April 2021 Information Items			
Subject	Purpose	Key Issues	Witnesses

Social Services Scrutiny Committee Forward Work Programme

Social Services Scrutiny Committee Forward Work Programme – May 2020 – May 2021			
Meeting Date: Date to be Confirmed Information Items			
Subject	Purpose	Key Issues	Witnesses

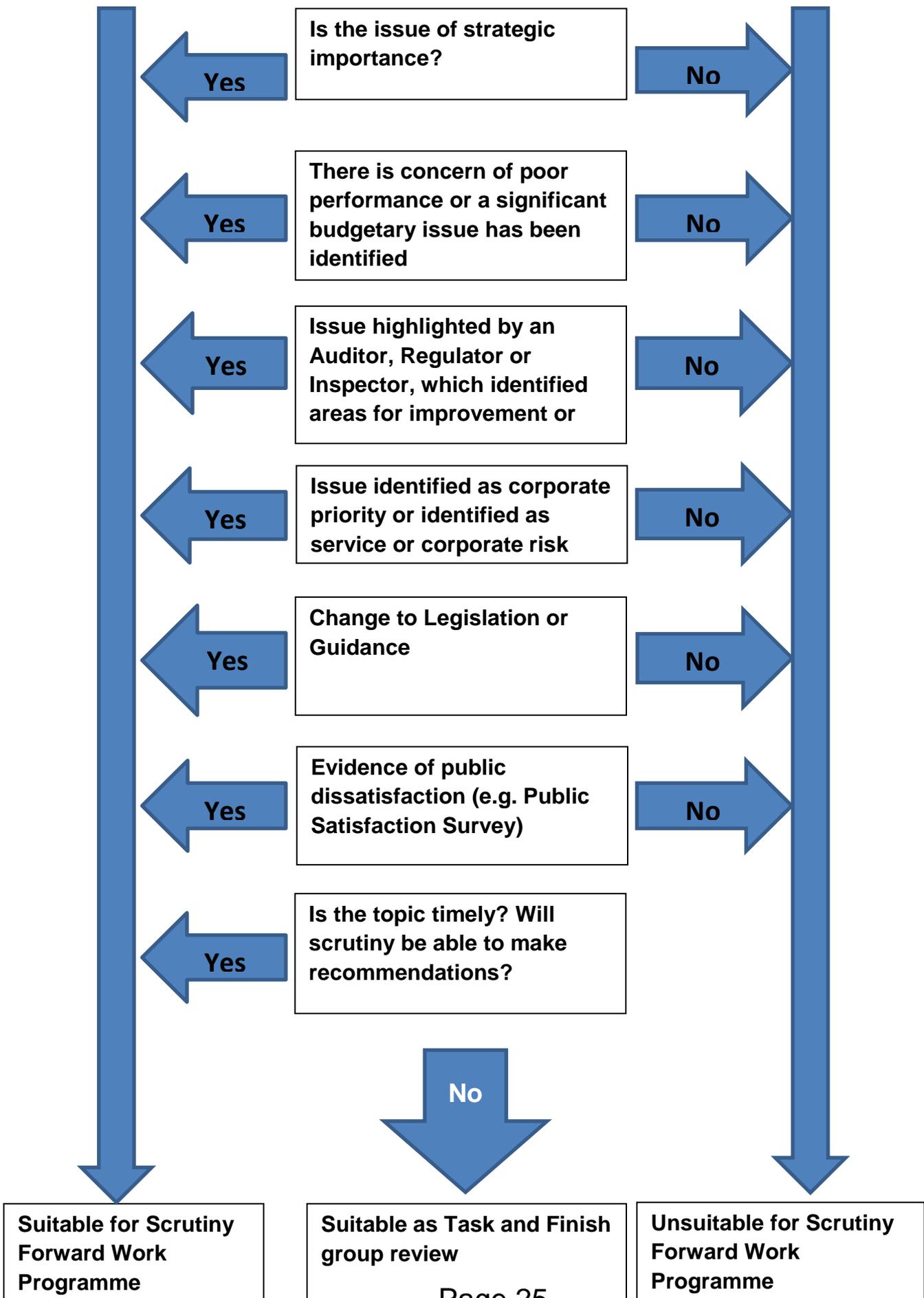


Cabinet Forward Work Programme (Presented to Cabinet and Scrutiny) Appendix 2

SPECIAL CABINET 20th OCTOBER 2020	Key Issues	Author	Cabinet Member
Welsh Government Strategic Site programme – Opportunities for Ness Tar Caerphilly	To update Cabinet on the Welsh Government's Proposed Strategic Sites Programme aimed at unlocking town centric large brownfield development sites for housing/ mixed use development. To consider the opportunities this programme offers for unlocking the Ness Tar/ former Wern Ddu (Pecsi's Scrapyard) brownfield site in Caerphilly and the wider economic and social benefits to the town post Covid-19	Rhian Kyte	Councillor Sean Morgan
28th OCTOBER 2020	Key Issues	Author	Cabinet Member
Freedom of the Borough for the Royal British Legion 2021	To seek Council approval to bestow Freedom of the Borough to the Royal British Legion	C. Forbes-Thompson	Councillor Philipps Marsden
Pavement Licences	To review and update the council's approach to the issuing of pavement licences for placing items and trading on the highway.	Mark S. Williams	Councillor John Ridgewell
Safer Recruitment Procedure	For Cabinet to consider the safer recruitment procedure and the DBS Policy that clearly outlines the Council's commitment to safe recruitment and DBS practice and officer accountability to ensure this. The DBS policy relating to schools also shows commitment to ensuring robust DBS practice within schools.	L. Donovan	Councillor C. Gordon
(16) Community Asset Transfer Policy to be finalised and approved by Cabinet	Strategic Plan – Development of Policy and Options to deliver a framework for Community Asset Transfer	Katherine Peters, Tim Broadhurst	Councillor Lisa Phipps

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Scrutiny Committee Forward Work Programme Prioritisation



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SOCIAL SERVICES SCRUTINY COMMITTEE – 20TH OCTOBER 2020

**SUBJECT: CARE INSPECTORATE WALES PERFORMANCE REVIEW –
APRIL 2019 - MARCH 2020**

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

1. PURPOSE OF REPORT

- 1.1 To present to Scrutiny Committee the Care Inspectorate Wales (CIW) Local Authority Performance Review for Caerphilly CBC for 2019/20.

2. SUMMARY

- 2.1 The attached letter from CIW summarises their review of Caerphilly County Borough Council's performance in carrying out its Social Services functions from April 2019 to March 2020.

3. RECOMMENDATIONS

- 3.1 Members are asked to note the content of the letter.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 The performance review letter gives members of the Scrutiny Committee a relatively detailed perspective of CIW's view of the Directorate performance in discharging our statutory functions.
- 4.2 The report also lays out the CIW Performance Review Plan for 2020-21, albeit this is subject to amendment due to the impact of the ongoing pandemic.

5. THE REPORT

- 5.1 Like all Social Services Departments in Wales our activities are overseen and regulated by Care Inspectorate Wales. CIW undertake an annual programme of visits to reassure both themselves, the authority and the public that services are of the appropriate standard and being delivered in accordance with the requirements and

principles of the Social Services & Wellbeing (Wales) Act 2014.

5.2 The attached letter is informed by the performance evaluation activity undertaken by the Inspectorate during the course of the year. This activity included:

- focused activity adults services January 2020
- focused activity children's services February 2020
- engagement with older adults and their carers September 2019
- head of service meetings
- challenge meeting prevention and promotion of independence for older people October 2019

5.3 The report is based around a summary of strengths and areas for improvement under four main headings. These are;

- Well-being
- People
- Prevention
- Partnerships

5.4 Areas for improvement identified in the report will make their way into our Directorate Plans for what remains of 2020/21 and 2021/22.

5.5 **Conclusion**

The report from CIW paints a generally positive picture of the Directorate's performance during 2019/20. We will continue to engage with CIW in accordance with the agreed programme of visits and will use the feedback as part of my Annual Directors report for 2019/20 which is currently being written.

6. **ASSUMPTIONS**

6.1 There were no assumptions made in writing this report.

7. **LINKS TO RELEVANT COUNCIL POLICIES**

7.1 **Corporate Plan 2018-2023.**

The contents of this report contributes towards to or impacts on the following Corporate Well-being Objectives;

Objective 5 - Creating a county borough that supports a healthy lifestyle in accordance with the sustainable Development Principle within the Wellbeing of Future Generations (Wales) Act 2015

Objective 6 - Support citizens to remain independent and improve their well-being

8. WELL-BEING OF FUTURE GENERATIONS

8.1 This report contributes to the following Well-being Goals:-

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

The report is consistent with the five ways of working as defined within the sustainable development principle in the Act.

:

- Long Term – The feedback from CIW helps us understand and ensure that our services are fit for purpose and sustainable in meeting people’s needs moving forward.
- Prevention – Prevention is a key part of the Social Services & Well-being (Wales) Act 2014. The letter from CIW contains specific reference with regard to our performance around prevention.
- Integration – Good quality social care services play a fundamental part in ensuring the well-being, not just to the recipients of the service, but also to their immediate families and the general community. Supporting unpaid carers allow people to continue to work and gives carers the support they need to continue to care for their loved ones longer term allowing the recipients of the service to remain in their own homes for longer.
- Collaboration – Partnerships are now a cornerstone of delivering our services. This is both with other public bodies and the people who use our services. The letter from CIW makes specific reference to our performance in this area.
- Involvement – Involving citizens in the planning and delivery of services is a key part of the Social Services & Well-being (Wales) Act 2014. Co-production of services is now a basic requirement of social work services.

9. EQUALITIES IMPLICATIONS

9.1 There are no equalities impacts arising from this report. Equalities is a central plank of the delivery of social care services. There are no services development issues arising from this report that require equality impact assessments to be completed.

10. FINANCIAL IMPLICATIONS

10.1 There are no direct financial implications arising from this report. The Directorate has a set annual revenue budget and has successfully operated within the confines of this budget during 2019/20.

11. PERSONNEL IMPLICATIONS

11.1 There are no direct personnel implications arising from this report.

12. CONSULTATIONS

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

13. STATUTORY POWER

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

Author: Dave Street, Corporate Director Social Services & Housing
Streed@Caerphilly.gov.uk

Consultees: Councillor Shayne Cooke, Cabinet Member
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Richard Edmunds, Corporate Director
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Appendices:
Appendix 1 Care Inspectorate Wales Local Authority Performance Review
April 2019 - March 2020

Dave Street
Director of Social Services
Caerphilly County Borough Council
Penallta House
Tredomen
Ystrad Mynach
CF82 7PG

Date: 03 August 2020

Dear Dave Street,

Care Inspectorate Wales Local Authority Performance Review April 2019 - March 2020

The code of practice for review of local authority social services in April 2019 outlines our intention to write and publish an annual letter for local authorities which will:

- provide feedback on inspection and performance evaluation activity completed by us during the year
- report on progress the local authority has made in implementing recommendations from inspections and/or child and adult practice reviews
- outline our forward work programme

This letter summarises our review of Caerphilly County Borough Council performance in carrying out its statutory social services functions from April 2019 – March 2020.

We acknowledge, due to the unprecedented circumstances relating to COVID-19, we were unable to complete the annual performance review meeting. We believe that there remains significant benefits in identifying and drawing the attention of the local authority and its partners, recognising strengths and areas for improvements required. The letter is intended to assist the local authority and its partners to continually improve.

It follows the four principles of the Social Services and Well-being (Wales) Act 2014 and our increasingly collaborative and strengths based approach to supporting improvement.

Arolygiaeth Gofal Cymru (AGC)
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Care Inspectorate Wales (CIW)
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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

The content of this letter is informed by the performance evaluation activity undertaken by the inspectorate during the course of the year. This activity included:

- focused activity adults services January 2020
- focused activity children's services February 2020
- engagement with older adults and their carers September 2019
- head of service meetings
- challenge meeting prevention and promotion of independence for older people October 2019

Summary of strengths and areas for improvement in line with principles of the Act 2014

Well-being

Caerphilly County Borough Council benefits from a stable and experienced senior management team. Both adult and children services receive political and corporate support and there is a shared understanding of the direction and drive needed to ensure that services improve outcomes for people.

The local authority has continued to work hard, in the implementation of the Act 2014, during a time of financial constraint and budgetary savings to reshape its services. The ambition of the local authority's plans signals its commitment to improving people's well-being and independence. There is a clear recognition that a whole systems approach is needed, working in partnership with service users, local communities, partner agencies and across children's and adults services, to improve the quality of services.

Older people and their carers benefit from initiatives which promote their well-being and independence. We received positive feedback from individuals through our engagement activities about the significant difference these initiatives have made, reducing social isolation and promoting independence in local extra care schemes.

We undertook focused activity in adult services specifically looking at safeguarding. We identified strengths including voice and wishes of the person effectively embedded within the process and practice. We found evidence of positive multi-agency working with effective and supportive management oversight with clear decision making rational. We saw how practitioners arranged immediate protection to keep vulnerable individuals safe from the risk of harm. The local authority recognises its responsibilities as a corporate parent with partners, stakeholders and directorates understanding the issues faced by young people with a clear commitment to care experienced leavers.

The local authority has a relatively stable looked after children population. For its most complex and challenging young people the development of children's residential homes within the local authority continues, with an application to register a second home and plans to develop a third by the end of 2020. This initiative is intended to enable a reduction in the need for children to be placed in high cost residential provision outside of the local authority.

We found within family group meetings and core groups a strength based approach being introduced, multi-agency partners initially struggled but can see the benefits for children and their families. Outcomes are evidenced using "distant travelled tools" at all key stages within a young person's journey.

Responsibility for children's and adult safeguarding are managed within children's services. This has improved capacity and resilience by working collaboratively across disciplines.

People

Caerphilly County Borough Council continues to have a stable and skilled workforce, with many staff having worked for the local authority for a number of years. During focused activities staff informed us of the positive professional support within teams, from their line and senior managers.

Many local authorities including Caerphilly County Borough Council continue to find recruitment difficult in some areas of the social care workforce. Successful initiatives including reviewing the market supplement for key posts and implementing an enhanced remuneration package for foster carers has promoted recruitment in hard to fill posts.

The local authority is fully committed to involving residents in the shaping of services. The local authority over the past year have undertaken a number of consultations in respect of reviewing and developing services with 19 surveys being sent out five for adult's services and 14 for children's services. In addition, young people have been involved in the Children's Commissioning Consortium Cymru (4Cs) evaluation of placements.

The local authority have identified the difficulty in hearing the voices of young people within the 13 plus age range. Engagement has been undertaken an example being consultation undertaken between young people and independent reviewing officers (IRO) where documentation was reviewed and following young people's views made available on line. The local authority considers this area as a challenge and will continue to develop creative approaches to gather the views of children and families about their experiences.

We identified the impact of how training by all staff on "What Matters" conversation has improved practice, ensuring better outcomes for adults and children. Staff articulated how their practice had changed and how they had shared their training experience with colleagues.

Significant changes to documentation on Welsh Community Care Information System (WCCIS) has allowed more open narrative led recordings. We found evidence of social workers using strength based outcome focused conversations working with service users, cares and families to promote their wishes and feelings. Children's Services social workers discussed how they are now using the risk model and are "holding the risk", formulating care and support plans and moving away from written agreements with families to developing shared safety plans.

Interviews during focused activity with care experienced young people evidenced positive engagement with their personal assistant (PA), youth services, housing, and partner agencies. The 16+ team were praised for being flexible in their approach, responsive and going the extra mile to ensure the young person's best interest is at the forefront of their practice.

During the adults focused activity, we saw evidence of good Mental Capacity Act (MCA) assessments being undertaken by social workers where people lacked capacity,

assessments provided appropriate understanding of the issues significant to them and best interest decision made accordingly. Social workers provided robust assessments that accurately represented the person's situation.

We found evidence during adult focused activity of people being supported by advocates to participate in decisions that affect them. We were told how the regional partnership board had worked on a partnership agreement for formal advocacy developing the wider Gwent offer.

The local authority has undertaken a creative approach in seeking to recruit domiciliary care workers, arranging a tea and cake recruitment event resulting in 30 people being interviewed. Registration of domiciliary care workers has been promoted with staff attending planned workshops with Social Care Wales to support workers undertaking the registration process, this has included supported living staff. Regional Intermediate Care Fund (ICF) bid has been submitted to pay for registration fee for all independent sector staff as an incentive to register.

We continue to monitor of the implementation of Deprivation of Liberty Safeguards (DoLS) which has identified the local authority, in common with many others in Wales, is unable to assure itself that people's human rights are not being breached by being deprived of their liberty unlawfully. Our joint national report on DoLS will be issued in due course.

Prevention

Prevention is an inherent part of the Caerphilly County Borough Council's business. Social services have identified the long term benefits for individuals and families who engage in the services within the prevention agenda. Collaboration is an inherent part of this agenda with evidence of both internal and external partnership working with agencies as being critical in developing and delivering services.

Within adults services we saw relevant information shared with contract and commissioning team and the quality assurance and improvement officer. Through identifying safeguarding themes in relation to provider's services and undertaking thematic audits, provided evidence of practice development to improve the safety and well-being of service users.

A key priority has been the implementation of the safe reduction strategy in respect of children who have become looked after. Work has been undertaken with ICF funding being used in early help and prevention services to prevent young people from entering the looked after system. Additional resources for family group meetings, extra psychologist in Team around the Family (TAF) are also used to prevent admission into care. Fostering has expanding its support services to support family and friend's placements through working with My Support Team (MyST) who offer additional psychologist support to such placements to prevent placement breakdown.

Partnership

We were told of how the transformation grant have been used to develop Integrated Well-being Networks within North Caerphilly and Blaenau Gwent Compassionate Communities. Health have employed 6 community connectors to work in GP surgeries supporting people at risk from loneliness and isolation as well as supporting people discharged from hospital.

Funding has been identified for next 18 months to develop the work of Community Champions and their role within the multi-disciplinary team.

Other positive areas of joint working include the Pan Gwent Better Care Project is one example of work undertaken on a regional basis with funding from Welsh Government, looking at all double handed calls with the aim of releasing more care hours into the system. Senior practitioner will assess packages of care, consider use of equipment, train staff in safe moving and handling. South East Wales Shared Lives (SEWLAS) are seeking to develop more placements with families, to reduce the need for hospital admissions for people with mental health problems.

During 2018 our programme of work focused on care experienced children and young people. The [report](#) is published on our website. Key findings highlight areas for improvement in respect of profile, sufficiency, practice, partnerships, stability, governance and corporate parenting. Many of the areas we have identified for improvement continue to be considered by Welsh Government's Ministerial Advisory Group on improving outcomes for care experienced children and young people and we also hope local authorities will consider their own contribution to addressing these findings.

In December 2019 we wrote to all local authorities asking for information about the Public Accounts Committee report following their enquiry into care experienced children, specifically recommendation 5 concerning the effectiveness and frequency of end of placement reviews.

Caerphilly County Borough Council confirmed the range of mechanisms they have in place to prevent potential placement breakdown and ensure stability, with a focus on learning and informing practice

Partnerships

Political support for social services remains strong. Senior officers are able to demonstrate how the links between the different directorates contribute to supporting the work of social services across the local authority. The Chief Executive and Director of Social Services (DoSS) describe their roles as supportive with appropriate challenge, fostering the right environment for the senior management team to undertake their role successfully.

Caerphilly County Borough Council is a proactive contributor to the regional boards and participates on sub groups and joint working projects. This has resulted in the finalisation and signing off a section 33 agreement to allow the allocation of pooled funds for residential care for older people.

Partnership arrangements at both regional and local level continue to develop and mature. The regional 'Home First' model at the Royal Gwent Hospital is an example of this in practice. Health and social care professionals working together to ensure people are screened by a 'trusted assessor', ensuring and supporting early discharge from hospital, with ongoing assessment undertaken at home.

We found evidence of good joint working on complex cases between children's services and specialist agencies services such as Child and Adolescent Mental Health Services (CAMHS), Youth Offending Services (YOS), Barnardo's and police, with effective risk

management and information sharing in the best interest of the young person embedded in practice.

CIW Performance Review Plan for 2020-2021

Our scheduled thematic inspection programme for 2019-2020 focused on prevention and promoting independence for older people, and for the current children's services thematic inspection the focus is on prevention, partnerships and experiences of disabled children. Due to the current emergency situation relating to COVID-19 we have paused the publication of our older persons report and paused all activity relating to the disabled children's review. We will advise you in due course when we envisage recommencing our inspections.

We hope to publish the older people's national report in due course and want to take this opportunity to thank you for your local authority's contribution to this.

Due to the unforeseen circumstances we find ourselves in, we are currently reviewing and considering our work plan for the remainder of 2020-2021.

CIW worked together with HMI Constabulary (HMICFRS), HMI Probation, Healthcare Inspectorate Wales (HIW) and Estyn to develop a model of joint inspection of child protection arrangements in Wales (JICPA). This approach was piloted during the autumn of 2019. This was an excellent example of new ways of working across Wales and a real drive towards collaboration and integration in public services.

We continue to work closely with Social Care Wales to support improvement in social care services.

You will note that this letter has been copied to colleagues in Audit Wales, Estyn and HIW. CIW works closely with partner inspectorates to consider the wider corporate perspective in which social services operate, as well as the local context for social services performance.

We will publish the final version of this letter on our website.

Yours sincerely,



Lou Bushell-Bauers
Head of Local Authority Inspection

Cc.
Audit Wales
HIW
Estyn



SOCIAL SERVICES SCRUTINY COMMITTEE – 20TH OCTOBER 2020

SUBJECT: CAERPHILLY CARES

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES AND HOUSING

1. PURPOSE OF REPORT

- 1.1 To seek approval to develop the existing Buddy Scheme and Community Regeneration Legacy into the Caerphilly Cares service, which aims to ensure people receive the right support, in the right place, and right time, using a single point of contact through a triage system.
- 1.2 To establish a universal gateway model that provides a central coordination and response team that understands the different needs of individuals at risk or suffering from disadvantage. Providing advice, support and signposting through strength-based assessments to internal and external support services, to enable them to become more resilient and live as independently as possible through a strength based, community centred model and incorporate it into the Caerphilly Cares provision as part of a phased approach to developing an integrated end to end journey through internal and external services for 'at risk' customers.
- 1.3 To create the conditions for community assets to thrive and create a balance between service and community support by removing any barriers and for our services to work alongside communities in ways that are empowering, engaging and meaningful. To stimulate collaborative working within the Council and with partners and, above all, put communities at the heart of what we do.

2. SUMMARY

- 2.1 *'Pandemic recovery is a complex and long running process that will involve many agencies and participants. The way processes are undertaken is critical to their success. **Recovery is best achieved when the affected community is able to exercise a high degree of self-determination.*** Recovering from Emergencies; UK Government 2010.
- 2.2 As cited in 'The Front Door' to Adult Social Care, Auditor General for Wales' report, often authorities do not know where gaps in provision lie which has resulted in an inconsistent distribution and provision of services. Even where effective services exist, poor co-ordination between services and organisations can also limit their effectiveness.
- 2.3 As a result of the pandemic our communities will suffer from economic, health and other social challenges. Well-being issues and inequalities existed in our communities before the pandemic, which has only served to exacerbate these and the coming months could prove

particularly difficult after furlough ends. However, conversely, the lockdown also resulted in strengthening of resilience both individually and at community level. Local activities are vital to supporting wellbeing, with new and existing local groups picking up the mantle. Support for these groups is crucial moving forward and should be seen, very much, as part of the offer of support.

- 2.4 The current crisis has provided the Council with an opportunity to harness, support and expand the community resilience demonstrated in many communities across the borough. It provides opportunities for meaningful dialogue with vulnerable people, to assess service and support needs and coproduce services designed to promote long term independence.
- 2.5 This report outlines the reasons for establishing the proposed Caerphilly Cares model as well as the learning from the buddy scheme to date. It explains the model proposed as well as the plans for the transition of the buddy scheme within this model and it makes some recommendations for decision.

3. RECOMMENDATIONS

3.1 It is recommended that Scrutiny:

- Note the information contained in this report.
- Endorse the establishment of a Caerphilly Cares service.
- Note the intended allocation of £130k of funding as outlined in the financial implication 10.1 to of this report to develop a Caerphilly Cares Central team.
- Note the intended allocation of £155k of funding to enhance the Caerphilly Housing Tenancy Support team to provide financial advice to all residents.

4. REASONS FOR THE RECOMMENDATIONS

The crisis has seen some people present themselves to the Council for the first time. Individuals have requested support directly due to COVID-19 but also people have been identified with unmet need who have previously 'fallen through the net'. It has also identified individuals who are having multiple service interventions, which require them to 'tell their story' multiple times and the support provided is often not joined up or coordinated, which can be frustrating for the recipient. We anticipate individuals, families and communities will further suffer as a result of the pandemic. Caerphilly Cares provides a new opportunity to re-examine how services and activities are provided and shape our support around the individual and their needs, whilst gathering customer data and intelligence by offering a single point of contact to the Council and a personalised journey of support that is timely and relevant to their needs.

5. THE REPORT

- 5.1 Local Government has an important role in building confident and connected communities as part of its efforts to improve resilience, wellbeing and reduce inequalities. Community life, social connections and having a voice in local decisions are all factors that underpin wellbeing and resilience; however, inequalities persist, and many people experience the effects of disadvantage, social exclusion or lack social support. Community-centred approaches directly address the marginalisation and powerlessness caused by entrenched inequalities.
- 5.2 This approach to delivering services is about mobilising assets within communities. Assets such as skills, knowledge and social networks, are the building blocks and should not be ignored. A sole focus on community needs and deficits limits the options available and sometimes increases stigma by labelling people with problems. Community engagement and

outreach is a vital component of behaviour change interventions and the support from peers who share similar life experiences can be a powerful tool for improving well-being and resilience.

- 5.3 Wellbeing is a key concept for a functioning and flourishing society and community life, social connections, and active citizenship are all factors that enhance wellbeing. Thinking about how to enhance the informal ways people connect with others and how services offer assistance opens up the possibilities for positive change. A flow of new ideas and intelligence from local communities is needed to give a full picture of what works and what is needed.
- 5.4 Community-centred approaches are not just community-based, they are about mobilising assets within communities, promoting independence and increasing people's control over their own lives. This is a key strand within the Council's Strategic Recovery Framework. Principle four aims to wrap support around individuals and communities to enable them to help themselves prosper and grow. The model is proposed to improve well-being and resilience, grouped around four different themes:
1. Access to resources – where approaches connect people to services, community resources and practical help and signpost to internal and external support services to enable people to become more resilient and live as independently as possible.pa
 2. Strengthening communities – where approaches involve building on community capacities to take action together. Community development is a professional intervention that gives communities the tools and opportunities to exert greater control over the conditions and factors that affect their lives. It builds the confidence of local people to participate in meaningful discourse with service providers to develop a long-term vision for successful regeneration through the sense of ownership of a community's problems.
 3. Volunteer and peer roles – where approaches focus on enhancing individuals' capabilities to provide advice, information and support or organise activities around health and wellbeing in their or other communities. Corporate volunteering has a clear role to play, identifying where one to one support can promote independence
 4. Collaborations and partnerships – where approaches involve communities and local services working together at any stage of planning cycle, from identifying needs through to implementation and evaluation
- 5.5 The Community Regeneration team is responsible for facilitating and coordinating community regeneration activity across the borough by identifying and designing solutions to the complex needs of deprived communities through collaboration with Council departments and external partners. The team is responsible for the delivering programmes within the Welsh Government funded Children & Communities Grant including the Communities for Work Plus and Legacy programmes, in addition to the European Social Fund (ESF) flagship Communities for Work programme in partnership with the DWP.

The Legacy team currently delivers across 8 priority areas of the borough: Rhymney, Phillipstown, Fochriw, Park Estate (Bargoed), Cefn Hengoed, Graig-y-Rhacca, Lansbury Park and Ty-Sign, working with residents on identifying and developing community lead projects and providing cross-partner services to address localised issues. The team also provides support, advice, signposting and referrals for individuals through a triage system, which since the pandemic has included foodbanks and more recently the Buddy scheme.

5.6 The Proposal

The Social Services and Well-being (Wales) Act 2014 will underpin the proposal and its delivery, including but not limited to, providing support at the earliest point to reduce the need for statutory intervention and helping people to help themselves. Ensuring the 'what matters conversation' is intrinsic to all referrals so the support offered is relevant and directed by the individual not the professional deciding what someone needs.

Caerphilly Cares will provide a new approach to service provision providing a changing perspective on building bridges with communities, mobilising individual and community assets, and enabling a process of co-production, with individuals as active agents in their own lives. Integrating all strands referenced in 5.4 would enable and support

- Easier and earlier identification of vulnerable people in communities
- Better engagement
- Identification of new service needs in communities
- The opportunity to build on and expand community and voluntary support
- Mobilisation of community assets in empowered co-production
- The Resilient Communities strand of the Public Service Board's (PSB) work

The long term vision is for a much larger range of services to work collaboratively 'under the umbrella' of Caerphilly Cares to support early intervention and prevention to meet the needs of all residents in Caerphilly borough with a focus on reducing inequalities and supporting the most vulnerable in our borough. There is no requirement necessarily to move services from their area of expertise. The proposal is to provide an environment for effective communication and coordination, developing a matrix management structure, changing organisational values and systems to develop a model that puts the needs of residents at the heart of service delivery. Creating a single point of contact and streamlining responses through a universal gateway and triage service.

The Universal Gateway - It is impossible for everyone to know about all the services available to support people's wellbeing in Caerphilly. This model will provide a front door to services via a central coordination and response team to provide a single point of contact for information, advice and assistance to ensure that residents' needs are met appropriately. This enables people to tell their story once and ensures their voice is central to the what matter's conversation. (The flow chart on page 5 provides a diagram of this model)

I think someone I know may need advice and support

I think I may need advice and support

Caerphilly Cares Gateway

Provide a universal, Single Point for contact and referrals via telephone number and web referral form into a triage team

A 'What Matters Conversation' to Assess Needs

A skilled way of working with individuals to establish the situation, their current wellbeing, what can be done to support them and what can be done to promote their resilience

Referral and Signposting to Preventative Support Services

Signposting to a range of services both internal and external agencies including community support. From a 'little bit of advice and help' to potential referral to Statutory Services

Customer Journey and Feedback

Maintain a quality assurance model for the customer journey with checks to ensure all available support has been provided, including customer engagements to gather views on the service and how it could be improved or inform gaps in service

Monitoring & Evaluation

- Total number of contact and referrals
- Number of referrals to and from IAA
- Number of contacts made by those on Furlough
- Number of Employment Support referrals
- Number of proactive welfare benefit and reduced water tariff checks undertaken
- Number of residents entitled to additional income and value of additional income
- Number of reactive crisis referrals received and value of income gained as a result of the referral
- Case Studies to measure customer journey

The Triage Team will consist of experienced staff, who are able to undertake a diagnostic and triage service using motivational interviewing techniques and strength-based assessments. It would mirror the Information Advice and Assistance team (IAA) provision within Social Services for those who do not require statutory intervention. Having the 'what matters conversation' with those accessing the front door, providing advice and signposting to the most appropriate service for their needs. Discussions with the Social Services Information Advice and Assistance team (IAA) has identified that collaborative working and an effective referral process with Caerphilly Cares would ensure those who have unmet need are appropriately referred to IAA and those not eligible are signposted to preventative services.

Often people have a wide range of complex interconnected issues requiring multiple interventions and support mechanisms. The triage system would ensure coordinated wrap around support was provided, encouraging services to work collaboratively with the customer at the heart.

Depending on need referrals and signposting would be made to a range of internal and external support services. However, where relevant, links to community provision and volunteer support will be encouraged, either instead of or as well as organisational support. Connecting with your community and developing social connections are all factors that enhance wellbeing, enhancing the informal way people connect with others, with services offering assistance rather than being the sole source of support.

A phased and incremental approach to the provision is required initially to ensure that volume and demand can be managed, and the required implementation steps are developed. The steps required would be to:

- Map the availability of services, utilising Dewis, to better understand current levels of provision and identify gaps and duplication.
- Agree a data sharing protocol between service elements
- Build virtual contact and referral points
- Work with partners to improve data to evaluate the impact of services on individuals and the communities more generally.
- Develop a central data base of contacts and customer journey recording
- Develop a quality assurance model for the customer journey with checks to ensure all available support has been provided, including customer engagements to gather views on the service and how it could be improved.
- Develop a monitoring and evaluation process that measures both outputs and outcomes.

It is difficult to anticipate what the balance between demand and resources would look like, therefore it is proposed we initially offer this service for those currently in and requesting buddy support, bringing together the existing buddy and foodbank referrals process, extending it to those being supported by the Job Retention Scheme and those who could be asked to shield with no other forms of support.

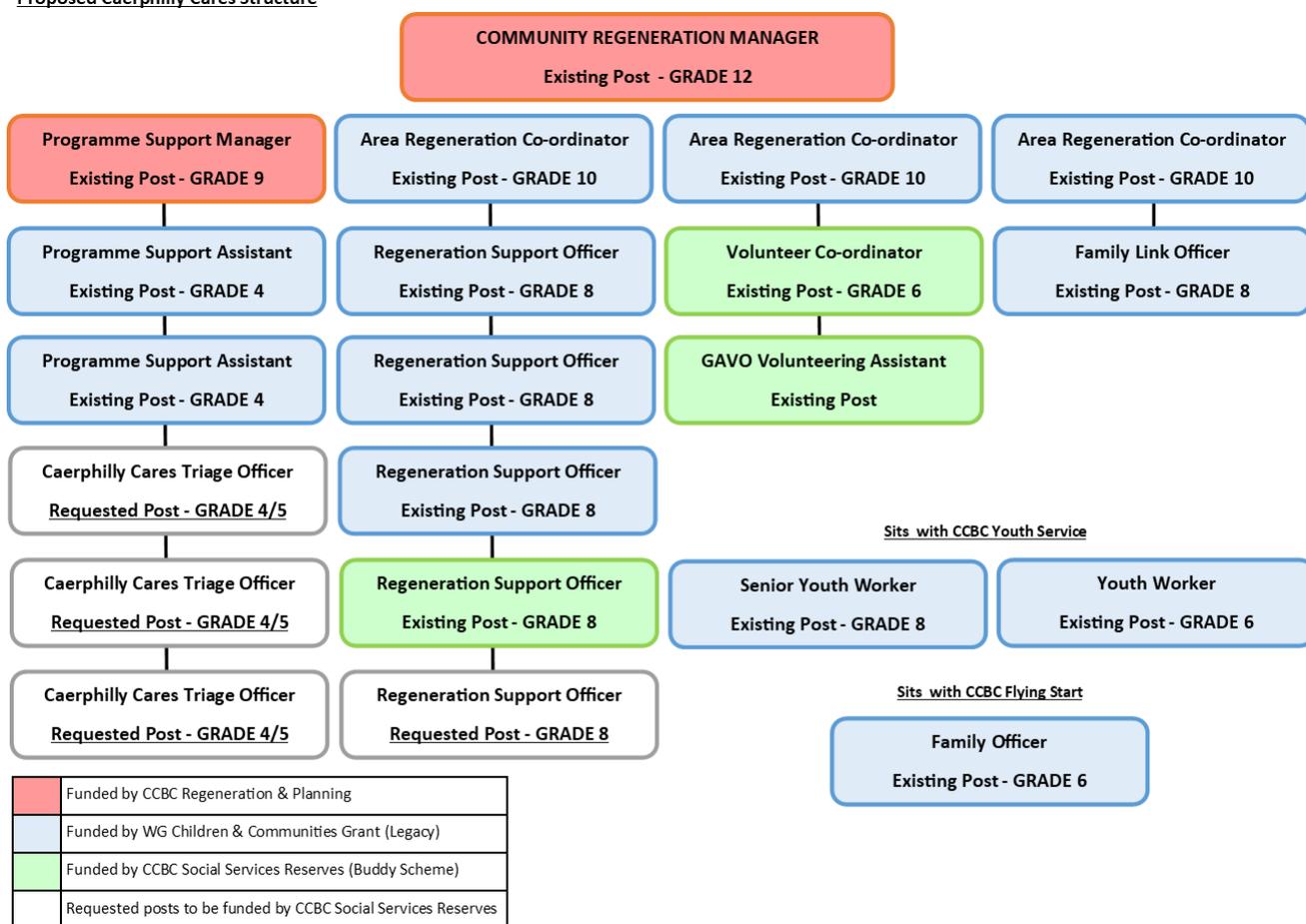
The proposal is that the Community Regeneration team that includes the Welsh Government's Children and Communities Grant funded Legacy team becomes the Caerphilly Cares team. The team already delivers against the principles outlined in the Strategic Recovery Framework in addition to the experience of providing a triage system, which has included foodbanks since Lockdown, and more lately the buddy scheme. It is proposed that the team could be enhanced

with an additional three members of staff, who on rotation could ensure the service is more widely accessible as outlined above. These roles would also provide valuable administrative support including maintaining the data base of those referred and the directory of services.

The team would provide the essential link to the communities, whilst widening their scope to build on the positives and strengths, providing advice and practical support needed to enable communities to start and continue their activities safely. They would also be part of the mechanism, working collaboratively with the Community Connectors, to link individuals coming through the triage process to relevant and meaningful community groups and activities. In addition, facilitating the links between Corporate volunteering, wider volunteer support and the Caerphilly Cares Service. When it is safe to do so they will re-open the community hubs, which act as a physical front door to the Council and wider partners. It is proposed an additional Regeneration Support Officer could widen this provision and enable a more enhanced level of support across the borough.

Proposed Staff Structure:

Proposed Caerphilly Cares Structure



Additional Financial and Employment Support

It is anticipated that extending the point of contact to those on Furlough will increase the number of referrals for financial advice and employment support. There are currently 22,000 people in Caerphilly borough on Furlough. The Welsh Government has provided an additional £190,000 to Caerphilly County Borough Council to support those at risk of redundancy to re-train and seek alternative employment through the Communities for Work Plus programme.

The triage team in Community Regeneration already works collaboratively with Caerphilly Housing Tenancy Support making referrals to them for financial support as well as receiving them for a wide range of additional support, including Employment. It is imperative that the links between Caerphilly Cares, Employment Support, Adult Education and Caerphilly Homes Tenancy Support is enhanced as a matter of urgency to ensure the support for those being made redundant is holistic and no one 'slips through the net'

Caerphilly Housing Tenancy under the Caerphilly Cares umbrella is proposing to develop a two-fold approach to financial support for "at risk" residents referred from the gateway. It will react to their immediate crisis as well as taking a proactive approach, using key datasets from the Council benefits system to identify residents not claiming their full entitlement to benefits.

Since 2012 a similar model of financial support has been offered to tenants by the Caerphilly Housing service. This model has shown vulnerable tenants are often unaware of their entitlement to fully claim a range of benefits, and over 1 million in extra income was generated for tenants during 19/20 financial year.

A sample of residents was recently contacted as part of the Caerphilly Cares financial support model and of those contacted 41% were entitled to additional income. This ranged from reduced water tariffs to and entitlement to attendance allowance/carers allowance/personal independence payments.

5.7 **Conclusion**

The crisis has provided an opportunity to harness, support and expand the community resilience demonstrated in many communities across the county borough. It provides opportunities for meaningful dialogue with communities and provide a streamlined service that directly responds to the needs of our residents and communities. Both facets support Team Caerphilly: Better Together.

The legacy and learning will also be important in the context of the Team Caerphilly Transformation Strategy and other strategic and partnership aims, including working better with and empowering communities and developing proud and trusted staff. This is a key element of the Council's Strategic Recovery Framework – Principle 4.

6. **ASSUMPTIONS**

- 6.1 We anticipate our communities will suffer from economic, health and other social challenges as a result of the pandemic and this proposal provides an opportunity to shape our support around the individual and their unique needs. In addition the level of need and subsequently the number of people who present themselves to the Council is likely to increase with the changes being introduced on 1st November 2020 to Furlough, as well as the requirement to self-isolate for those who are self-employed, on zero hours contracts or only eligible for statutory sick pay. In addition to those who may be asked to shield again.

7. **LINKS TO RELEVANT COUNCIL POLICIES**

- 7.1 Strategic Recovery Framework – Principle 4 – Caerphilly Cares

7.2 **Corporate Plan 2018-2023**

WBO1 IMPROVE EDUCATION OPPORTUNITIES FOR ALL- Caerphilly Cares would promote lifelong learning and non-traditional learning pathways.

WBO2 ENABLING EMPLOYMENT- Caerphilly Cares would refer to internal and external employability support programmes

WBO6 SUPPORT CITIZENS TO REMAIN INDEPENDENT AND IMPROVE THEIR WELL-BEING- Caerphilly Cares would promote personal resilience.

8. WELL-BEING OF FUTURE GENERATIONS

8.1 The Caerphilly Cares proposal supports the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2015:

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

8.2 The Well-being of Future Generations (Wales) Act 2015 sets out the sustainable development principle against which all public bodies in Wales should assess their decision-making. The aim of the legislation is to ensure the well-being of future generations through maximising the contribution public bodies make towards the well-being goals. The principle is also known as the five ways of working and the following are relevant in relation to this report:

The impact on society from Covid will be with us for a long time and this model of delivery provides intervention and support based around the individual needs

PREVENTION- Caerphilly Cares would take a front-line early intervention and preventative approach to support for disadvantaged and vulnerable people.

INVOLVEMENT- Caerphilly Cares would involve individuals in their journey starting with what matters to them and communities in identifying their own needs and services.

LONG TERM- Long term we know that the financial impacts of COVID will be felt for several years to come and that the most vulnerable residents are likely to be affected disproportionately.

COLLABORATION- Services will work collaboratively to meet the needs of all residents in Caerphilly borough with a focus on reducing inequalities and supporting the most vulnerable in our county borough

INTERGRATION- Integration across services and Directorates is likely to provide the most holistic level of support.

9. EQUALITIES IMPLICATIONS

9.1 There is extensive evidence that connected and empowered communities are healthy communities. Social exclusion is more prevalent in those who are disadvantaged and other vulnerable groups. The service must be carefully planned so that all referrals are supported to remain connected within their communities and are helped to build up their personal resilience.

10. FINANCIAL IMPLICATIONS

10.1 The proposed costs to introduce this service is approximately £312,000 per annum as follows.

- Three additional Triage Officers: (Based at a top of a Grade 4) £25,615.74 x 3 = **£76,847.22**
- One additional Regeneration Support Officer (Based at a top of a Grade 8) = **£40,763.27**
- Programme/Staff Costs (Travel, Staff Training, IT Set Up etc.) = **Circa £12,389.51**

Housing (additional resources)

- Four additional benefits maximisation officers (Based at top of scale 7) = **£144,808**
- Re grade of Team Leader with joint line management responsibility for tenancy support officers (Housing) and Caerphilly cares financial support teams = **Difference grade 8 top and grade 9 top £4,413** **Staff costs (staff training, IT set up etc) £6,000**

- 10.2 The first option would be to use underspends from the current years Children and Communities Grant (CCG), subject to Welsh Government approval until 31st March 2021 and explore opportunities to utilise this grant to fund the service from 1st April 2021 to March 31st 2022.
- 10.3 The second option would be to utilise Social Service reserves.
- 10.4 However if these funding streams aren't available in the long term would Cabinet be minded to endorse a growth bid to support the development of this service.

11. PERSONNEL IMPLICATIONS

- 11.1 The Community Regeneration Team has indicated that they have the requisite skills to develop and manage the Caerphilly Cares service subject to additional staff as set out above. Some minor amendments will be needed to Job Descriptions to align to the needs of the Caerphilly Cares model.

12. CONSULTATIONS

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

13. STATUTORY POWER

- 13.1 None.

Author: Tina McMahon, Community Regeneration Manager

Consultees: Christina Harrhy, Chief Executive
 Dave Street, Corporate Director Social Services and Housing
 Ed Edmunds, Corporate Director Education and Corporate Services
 Mark S Williams, Interim Corporate Director Public Services
 Cllr Eluned Stenner, Cabinet Member for Finance, Performance and Customer Services
 Cllr Shayne Cooke, Cabinet Member for Social Care
 Sue Richards, Head of Education Planning and Strategy, Finance
 Rhian Kyte, Head of Regeneration and Planning
 Rob Tranter, Head of Legal Services/Monitoring Officer
 Steve Harris, Head of Financial Services & S.151 Officer

Lynne Donovan, Head of People Services
Shaun Couzens, Chief Housing Officer
Fiona Wilkins, Housing Service Manager
Sandra Issacs, Rents Manager
Kath Peters, Corporate Policy Manager
Anwen Cullinane, Senior Policy Officer (Equalities, Welsh Language and
Consultation)

Background Papers: None

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SOCIAL SERVICES SCRUTINY COMMITTEE 20TH OCTOBER 2020

SUBJECT: BUDGET MONITORING REPORT (MONTH 5)

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

1.1 To inform Members of projected revenue expenditure for the Social Services Directorate for the 2020/21 financial year.

2. SUMMARY

2.1 The report will identify the reasons behind a projected overspend of £860k for Social Services in 2020/21, inclusive of transport costs.

2.2 It will also identify the potential additional costs that could be incurred within Social Services during the 2020/21 financial year as a result of the Covid 19 pandemic along with the funding made available by Welsh Government to cover these costs.

3. RECOMMENDATIONS

3.1 Members are asked to note the budget virements undertaken within the Social Services budget during the current financial year.

3.2 Members are asked to note the projected overspend of £860k against the Social Services budget for 2020/21, inclusive of transport costs.

3.3 Members are asked to note the financial impact of the Covid 19 pandemic upon Social Services.

4. REASONS FOR THE RECOMMENDATIONS

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

5. THE REPORT

5.1 Directorate Overview

5.1.1 The 2020/21 original budget held within Social Services amounted to of £93,236,499 (excluding transport costs). In addition to this, an original budget for 2020/21 of £1,552,829 was held within the Communities Directorate in respect of social care transport provision.

5.1.2 As at 30th June 2020, there had been no in-year budget virements in to or out of these original budgets. However, on 31st August, contracts with Barnardo's for family support services and young carers support expired and these services are now being provided in-house. This has necessitated a budget virement of £19k from the Children's Services budget to Adult Services budget to fund a young carers' support post within the Carers' Support Team within Adult Services.

5.1.3 Information available as at 31st August 2020 suggests a potential overspend of £934k against the budget held within Social Services (see appendix 1 for details), while the social care transport budget is forecast to be underspent by £74k following the closure of day care facilities in response to the Covid 19 pandemic. This would result in a total net overspend of £860k in respect of social care provision for 2020/21

Division	Original Budget (£000's)	In-Year Virements (£000's)	Current Budget (£000's)	Projection/ Commitment (£000's)	Over/(Under) Spend (£000's)
Children's Services	25,143	(19)	25,124	26,510	1,386
Adult Services	65,962	19	65,981	65,606	(375)
Service Strategy & Business Support	2,131		2,131	2,054	(77)
Sub Total Directorate of Social Services	93,236	0	93,236	94,170	934
Transport Costs	1,553		1,553	1,479	(74)
Grand Total	94,789	0	94,789	95,649	860

5.2 Children's Services

5.2.1 The Children's Services Division is currently projected to overspend its budget by £1,386k as summarised in the following table: -

	Revised Budget (£000's)	Projection/ Commitment (£000's)	Over/(Under) Spend (£000's)
Management, Fieldwork & Administration	8,968	8,688	(280)
Residential Care Incl. Secure Accommodation	6,314	7,927	1,613
Fostering & Adoption	8,026	8,274	248
Youth Offending	395	395	0
Families First	47	44	(3)
After Care Support	834	738	(96)
Other Costs	540	444	(96)
Totals: -	25,124	26,510	1,386

Management, Fieldwork and Administration

5.2.2 Recruiting to posts within Children's Services continues to be challenging and where appointments have been possible they have tended to be newly qualified social workers appointed at the lower end of the incremental scale. As a result a potential underspend of £280k is currently forecast in respect of management, fieldwork and administrative staff within the Children's Services Division.

Residential Care Including Secure Accommodation

- 5.2.3 We have seen a reduction of £155k in the committed costs of residential care for children since the month 3 position was reported to Members, largely due to a placement of young parents and their baby coming to an end and one other young person moving on to a more cost effective placement. However, as of 31st August 2020 the Children's Services Division were supporting 30 residential placements which is a 43% increase on the 21 placements that were supported when the 2020/21 budget was set. This increase in demand has led to a projected overspend of £1,613k in this area.

Fostering and Adoption

- 5.2.4 The division has experienced a further increase in demand for foster placements since the month 3 position was reported to Members. However, it has been possible to accommodate more children with relative carers or Caerphilly's in-house foster carers which has reduced the number of the more expensive placements made through independent fostering agencies. This has reduced the projected overspend on foster care by £3k but this saving has been more than offset by an £8k increase in adoption costs as a result of 2 new adoptions. The net effect of this has increased the combined overspend in this area to £248k.

Families First

- 5.2.5 Following a cut in specific grant funding in 2018/19, the Children's Services budget has been used to underwrite a funding shortfall of £47k across the Families First Programme. However, salary spinal point savings are forecast within the Families First Team so it is expected that only £44k will need to be underwritten by Children's Services. The resultant underspend of £3k would not reduce the amount of Welsh Government grant funding claimable.

Aftercare

- 5.2.6 An underspend of £96k is projected in respect of Aftercare Services and can be attributed to the termination of one expensive placement.

Other Costs

- 5.2.7 An underspend in respect of £96k is forecast in respect of other children's services costs. This underspend has increased by £83k since the month 3 position was reported to Members, largely due to the winding down of the Barnardo's contracts that came to an end in August.

5.3 **Adult Services**

- 5.3.1 The Adult Services Division is currently projected to underspend its budget by £375k as summarised in the following table: -

	Revised Budget (£000's)	Projection/ Commitment (£000's)	Over/(Under) Spend (£000's)
Management, Fieldwork & Administration	8,348	8,413	65
Own Residential Care and Supported Living	6,577	5,866	(711)
Own Day Care	4,075	3,699	(376)
Supported Employment	70	66	(4)
Aid and Adaptations	786	781	(5)
Gwent Frailty Programme	2,392	2,346	(46)
Supporting People (net of grant funding)	0	0	0
External Residential Care	15,127	15,066	(61)
External Day Care	1,486	1,353	(133)
Home Care	11,742	12,216	474

Other Domiciliary Care	14,039	14,405	366
Resettlement	(1,020)	(1,020)	0
Services for Children with Disabilities	1,390	1,447	57
Other Costs	969	968	(1)
Totals: -	65,981	65,606	(375)

Management, Fieldwork and Administration

- 5.3.2 A number of additional staff have been assigned to the Children with Disabilities Team on a temporary basis in response to the current workload of the team, at an additional cost of £230k. However, staffing vacancies across the remainder of the adult services management, fieldwork and administrative structure and a reduction in travelling expenses as a result of the Covid 19 pandemic are expected to partially offset the additional staff costs. As a result, a net overspend of £65k is forecast across this structure.

Own Residential Care and Supported Living

- 5.3.3 Around £75k of the £711k underspend in this area relates to delays in recruiting to posts at the facilities at Ashfield Road and Mill Street. A further £70k can be attributed to vacancies within the Peripatetic Team and £32k is due to additional income from other local authorities. A further £183k of the underspend within this service area relates to income from service users within our own residential homes. The remaining £351k of the underspend largely reflects the level of staff vacancies and absence cover across our residential homes, respite care and supported living homes. Much of the absence cover has been provided through the redeployment of day care staff at no additional cost.

Own Day Care

- 5.3.4 The £376k underspend forecast against our own day care services can be attributed to the closure of day care facilities in response to the Covid 19 pandemic as some posts will have remained vacant during the closures.

Gwent Frailty Programme

- 5.3.5 The underspend of £46k in respect of the Gwent Frailty Programme can largely be attributed to Reablement Support Worker vacancies within Caerphilly.

Supporting People

- 5.3.6 No variance is currently anticipated in respect of Supporting People Services.

External Residential Care

- 5.3.7 An underspend of £92k is predicted in respect of respite care provision for adults aged under 65, reflecting the reduced level of demand for traditional respite care in a residential setting that was experienced in 2019/20. Further underspends of £63k and £81k are predicted in respect of long term residential care for older people and people with learning disabilities respectively, although it is difficult to accurately predict the level of income receivable from service users to contribute towards their care costs. These underspends are partially offset by increased demand for long term placements for people with mental health problems, resulting in a net underspend of £61k in respect of external residential care.

External Day Care

- 5.3.8 An underspend of around £133k is forecast in respect of external day care provision. This is

due to a combination of a reduction in services required for people with mental health problems after the budget for 2020/21 was set in February 2020 and the temporary withdrawal of some services in response to Covid 19.

Home Care (In-House and Independent Sector)

5.3.9 Demand for domiciliary care has continued to grow since a potential overspend of £361k was reported to Members at the end of month 3. As a result, an overspend of £474k is currently forecast in respect of home care services based on the demand for services identified at the end of August.

Other Domiciliary Care

5.3.10 A net reduction of 3 supported living placements has helped to reduce the potential overspend in respect of other domiciliary care by £121k since the month 3 position was reported to Members. However an increase in the provision of shared lives provision and in the average size of care packages since the budget for 2020/21 was set means that we are still anticipating an overspend of £366k in this area.

Children with Disabilities

5.3.11 An overspend of £57k is forecast in respect of children with disabilities, largely due to staff cover at Ty Hapus Resource Centre.

Other Costs

5.3.12 A net underspend of £1k has been forecast in respect of Other Costs for Adult Services as a result of a refund of prior year overpayments in respect of regional arrangements relating to Deprivation of Liberty Safeguards.

5.4 Service Strategy and Business Support

5.4.1 The service area is currently projected to underspend by £76k as summarised in the following table: -

	Revised Budget (£000's)	Projection/ Commitment (£000's)	Over/(Under) Spend (£000's)
Management and Administration	906	866	(40)
Office Accommodation	223	219	(4)
Office Expenses	152	118	(34)
Other Costs	850	851	1
Totals: -	2,131	2,054	(77)

5.4.2 The underspend of £77k in respect of Business Support Includes £30k in respect of staffing vacancies, £10k in respect of travelling expenses and £34k in respect of office expenses.

5.4.3 The underspends forecast for travelling expenses and office expenses reflect a significant reduction in staff travel, printing and postage throughout the financial year to date due to restrictions in response to the Covid 19 pandemic and assumes that this will continue for a further 3 months.

5.4.4 A small overspend is projected in respect of Other Costs due to Covid 19 related costs (see section 5.5 for further details).

5.5 Additional Costs Incurred as a Result of the Covid 19 Pandemic

- 5.5.1 In response to the additional costs faced by local government as a result of the Covid 19 pandemic, Welsh Government created a general hardship fund of £30million for all of Wales against which councils could reclaim additional costs incurred up to 30th June in response to the pandemic. They also made available a number of targeted funds including £40million in respect of adult social care for the same period.
- 5.5.2 Claims for reimbursement of additional costs were submitted by local authorities to Welsh Government on a monthly basis throughout this period which were analysed by Welsh Government before deciding which costs they were prepared to reimburse. As at the end of June 2020, Caerphilly Social Services had submitted claims totalling £204k in respect of the General Hardship Fund and £2,512k in respect of the Adult Social Care Hardship Fund (see appendix 2 for details).
- 5.5.3 Welsh Government has rejected around £7k of the costs claimed by Caerphilly Social Services up to 30th June. This includes £4k claimed from the Adult Social Care Fund in respect of a small grants scheme set up to support voluntary groups and around £3k claimed from the General Hardship Fund, mainly in respect of petty cash advances made to vulnerable families.
- 5.5.4 On 31st July, a second tranche of the Adult Social Care Hardship Fund was released by Welsh Government covering the period 1st July to 30th September and subsequently an announcement was released stating that this funding stream will be available until 31st March 2021. This second tranche of funding brings with it new terms and conditions that are much more restrictive than for the first tranche. Rather than reimbursing local authorities for the actual costs incurred, tranche 2 funding is targeted at flat rate top-up payments to providers of residential care, supported living and domiciliary care and flat rate payments to cover the costs of carrying excessive vacancies in residential homes. These flat rate allowances are available to both external providers and in-house services. Funding is also available for exceptional items but at the time of writing this report it is unclear what costs will be allowable as exceptional.
- 5.5.5 For July and August around £604k was paid out by Caerphilly CBC in respect of flat rate payments to independent sector providers which will be reimbursed by Welsh Government. A further £204k of other Covid 19 related costs were also incurred in July and August but while around £172k of these other costs have been included in our grant claims as exceptional items it is anticipated that Welsh Government will reject these claims. However, around £151k of funding has been claimed in respect of flat rate payments intended to cover the hidden costs incurred by our in-house services which will go some way to offsetting the £204k of other Covid 19 related costs. In summary, it is anticipated that Adult Social Care grant funding for July and August will fall short of actual costs incurred by around £52k.
- 5.5.6 From September to March, it is anticipated that Adult Social Care Covid 19 related costs will amount to £464k while flat rate payments in respect of in-house services will total £518k. It is also anticipated that flat rate payments to external providers will amount to around £2,065k which will be fully funded by Welsh Government. This would result in surplus funding of around £54k over the period which would offset the funding shortfall expected for July and August.
- 5.5.7 Welsh Government have also confirmed the continuation of the General Hardship Fund until 31st March 2021, albeit with more restrictive terms and conditions. Most significantly, with effect from 1st July 2020, residential placements for children made in response to Covid 19 restrictions can no longer be funded from the Hardship Fund. As a result, just £32k was claimed from the General Hardship Fund for July and August and it is projected that just £10k will be claimed by Social Services through the General Hardship Fund between September and March.

5.6 Conclusion

An overspend of £860k is currently forecast for Social Services for 2020/21 (after deducting the projected underspend for transport). This is a reduction of £136k since the month 3 position was reported to Members and can be funded through Social Services reserve balances. However, demand for social care services for both children and adults historically has been volatile and during the Covid 19 pandemic, predicting demand has been particularly challenging. The pandemic has also highlighted the fragilities in the social care market which in turn has led to pressure on fee levels. Therefore, it is critical that the Directorate continues to focus on initiatives to manage demand and provide cost effective services particularly in respect of residential placements for children.

6. ASSUMPTIONS

- 6.1 The projections within this report assume that demand for services will remain at existing levels until the end of financial year unless there is strong evidence to suggest otherwise.

7. LINKS TO RELEVANT COUNCIL POLICIES

- 7.1 The provision of budget monitoring information is required as part of the budgetary control requirements contained within the Council's Financial Regulations.

7.2 Corporate Plan 2018-2023.

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 objectives.

8. WELL-BEING OF FUTURE GENERATIONS

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

9. EQUALITIES IMPLICATIONS

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

10. FINANCIAL IMPLICATIONS

- 10.1 As detailed throughout the report.

11. PERSONNEL IMPLICATIONS

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

12. CONSULTATIONS

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

13. STATUTORY POWER

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

14. URGENCY (CABINET ITEMS ONLY)

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

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Appendices:

Appendix 1 Social Services Budget Monitoring Report 2020/21 (Month 5)

Appendix 2 Social Services - Covid 19 Related Costs and Welsh Government Hardship Fund Grant Income - Forecast as at 31st August 2020

APPENDIX 1 - SOCIAL SERVICES BUDGET MONITORING REPORT

	Original Budget 2020/21	In Year Virement
	£	£
<u>SUMMARY</u>		
CHILDREN'S SERVICES	25,143,097	(18,727)
ADULT SERVICES	65,962,140	18,727
RESOURCING AND PERFORMANCE	2,131,262	0
SOCIAL SERVICES TOTAL	93,236,499	0
<u>CHILDREN'S SERVICES</u>		
Management, Fieldwork and Administration		
Children's Management, Fieldwork and Administration	10,698,603	128,361
Appropriations from Earmarked Reserves	(245,779)	0
Social Services Grant	(527,367)	0
Transformation Grant	(218,748)	0
Intermediate Care Fund Contribution	(867,263)	0
Sub Total	8,839,446	128,361
Residential Care Including Secure Accommodation		
Own Residential Homes	1,621,725	10,547
Gross Cost of Placements	4,753,288	0
Contributions from Education	(71,988)	0
Integrated Care Funding	0	0
Sub Total	6,303,025	10,547
Fostering and Adoption		
Gross Cost of Placements	7,083,754	0
Social Services Grant	(122,400)	0
Other Fostering Costs	120,893	8,428
Adoption Allowances	69,572	0
Other Adoption Costs	369,200	0
Professional Fees Inc. Legal Fees	496,503	0
Sub Total	8,017,522	8,428
Youth Offending		
Youth Offending Team	395,152	0
Sub Total	395,152	0
Families First		
Families First Team	194,100	0
Other Families First Contracts	2,551,032	0
Grant Income	(2,697,747)	0
Sub Total	47,385	0
Other Costs		
Preventative and Support - (Section 17 & Childminding)	67,417	(8,428)
Aftercare	834,195	0

Agreements with Voluntary Organisations	614,272	(157,635)
Intermediate Care Fund Contribution	(100,000)	0
Other	263,485	0
Transformation Grant	(138,802)	0
Sub Total	1,540,567	(166,063)
TOTAL CHILDREN'S SERVICES	25,143,097	(18,727)

ADULT SERVICES

Management, Fieldwork and Administration

Management	130,914	0
Protection of Vulnerable Adults	342,783	0
OLA and Client Income from Client Finances	(293,267)	0
Commissioning	682,758	0
Section 28a Income Joint Commissioning Post	(17,175)	0
Older People	2,286,252	0
Less Wanless Income	(44,747)	0
Promoting Independence	2,655,539	18,727
Social Services Grant	(22,493)	0
Provider Services	402,505	0
ICF Funding	(254,781)	0
Learning Disabilities	844,529	0
Appropriations from Earmarked Reserves	(256,273)	0
Contribution from Health and Other Partners	(44,253)	0
Mental Health	1,390,776	0
ICF Funding	0	0
Section 28a Income Assertive Outreach	(94,769)	0
Drug & Alcohol Services	343,951	0
Emergency Duty Team	276,994	0
Further Vacancy Savings	0	0
Additional Savings Target	0	0
Sub Total	8,329,243	18,727

Own Residential Care

Residential Homes for the Elderly	6,773,905	0
Intermediate Care Fund Contribution	(92,563)	0
-Less Client Contributions	(2,230,000)	0
-Less Section 28a Income (Ty Isoed)	(115,350)	0
-Less Inter-Authority Income	(55,161)	0
Net Cost	4,280,831	0
Accommodation for People with Learning Disabilities	2,764,023	0
-Less Client Contributions	(89,641)	0
-Less Contribution from Supporting People	(41,319)	0
-Less Inter-Authority Income	(336,671)	0
Net Cost	2,296,392	0
Sub Total	6,577,223	0

External Residential Care

Long Term Placements		
Older People	10,970,457	0

Less Wanless Income	(303,428)	0
Less Section 28a Income - Allt yr yn	(151,063)	0
Physically Disabled	469,988	0
Learning Disabilities	3,539,313	0
Mental Health	759,512	0
Substance Misuse Placements	61,341	0
Social Services Grant	(621,424)	0
Net Cost	14,724,696	0
Short Term Placements		
Older People	259,125	0
Carers Respite Arrangements	40,959	0
Physical Disabilities	42,853	0
Learning Disabilities	16,937	0
Mental Health	42,023	0
Net Cost	401,897	0
Sub Total	15,126,593	0
Own Day Care		
Older People	650,970	0
-Less Attendance Contributions	(16,869)	0
Learning Disabilities	2,884,977	0
-Less Attendance Contributions	(20,691)	0
-Less Inter-Authority Income	(24,986)	0
Mental Health	770,358	0
ICF Funding	(87,100)	0
-Less Section 28a Income (Pentrebane Street)	(81,366)	0
Sub Total	4,075,293	0
External Day Care		
Elderly	21,603	0
Physically Disabled	106,284	0
Learning Disabilities	1,354,252	0
Section 28a Income	(72,659)	0
Mental Health	76,815	0
Sub Total	1,486,295	0
Supported Employment		
Mental Health	70,410	0
Sub Total	70,410	0
Aids and Adaptations		
Disability Living Equipment	657,818	0
Appropriations from Earmarked Reserves	(100,000)	0
Adaptations	221,208	0
Chronically Sick and Disabled Telephones	7,168	0
Sub Total	786,194	0
Home Assistance and Reablement		
Home Assistance and Reablement Team		
Home Assistance and Reablement Team (H.A.R.T.)	4,431,686	0
Wanless Funding	(67,959)	0

ICF Funding	(32,306)	0
Transformation Grant	(132,931)	0
Independent Sector Domiciliary Care		
Elderly	6,928,364	0
Physical Disabilities	992,052	0
Learning Disabilities (excluding Resettlement)	349,865	0
Mental Health	238,052	0
Social Services Grant	(964,817)	0
Gwent Frailty Programme	2,456,408	0
Appropriation from Specific Reserve	(64,116)	0
Sub Total	14,134,298	0
Other Domiciliary Care		
Shared Lives		
Shared Lives Scheme	1,399,862	0
ICF Funding	(173,790)	0
-Less Contribution from Supporting People	0	0
Net Cost	1,226,072	0
Supported Living		
Older People	0	0
-Less Contribution from Supporting People	0	0
Physical Disabilities	1,624,928	0
-Less Contribution from Supporting People	(20,226)	0
Learning Disabilities	9,571,709	0
Less Section 28a Income Joint Tenancy	(28,987)	0
-Less Contribution from Supporting People	(253,299)	0
Mental Health	1,991,071	0
-Less Contribution from Supporting People	(10,018)	0
Social Services Grant	(66,661)	0
Net Cost	12,808,517	0
Direct Payment		
Elderly People	158,349	0
Physical Disabilities	687,763	0
Learning Disabilities	679,687	0
Section 28a Income Learning Disabilities	(20,808)	0
Mental Health	3,691	0
Social Services Grant	(42,537)	0
Net Cost	1,466,145	0
Other		
Sitting Service	0	0
Extra Care Sheltered Housing	521,339	0
-Less Contribution from Supporting People	(13,454)	0
Net Cost	507,885	0
Total Home Care Client Contributions	(1,970,008)	0
Sub Total	14,038,611	0
Resettlement		
External Funding		
Section 28a Income	(1,020,410)	0

Sub Total	(1,020,410)	0
Supporting People (including transfers to Housing)		
People Over 55 Years of Age	428,115	0
People with Physical and/or Sensory Disabilities	47,000	0
People with Learning Disabilities	144,531	0
People with Mental Health issues	1,226,921	0
Families Supported People	510,000	0
Generic Floating support to prevent homelessness	873,600	0
Young People with support needs (16-24)	1,044,142	0
Single people with Support Needs (25-54)	402,275	0
Women experiencing Domestic Abuse	468,100	0
People with Substance Misuse Issues	413,639	0
Alarm Services (including in sheltered/extra care)	261,770	0
People with Criminal Offending History	112,000	0
Contribution to Social Services Schemes	370,697	0
Newport CC funding transfer	(70,000)	0
Less supporting people grant	(6,232,790)	0
Sub Total	0	0
Services for Children with Disabilities		
Blackwood Resource Centre	324,465	0
Residential Care	357,050	0
Foster Care	482,644	0
Preventative and Support - (Section 17 & Childminding)	9,631	0
Respite Care	57,214	0
Direct Payments	162,963	0
Social Services Grant	(4,532)	0
Sub Total	1,389,435	0
Other Costs		
Telecare Gross Cost	633,756	0
Less Client and Agency Income	(397,759)	0
-Less Contribution from Supporting People	0	0
Agreements with Voluntary Organisations		
Children with Disabilities	356,801	0
Elderly	153,472	0
Learning Difficulties	62,981	0
Section 28a Income	(52,020)	0
Mental Health & Substance Misuse	44,527	0
MH Capacity Act / Deprivation of Libert Safeguards	111,117	0
Other	56,080	0
Provision for Fee Uplifts	0	0
Social Services Grant	0	0
Wales Independent Living Expenditure	0	0
Gwent Enhanced Dementia Care Expenditure	278,878	0
Gwent Enhanced Dementia Care Grant	(209,692)	0
Intermediate Care Fund Contribution	(69,186)	0
Sub Total	968,955	0
TOTAL ADULT SERVICES	65,962,140	18,727

SERVICE STRATEGY AND BUSINESS SUPPORT

Management and Administration		
Policy Development and Strategy	175,507	0
Business Support	730,215	0
Sub Total	905,722	0
Office Accommodation		
All Offices	282,478	0
Less Office Accommodation Recharge to HRA	(59,047)	0
Sub Total	223,431	0
Office Expenses		
All Offices	152,210	0
Sub Total	152,210	0
Other Costs		
Training	330,271	0
Staff Support/Protection	9,561	0
Information Technology	32,852	0
Management Fees for Consortia	(51,869)	0
Insurances	252,474	0
Other Costs	276,610	0
Sub Total	849,899	0
TOTAL RESOURCING AND PERFORMANCE	2,131,262	0

BT 2020/21 (MONTH 5)

Revised Budget 2020/21	Projection	Over/ (Under) Spend
£	£	£
25,124,370	26,510,839	1,386,469
65,980,867	65,605,813	(375,054)
2,131,262	2,054,010	(77,252)
93,236,499	94,170,662	934,163

10,826,964	10,499,659	(327,305)
(245,779)	(220,054)	25,725
(527,367)	(527,367)	0
(218,748)	(197,236)	21,512
(867,263)	(867,263)	0
8,967,807	8,687,740	(280,067)

1,632,272	1,374,874	(257,398)
4,753,288	6,622,510	1,869,222
(71,988)	(70,785)	1,203
0	0	0
6,313,572	7,926,598	1,613,026

7,083,754	7,259,508	175,754
(122,400)	(64,920)	57,480
129,321	129,321	0
69,572	84,840	15,268
369,200	369,200	0
496,503	496,503	0
8,025,950	8,274,452	248,502

395,152	395,152	0
395,152	395,152	0

194,100	191,049	(3,051)
2,551,032	2,551,032	0
(2,697,747)	(2,697,747)	0
47,385	44,334	(3,051)

58,989	58,989	0
834,195	738,365	(95,830)

456,637	362,648	(93,989)
(100,000)	(100,000)	0
263,485	248,528	(14,957)
(138,802)	(125,967)	12,835
1,374,504	1,182,563	(191,941)
25,124,370	26,510,839	1,386,469

130,914	135,993	5,079
342,783	331,005	(11,778)
(293,267)	(309,127)	(15,860)
682,758	695,042	12,284
(17,175)	(17,175)	0
2,286,252	2,275,734	(10,518)
(44,747)	(44,747)	0
2,674,266	2,760,959	86,693
(22,493)	(22,493)	0
402,505	420,861	18,356
(254,781)	(254,781)	0
844,529	848,697	4,168
(256,273)	(191,359)	64,914
(44,253)	(44,253)	0
1,390,776	1,470,145	79,369
0	0	0
(94,769)	(94,769)	0
343,951	314,811	(29,140)
276,994	276,994	0
0	(138,250)	(138,250)
0	0	0
8,347,970	8,413,287	65,317

6,773,905	6,663,609	(110,296)
(92,563)	(92,563)	0
(2,230,000)	(2,413,454)	(183,454)
(115,350)	(115,350)	0
(55,161)	(57,105)	(1,944)
4,280,831	3,985,136	(295,695)
2,764,023	2,378,483	(385,540)
(89,641)	(89,641)	0
(41,319)	(41,206)	113
(336,671)	(366,577)	(29,906)
2,296,392	1,881,060	(415,332)
6,577,223	5,866,196	(711,027)

10,970,457	10,907,022	(63,435)
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(303,428)	(303,428)	0
(151,063)	(151,063)	0
469,988	474,926	4,938
3,539,313	3,458,211	(81,102)
759,512	945,873	186,361
61,341	46,409	(14,932)
(621,424)	(621,424)	0
14,724,696	14,756,526	31,830

259,125	259,125	0
40,959	40,959	0
42,853	7,714	(35,139)
16,937	1,604	(15,333)
42,023	0	(42,023)
401,897	309,402	(92,495)

15,126,593	15,065,928	(60,665)
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650,970	574,209	(76,761)
(16,869)	(14,709)	2,160
2,884,977	2,683,971	(201,006)
(20,691)	(29,166)	(8,475)
(24,986)	(25,356)	(370)
770,358	678,587	(91,771)
(87,100)	(87,100)	0
(81,366)	(81,366)	0
4,075,293	3,699,071	(376,222)

21,603	33,514	11,911
106,284	87,716	(18,568)
1,354,252	1,293,548	(60,704)
(72,659)	(72,659)	0
76,815	11,070	(65,745)
1,486,295	1,353,189	(133,106)

70,410	66,100	(4,310)
70,410	66,100	(4,310)

657,818	654,899	(2,919)
(100,000)	(100,000)	0
221,208	221,208	0
7,168	5,180	(1,988)
786,194	781,287	(4,907)

4,431,686	4,230,293	(201,393)
(67,959)	(67,959)	0

(32,306)	(32,306)	0
(132,931)	(97,594)	35,337
6,928,364	7,623,456	695,092
992,052	1,032,156	40,104
349,865	335,795	(14,070)
238,052	209,284	(28,768)
(964,817)	(1,016,687)	(51,870)
2,456,408	2,409,591	(46,817)
(64,116)	(64,116)	0
14,134,298	14,561,912	427,614

1,399,862	1,471,424	71,562
(173,790)	(173,790)	0
0	0	0
1,226,072	1,297,634	71,562

0	79,800	79,800
0	(2,457)	(2,457)
1,624,928	1,731,530	106,602
(20,226)	(17,896)	2,330
9,571,709	9,786,395	214,686
(28,987)	(28,987)	0
(253,299)	(246,499)	6,800
1,991,071	1,868,689	(122,382)
(10,018)	(9,628)	390
(66,661)	(66,661)	0
12,808,517	13,094,285	285,768

158,349	110,083	(48,266)
687,763	734,374	46,611
679,687	686,245	6,558
(20,808)	(20,808)	0
3,691	2,829	(862)
(42,537)	(42,537)	0
1,466,145	1,470,186	4,041

0	0	0
521,339	526,078	4,739
(13,454)	(13,454)	0
507,885	512,624	4,739
(1,970,008)	(1,970,008)	0
14,038,611	14,404,721	366,110

(1,020,410)	(1,020,410)	0
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(1,020,410)	(1,020,410)	0
428,115	432,031	3,916
47,000	36,786	(10,214)
144,531	136,627	(7,904)
1,226,921	1,206,276	(20,645)
510,000	515,510	5,510
873,600	832,371	(41,229)
1,044,142	1,056,423	12,281
402,275	416,195	13,920
468,100	488,237	20,137
413,639	426,551	12,912
261,770	259,903	(1,867)
112,000	136,593	24,593
370,697	359,286	(11,411)
(70,000)	(70,000)	0
(6,232,790)	(6,232,790)	0
0	(0)	(0)
324,465	379,249	54,784
357,050	378,678	21,628
482,644	465,005	(17,639)
9,631	9,631	0
57,214	58,038	824
162,963	160,546	(2,417)
(4,532)	(4,532)	0
1,389,435	1,446,616	57,181
633,756	642,167	8,411
(397,759)	(397,759)	0
0	0	0
356,801	356,801	0
153,472	153,775	303
62,981	60,904	(2,077)
(52,020)	(52,020)	0
44,527	44,221	(306)
111,117	103,746	(7,371)
56,080	56,080	0
0	0	0
0	0	0
0	0	0
278,878	278,878	0
(209,692)	(209,692)	0
(69,186)	(69,186)	0
968,955	967,915	(1,040)
65,980,867	65,605,813	(375,054)

175,507	173,064	(2,443)
730,215	692,722	(37,493)
905,722	865,786	(39,936)

282,478	278,135	(4,343)
(59,047)	(59,047)	0
223,431	219,088	(4,343)

152,210	117,917	(34,293)
152,210	117,917	(34,293)

330,271	330,271	0
9,561	9,561	0
32,852	32,852	0
(51,869)	(51,869)	0
252,474	248,254	(4,220)
276,610	282,151	5,541
849,899	851,220	1,321
2,131,262	2,054,010	(77,252)

**Appendix 2 - Social Services - Covid 19 Related Costs And Welsh Government Hardship Fund Grant Income -
Forecast as at 31st August 2020**

	April-June	July-August	September-March	Total 2020/21
GENERAL HARDSHIP FUND				
<u>Accepted Items</u>				
Residential Care	158,462	0	0	158,462
Leaving Care Top-Ups	2,085	1,687	1,607	5,380
Vehicle Hire	2,769	2,418	8,268	13,455
Additional Shifts-Emergency Duty Team	16,627	5,664	0	22,291
Agency Worker-Children with Disabilities	17,923	12,981	0	30,904
Respite Care	3,363	9,322	0	12,686
Sub Total (Accepted Items)	201,230	32,073	9,875	243,178
<u>Rejected Items</u>				
Special Guardianship Order Top-Ups	1,704	0	0	1,704
Other Miscellaneous Costs	1,375	0	0	1,375
Sub Total (Rejected Items)	3,079	0	0	3,079
TOTAL GENERAL HARDSHIP COSTS	204,308	32,073	9,875	246,257
LESS ANTICIPATED FUNDING	-201,230	-32,073	-9,875	-243,178
NET COST TO SOCIAL SERVICES	3,079	0	0	3,079
ADULT SOCIAL CARE FUND TRANCHE 1				
<u>Accepted Items</u>				
Personal Protection Equipment	718,415			718,415
Additional Support for Service Users	214,878			214,878
Additional Financial Support to Providers	1,527,965			1,527,965
Additional Staff Requirements	29,030			29,030
GWICES	17,689			17,689
Sub Total (Accepted Items)	2,507,977			2,507,977
<u>Rejected Items</u>				
Small grant fund	4,400			4,400
Sub Total (Rejected Items)	4,400			4,400
TOTAL ADULT SOCIAL CARE TRANCHE 1 COSTS	2,512,377			2,512,377
LESS ANTICIPATED FUNDING	-2,507,977			-2,507,977
NET COST TO SOCIAL SERVICES	4,400			4,400
ADULT SOCIAL CARE FUND TRANCHE 2				
<u>Accepted Items</u>				
Domiciliary Care top-ups		74,186	253,674	327,860
Extra Care top-ups		5,069	17,335	22,404
Supported Living top-ups		67,389	230,423	297,812
Residential top-ups		211,223	722,242	933,465
Residential Voids		246,096	841,490	1,087,586
Sub Total (Accepted Items)		603,963	2,065,164	2,669,127
<u>Items Claimed as Exceptional</u>				
Additional Support for Service Users		145,195	405,700	550,896
GWICES		3,260	15,143	18,403
Additional Staff Requirements		6,031	0	6,031
Backdated Financial Support to Providers		18,052	0	18,052
Sub Total (Exceptional Items)		172,539	420,843	593,382
<u>Unclaimable In-house Costs</u>				
Personal Protection Equipment		17,390	4,550	21,940
Covid Testing for Staff		9,590	35,000	44,590
Travel Expenses for Seconded Staff		4,228	3,500	7,728
Sub Total (Rejected Items)		31,208	43,050	74,258
TOTAL ADULT SOCIAL CARE TRANCHE 2 COSTS		807,710	2,529,057	3,336,767
LESS FUNDING FOR INDEPENDENT SECTOR		-603,963	-2,065,164	-2,669,127
LESS FUNDING FOR IN-HOUSE SERVICES		-151,512	-518,066	-669,578
NET COST TO SOCIAL SERVICES		52,235	-54,173	-1,938
TOTAL COSTS INCURRED	2,716,685	839,783	2,538,932	6,095,400
LESS ANTICIPATED FUNDING	-2,709,206	-787,548	-2,593,105	-6,089,859
NET COST TO SOCIAL SERVICES	7,479	52,235	-54,173	5,541

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