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(Tel: 01443 864210 Email: [evansca1@caerphilly.gov.uk](mailto:evansca1@caerphilly.gov.uk))

**Date: 10th March 2021**

Dear Sir/Madam,

A meeting of the **Social Services Scrutiny Committee** will be held via Microsoft Teams on **Tuesday, 16th March, 2021 at 5.30 pm** to consider the matters contained in the following agenda. Councillors and the public wishing to speak on any item can do so by making a request to the Chair. You are also welcome to use Welsh at the meeting, both these requests require a minimum notice period of 3 working days.

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

Yours faithfully,

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

**Christina Harrhy**  
CHIEF EXECUTIVE

## A G E N D A

- |   | 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 2nd February 2021.                                    | 1 - 4  |
| 4 | Consideration of any matter referred to this Committee in accordance with the call-in procedure. |        |
| 5 | Social Services Scrutiny Committee Forward Work Programme.                                       | 5 - 16 |

To receive and consider the following Scrutiny reports: -

- |   |   |         |
|---|---|---------|
| 6 | Directorate Performance Assessment Six Month Update 2020.   | 17 - 32 |
| 7 | White Paper on Rebalancing Care and Support - Presentation. |         |
| 8 | Social Services COVID-19 Position Statement.                | 33 - 66 |

**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 TUESDAY 2ND FEBRUARY 2020 AT 5.30 P.M.**

#### **PRESENT:**

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

#### **Councillors:**

A. Angel, K. Etheridge, M. Evans, A. Gair, J. Gale, V. James, L. Jeremiah, A. Leonard, S. Skivens 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. Jones (Interim Financial Services Manager), M. Jacques (Scrutiny Officer) and S. Hughes (Committee Services Officer – Technical Support), C. Evans (Committee Services Officer).

Users and Carer – Mrs M. Jones and C. Luke.

#### **RECORDING AND VOTING ARRANGEMENTS**

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

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

Apologies for absence had been received from Councillors J. Bevan, D. Cushing, D. Harse and C. Thomas.

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

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

#### **3. MINUTES – 1ST DECEMBER 2020**

RESOLVED that the minutes of the meeting of the Social Services Scrutiny Committee held on 1st December 2020 (minute nos. 1 - 10) be approved and signed as a correct record.

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

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

#### **5. 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 February 2021 to March 2021.

The Committee discussed the Forward Work Programme at length and requested questions which were put forward by Cllr Vincent James, and circulated to Officers outside of the meeting be used to guide future reports that have been requested on the provision of Social Services during the pandemic.

In addition, several concerns were raised around Mental Health, and the impacts the ongoing Pandemic has had on this sector. Following debate, it was agreed that a motion be put to Council in which a cross-party Task and Finish Group be established in order to focus on Mental Health.

Following consideration and discussion, and subject to the changes proposed, it was moved and seconded that the recommendation in the report be approved. By way of electronic voting this was unanimously agreed.

RESOLVED that, subject to an additional recommendation in that the Scrutiny Committee recommend a Motion to Council for the setup of a Cross Party Task and Finish Group in order to focus on Mental Health Issues, the Forward Work Programme as appended to the meeting papers be published on the Council's website.

#### **REPORTS OF OFFICERS**

Consideration was given to the following reports.

#### **6. TRANSFORMATION OF ADULT MENTAL HEALTH SERVICES - PRESENTATION**

The Scrutiny Committee welcomed Mr Ian Thomas from the Aneurin Bevan University Health Board who provided a complex presentation on the Transformation of Adult Mental Health Services, which included the introduction of a proposed whole system pathway, introducing tiers from Foundation to Tier 4, of support services.

The presentation detailed significant plans to transform the sector and outlined the processes and support services at each of the Tiers, maintaining a service that is right for the individual.

The Scrutiny Committee thanked Mr Thomas for the detailed presentation and discussed at length. Members raised a number of queries in relation to the mapping exercise and ensuring there are sufficient resources in place, in particular as a result of the ongoing pandemic and ensuring that the message can be disseminated to all users. It was noted that there is a section of society that are not able to engage online, and therefore ensuring that resources and support can be provided to this group is vital. Discussions took place around links with other organisations such as community and third sector organisations in order to provide additional support and discussions took place around the impact poor or insufficient housing can have on mental health. The Health Board and Officers provided the Committee with assurances that work is being undertaken to ensure that resources are available where

needed, with printed information available if required and links are made with other support organisations.

Following consideration and discussion, the presentation was noted.

## **7. BUDGET MONITORING REPORT MONTH 9.**

The report informed Members of the projected revenue expenditure for the Social Services Directorate and the financial impact of the Covid-19 pandemic upon the Directorate for the 2020/21 financial year.

The report identified the reasons behind a projected underspend of £2,210k for Social Services in 2020/21, inclusive of transport costs and identified the funding made available to Social Services during the 2020/21 financial year through the Welsh Government Covid-19 Hardship Fund.

The Scrutiny Committee thanked the Officer for the report and discussed the report at length, seeking clarification on underspends, querying decisions around vacancies and redeployment and seeking assurances around aids and adaptations. Officers assured the Committee that in relation to vacancies, decisions have been made not to employ staff as there has been a hold on developments of a property for people with Learning Difficulties and therefore staff are not required at this time. In relation to other vacancies, due to the nature of the pandemic and the service provision at this time, recruitment and services have changed, and it is imperative that the right staff are provided where there is need. Members were also assured that the budget allocation for works of adaptation not be reduced in 2021/22 and options would be discussed with the Section 151 Officer to provide funding to tackle any backlog that may have accrued.

The Scrutiny Committee thanked the Officer for the detailed report and the prudent budget setting processes in place, as well as the efforts to secure grant funding where possible, which has enabled a strong financial position.

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

RESOLVED that for the reason's contained in the Officer's report:

- i) the budget virement into the Social Services budget during the current financial year in response to the 2020/21 local government pay award be noted;
- ii) the projected underspend of £2,210k against the Social Services budget for 2020/21, inclusive of transport costs be noted;
- iii) the delegated decision posted by the Corporate Director for Social Services and Housing on 16th December 2020 be noted;
- iv) the financial impact of the Covid-19 pandemic upon Social Services in 2020/21 be noted.

## **8. INTERIM REPORT FROM TASK AND FINISH GROUP ON NON-RESIDENTIAL CARE CHARGES**

The report provided the Scrutiny Committee with an update on the Task and Finish Group inquiry into charging for non-residential social care within the county borough. The inquiry is being undertaken by a sub-group of the Social Services Scrutiny Committee and the initial meeting of the group was undertaken on 25th September 2020.

The report also sought Committee endorsement for a recommendation to Cabinet to extend the current rate increases for the 2021/22 financial year, in order to allow the Task and Finish Group to continue their inquiry and to draft recommendations for Cabinet consideration on the future charging for non-residential care from 2022/23 onwards.

The report provided a brief summary of information received by Members of the Task Group thus far and outlined how disruption caused by the Covid-19 pandemic has resulted in final recommendations not yet being reached and therefore cannot be applied to the rates for the 2021/22 financial year.

The report also provided a synopsis on the background to the current Task and Finish inquiry into charging for non-residential care within the county borough.

The Scrutiny Committee thanked the Officer for the report and discussions took place around the charging provided in other Local Authorities, for which the information was provided. The Scrutiny Committee were assured that the Task and Finish Group will reconvene shortly and will take a number of factors into account before making a recommendation on charges for 2022/23.

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

RESOLVED that for the reasons contained in the Officer's report the content therein be agreed.

The meeting closed at 7.46pm

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on the 16th March 2021.

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CHAIR



## **SOCIAL SERVICES SCRUTINY COMMITTEE – 16TH MARCH 2021**

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

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

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

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

### **2. SUMMARY**

2.1 Forward Work Programmes are essential to ensure that Scrutiny Committee agendas reflect the strategic issues facing the Council and other priorities raised by Members, the public or stakeholder.

### **3. RECOMMENDATIONS**

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

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

4.1 To improve the operation of scrutiny.

### **5. THE REPORT**

5.1 The Social Services Scrutiny Committee forward work programme includes all reports that were identified at the scrutiny committee meeting on Tuesday 2nd February 2021. The work programme outlines the reports planned for the period March 2021 to January 2022.

5.2 The forward Work Programme is made up of reports identified by officers and members. Members are asked to consider the work programme alongside the cabinet work programme and suggest any changes before it is published on the

council website. Scrutiny committee will review this work programme at every meeting going forward alongside any changes to the cabinet work programme or report requests.

- 5.3 The Social Services Scrutiny Committee Forward Work Programme is attached at Appendix 1, which presents the current status as at 22<sup>nd</sup> February 2021. The Cabinet Work Programme is attached at Appendix 2. A copy of the prioritisation flowchart is attached at appendix 3 to assist the scrutiny committee to determine what items should be added to the forward work programme.

#### 5.4 **Conclusion**

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

### 6. **ASSUMPTIONS**

- 6.1 No assumptions are necessary.

### 7. **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 This report contributes to the well-being goals and is consistent with the five ways if working as defined within the sustainable development principle in that by ensuring the scrutiny function is effective when reviewing services and policies and ensure is considers the wellbeing goals.

8.2 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.

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

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

Councillor Lyndon Binding, Chair of Social Services Scrutiny Committee  
Councillor Carmen Bezzina, Vice Chair of Social Services Scrutiny  
Committee

Appendices:

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

Forward Work Programme - Social Services				
Date	Title	Key Issues	Author	Cabinet Member
16/03/21 17:30	Social Services Position Statement		Street, Dave;	Cllr. Cook, Shayne;
16/03/21 17:30	Directorate Performance Assessment (6 Months) Social Services		Street, Dave;	Cllr. Cook, Shayne;
16/03/21 17:30	White Paper on Rebalancing Care and Support	To share the proposal of the Welsh Government White Paper on Rebalancing Care and Support and to seek Members views with regards to a consultation response.	Street, Dave;	Cllr. Cook, Shayne;
27/04/21 17:30	New Respite Facilities	To consider proposals for the development of a new respite centre for adults and children with disabilities	Street, Dave;	Cllr. Cook, Shayne;
15/06/21 17:30	CIW Inspection Feedback			Cllr. Cook, Shayne;
15/06/21 17:30	Regional Partnership Update (June 2021)		Street, Dave;	Cllr. Cook, Shayne;
15/06/21 17:30	Information Item - Social Services Revenue Budget for 2021/22			Cllr. Cook, Shayne;
15/06/21 17:30	Information Item - Social Services Specific Grant Funding for the 2021/22 financial year			Cllr. Cook, Shayne;
02/09/21 17:30	Directorate Performance Report – Social Services Year End Report 2020/21		Street, Dave;	Cllr. Cook, Shayne;
02/09/21 17:30	Annual Report from the Director of Social Services		Street, Dave;	Cllr. Cook, Shayne;
02/09/21 17:30	Period 3 Budget report 2021/22			Cllr. Cook, Shayne;
12/10/21 17:30	Period 5 Budget report 2021/22			Cllr. Cook, Shayne;
12/10/21 17:30	Annual Corporate Safeguarding Report			Cllr. Cook, Shayne;
12/10/21 17:30	ABUHB Presentation (October 2021)			Cllr. Cook, Shayne;
23/11/21 17:30	Report from Task and Finish Group on Non-Residential Care Charges		Jacques, Mark;	Cllr. Cook, Shayne;
23/11/21 17:30	Regional Partnership Update (November 2021)			Cllr. Cook, Shayne;
25/01/22 17:30	Period 7 Budget report 2021/22		Jones, Mike J;	Cllr. Cook, Shayne;

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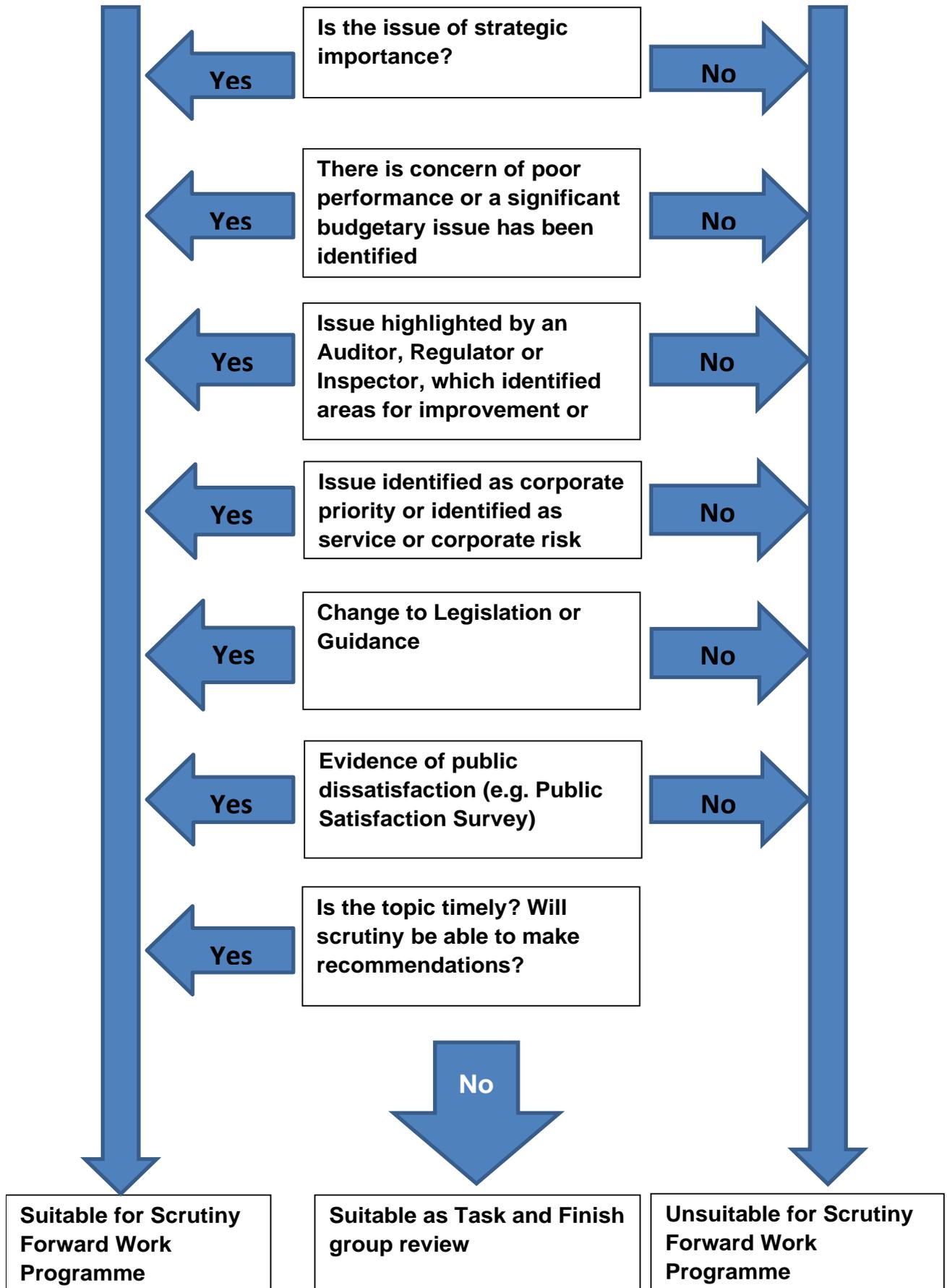
Cabinet Date	Title	Key Issues	Author	Cabinet Member
17/03/21 10:30	Interim Report from the Task and Finish Group on the Non-Residential Care Charges	To recommend to Members that they request that Cabinet extends the current rate increase for the 2021/22 financial year. This would allow the Task and Finish Group to continue their inquiry and to draft recommendations for Cabinet's consideration on the charge for Non-Residential Care from 2022/23 onwards	Jacques, Mark;	Cllr. Cook, Shayne;
17/03/21 10:30	Ness Tar - Welsh Government Loan Agreement	To consider the WG loan requirements	Kyte, Rhian;Williams, Mark S;	Cllr. Morgan, Sean;
24/03/21 10:30	Gender Pay Gap	For CMT and Cabinet to agree the Gender Pay Gap report which has to be published by 31st March	Donovan, Lynne;	Cllr. Gordon, Colin J;
24/03/21 10:30	Pen March Wind Farm – Opportunity for Council Investment	The Council have been presented with an opportunity to take a commercial interest in a wind farm project being taken forward by RWE Renewables on land north of Rhymney. In order for RWE to explore partnership options in more detail, they want the Council to enter into a non-legally binding Memorandum of Understanding.	Dallimore, Allan;Kyte, Rhian;	Cllr. Morgan, Sean;
24/03/21 10:30	White Paper on Rebalancing Care and Support	To share the proposal of the Welsh Government White Paper on Rebalancing Care and Support and to seek Members views with regards to a consultation response.	Street, Dave;	Cllr. Cook, Shayne;

24/03/21 10:30 Annual Equalities Report 2019/20	To seek Cabinet approval of the statutory Annual Equalities Report 2019/20 which provides an update of the progress made during the financial year 2019/20 against targets in the Council's Strategic Equality Plan 2016-2020.	Cullinane, Anwen;Peters, Kathryn;Richards, Sue;	Cllr. Stenner, Eluned;
24/03/21 10:30 Car Parking Charges	To update Cabinet on the latest position with the Economic impact on town centres caused by the coronavirus pandemic and to recommend further free car parking to support the local economy.	Williams, Mark S;	Cllr. Ridgewell, John;
24/03/21 10:45 Review of Corporate Complaints Policy and Unacceptable Behaviour Policy	To review and endorse the new Concerns and Complaints Policy based on the model document issued by the Ombudsman together with a review of the existing Policy for dealing with Unacceptable Persistent or Unreasonable actions by Complainants.	Lane, Lisa;	Cllr. Stenner, Eluned;
07/04/21 10:30 Flexible Working Update Report	For Cabinet to consider the proposals for the next stages of the Flexible Working Corporate Review workstreams	Lloyd, Marcus;Edmunds, Richard (Ed);	Cllr. Gordon, Colin J;
07/04/21 10:30 21st Century Schools and Education Band B Programme – Statutory Objection Report for Ysgol Gymraeg Cwm Gwyddon	To consider the outcome of the Statutory Consultation process and recommendations in respect of the proposal to relocate and expand YGG Cwm Gwyddon	West, Andrea;	Cllr. Whiting, Ross;

07/04/21 10:30	21st Century Schools and Education Band B Programme – Statutory Objection Report for Trinity Fields School	To consider the outcome of the Statutory Consultation process and recommendations in respect of the proposed expansion to Trinity Fields Special School	West, Andrea;	Cllr. Whiting, Ross;
07/04/21 10:30	Review of Waste Services - Contract Management Arrangements	To consider proposals to strengthen contract management arrangements within Waste Services.	Harris, Stephen R;	Cllr. Ridgewell, John;
07/04/21 10:30	21st Century Schools and Colleges Band B Programme – Phase 2 Proposal for Plasyfelin Primary	To seek members views on the next phase of the 21st Century Schools Band B projects in order to proceed to Business Case submission to Welsh Government.	West, Andrea;	Cllr. Whiting, Ross;
07/04/21 10:30	21st Century Schools and Education Band B Programme – Phase 2 Llancaeath Junior School and Llanfabon Infants School	To seek members views on the next phase of the 21st Century Schools Band B projects in order to proceed to Business Case submission to Welsh Government.	West, Andrea;	Cllr. Whiting, Ross;
07/04/21 10:30	21st Century Schools and Education Band B Programme – Phase 2 Proposal For Centre For Vulnerable Learners	To seek members views on the next phase of the 21st Century Schools Band B projects in order to proceed to Business Case submission to Welsh Government.	West, Andrea;	Cllr. Whiting, Ross;
07/04/21 10:30	Fleet Review Update	<i>To update Cabinet on the progress to date on the service review of the Councils fleet.</i>	Cooke, Paul;Richards, Sue;	Cllr. Ridgewell, John;
21/04/21 10:30	EAS Business Plan 2021-22	The EAS is required to submit an annual overarching regional Business Plan on an annual basis. This report asks for members to consider the full contents of the draft EAS Business Plan as part of the regional consultation process.	Cole, Keri;	Cllr. Whiting, Ross;
21/04/21 10:30	Team Caerphilly Transformation Progr	To provide members with an update on progress against the Team Caerphilly Transformation Strategy	Richards, Sue;	Cllr. Stenner, Eluned;

<p>Corporate Performance Assessment 21/04/21 10:30 Quarter 1/Quarter 2</p>	<p>To provide Cabinet with a high level performance update of the Council (from April – September 2020) based on the information from the Directorate Performance Assessments (DPA) for the same period.</p>	<p>Roberts, Ros;Richards, Sue; Cllr. Stenner, Eluned;</p>
<p>21/04/21 10:30 Regeneration Board Project Update</p>	<p>To recommend the allocation of up to £107k Regeneration Project Board Development Fund towards a recently endorsed and evaluated project and note the allocation of Licence to Innovate Funding for Coffi Vista, Caerphilly. To consider the allocation of additional funding for the Regeneration Project Board</p>	<p>Kyte, Rhian; Cllr. Morgan, Sean;</p>
<p>21/04/21 10:30 Cwmcarn Forest Drive</p>	<p>To consider a proposed collaborative approach with NRW to enable the reopening of the Forest drive</p>	<p>Hudson, Paul;Kyte, Rhian; Cllr. Morgan, Sean;</p>

**Scrutiny Committee Forward Work Programme Prioritisation**



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## **SOCIAL SERVICES SCRUTINY COMMITTEE – 16TH MARCH 2021**

**SUBJECT: DIRECTORATE PERFORMANCE ASSESSMENT SIX MONTH UPDATE 2020**

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

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

- 1.1 To present Scrutiny with the new Social Services Directorate Performance Assessment (DPA) which is part of the Council's new Performance Framework.
- 1.2 The DPA provides information and analysis for the 6-month period April – September 2020. The DPA forms part of the overall Council 'self-assessment' activity, of which members are invited to discuss, challenge and scrutinise the information in the DPA.

### **2. SUMMARY**

- 2.1 The Council's Performance Framework had been in its current format for several years and formed a foundation stone of the Council's governance arrangements.
- 2.2 As the Council embarked on its ambitious Transformation Programme, Team Caerphilly, alongside the emergence of new legislation such as the Local Government and Elections (Wales) Bill 2019, it became both timely and opportune that the Framework was redeveloped and enhanced.
- 2.3 The new Performance Framework was endorsed by Cabinet February 2020 and this report introduces one of the key components of the Framework, the Directorate Performance Assessment (DPA). The DPA is a 'self-assessment' of Directorate's progress across a wide range of information types.
- 2.4 Directorate Performance Assessments are an opportunity to bring together a range of information and intelligence into one picture to answer the self-assessment question of 'how well are we performing and how do we know?' Appendix A is the Social Services Directorates Performance Assessment up to September 2020.

### **3. RECOMMENDATIONS**

- 3.1 Members review the attached document (Appendix A) and discuss, challenge and scrutinise the information contained within.

#### 4. REASONS FOR THE RECOMMENDATIONS

- 4.1 Scrutiny members are involved in the 'self-assessment' process by scrutinising the information within the Directorate Performance Assessment. This also supports the principles within the new section (Part 6, Chapter 1) of the Local Government and Elections (Wales) Bill which provides for a new performance and governance regime for principal councils

#### 5. THE REPORT

- 5.1 The Council started reviewing its Performance Management Framework 2 years ago with a view to making better use of the wide range of information and intelligence that it holds and to future proof any new processes in line with the new Performance legislation.
- 5.2 The new Performance Framework has been developed to meet several strategic and operational needs as well as to align with emerging legislation and further the Council's desire to be a high performing learning organisation focused on meeting the needs of its residents.
- 5.3 The framework was piloted in 2019 and endorsed by Cabinet February 2020
- 5.4 Part of the framework was to develop a reporting dashboard at directorate level. This report introduces and shares the Social Services DPA. To show how the DPA fits into the overall framework the components are noted below:

##### 5.5 The Framework

The Council's new Performance Framework has several component parts:

- Corporate Performance Assessment (CPA)
- **Directorate Performance Assessment (DPA)**
- Service Planning, identifying priorities resources and actions to improve.
- Risk Management – the barriers that may prevent improvement.
- MyTime Extra – personal learning and development, skills to deliver on objectives.

- 5.6 The Corporate Performance Assessment (CPA) dashboard is used by the Corporate Management Team (CMT) and Cabinet to monitor the Council's progress in delivering its strategic priorities, identifying and challenging areas of underperformance and discussing and agreeing any remedial actions that may be required.

The dashboard is received by CMT on a quarterly basis as well as being shared twice yearly with Cabinet. While the dashboard itself offers a rich insight, it is set at a high-level position and designed to be an 'at a glance' overall picture. The detail that sits underneath it is within the DPA.

##### 5.7 **Directorate Performance Assessment (DPA)**

The DPA dashboards are developed for all directorates. The report provides Directorate Management Teams with a range of data to keep progress under review,

drive performance improvement and manage resources, intelligence and risks. Information within the DPA dashboards is grouped as follows:

- Overall summary of the Quarter
- Progress on a Directorate's Priorities
- Performance Data
- Customer Intelligence
- Resources – financial / workforce and assets
- Risk Register
- Well-being Objectives
- Lessons Learned
- Conclusion

The DPAs are received by Senior Management Teams on a quarterly basis providing opportunities to account for progress, challenge performance and agree improvement activity. Data from DPAs will be shared with relevant Scrutiny Committees twice yearly.

5.8 The spirit of the Directorate Performance Assessments (Appendix A) is about being a learning organisation. The DPA is less about performance and targets (though they have their place) rather is designed to provide a wider picture of knowledge and learning, to identify cause and effect and to invite mature conversations that enhance learning which leads to improvement.

#### 5.9 **Conclusion**

The Council's new Performance Framework as set out will provide Cabinet, Scrutiny Committees, CMT and DMTs with a regular and embedded mechanism for monitoring progress, managing performance and driving improvement. The dashboards, which provide a single source of the truth', enable key aspects of performance to be discussed, action to be agreed and learning to be generated. The ability to specifically link individual contributions to organisational goals provides a platform for every employee to understand how they fit and to be recognised for the part they play in delivering the Council's objectives

## 6. **ASSUMPTIONS**

6.1 No assumptions were thought to be required in this report.

## 7. **LINKS TO RELEVANT COUNCIL POLICIES**

### 7.1 **Corporate Plan 2018-2023.**

The DPA provides an update of progress and learning against the Council's well-being objectives noted below which are:

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

The Corporate Plan can be found on the intranet on the Policy portal, within the performance management section. [Click here to view.](#)

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

8.1 The Directorate Performance Assessment shows how the Directorate's priorities, risks and its own specific well-being objective contributes to the Well-being 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\*

The information is wide ranging and looks at the long-term balancing priorities with the short term and the long-term needs. The risks also identify those that impact the well-being of future generations. The actions being taken to deliver the priorities are part of preventing problems occurring, or getting worse, delivery of these require involvement and a range of collaborations.

## **9. EQUALITIES IMPLICATIONS**

9.1 This report is for information and has no decision-making requests, so the Council's full Equality Impact Assessment process does not to be applied. Information on equalities and Welsh language will be included appropriately within the DPA's and CPA's as part of a picture of Directorate's self-assessments.

## **10. FINANCIAL IMPLICATIONS**

10.1 There are no financial implications within this report, however the DPA (appendix A) has a section on resources including relevant budget outturns as part of the overall self-assessment of the directorate.

## **11. PERSONNEL IMPLICATIONS**

11.1 There are no personnel implications within this report, however the DPA (appendix A) has a section called 'resources' which provides data on a range of workforce aspects.

## **12. CONSULTATIONS**

12.1 Any consultation responses have been included with in this report.

## **13. STATUTORY POWER**

13.1 The Local Government Measure (2009) and Local Government and Elections (Wales) Bill

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Consultees: Cllr Lyndon Binding, Chair – Social Services Scrutiny  
Cllr Carmen Bezzina, Vice-Chair Social Services Scrutiny  
Christina Harray, Chief Executive  
Richard Edmunds, Corporate Director of Education and Corporate Services  
Mark S. Williams, Corporate Director Communities  
Jo Williams, Assistant Director of Adult Services  
Gareth Jenkins, Assistant Director of Children’s Services  
Lynne Donovan, Head of People Services  
Anwen Cullinane, Senior Policy Officer, Equalities, Welsh Language & Consultation  
Rob Tranter, Head of Legal Service and Monitor

Appendices:  
Appendix 1 Directorate Performance Assessment (April – September 2020)

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# Social Services Directorate Performance Assessment

2020 - 2021 Six Month Update (April to September)

Summary & Priorities



Performance



Customer Intelligence



Resources



Risk Register



Well-being Objective



Conclusion



Page

## Directors Summary: April - September 2020:



Clearly performance during the first two quarters of 20/21 have been impacted by the authority's response to the Coronavirus pandemic, whilst the majority of social care services have remained in place (with the exception of days services and some respite services) the attention of staff has clearly had to be on responding to the virus.

In terms of Adult services the drop in the numbers of people receiving service is almost totally down to the closure of our day services. We have seen an increase in referrals in quarter 2 which is an indicator of demands for our services are slowly returning to normal. Hospital discharge requirements are generally manageable but pressure in this area is increasing in quarter 3 and will become even more significant in quarter 4.

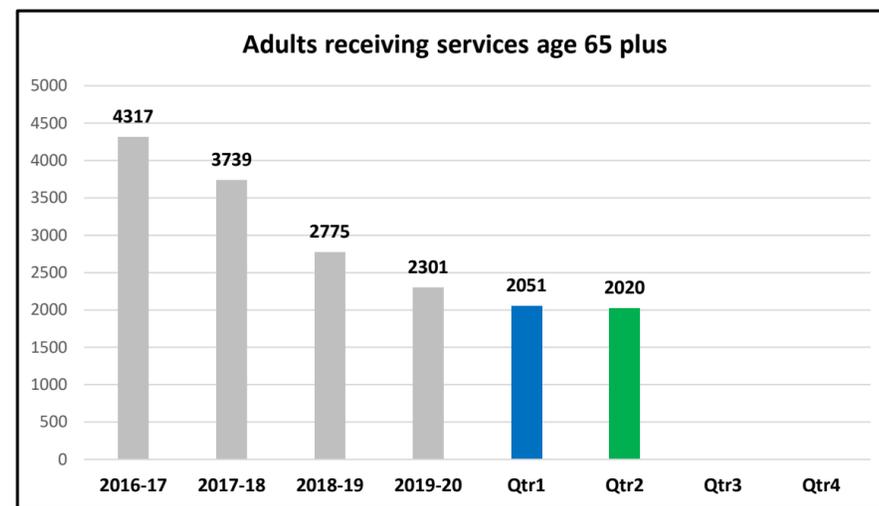
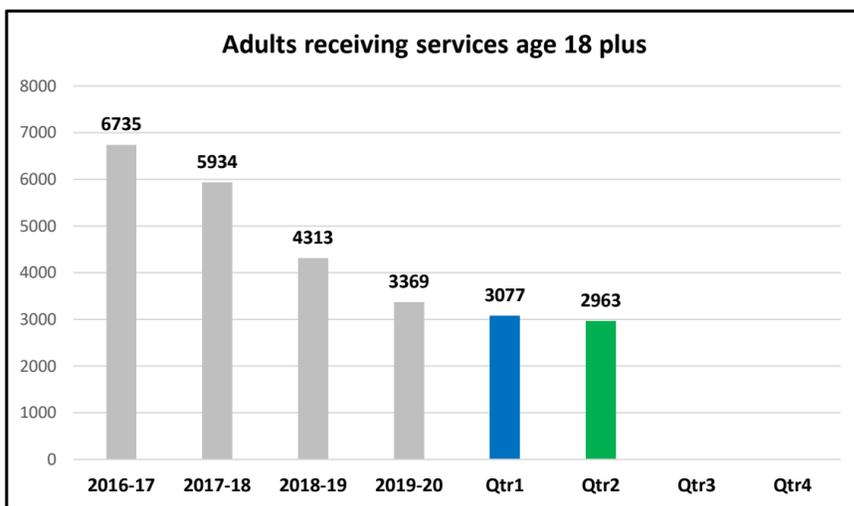
In terms of Children's services the numbers of children looked after has gone up marginally (approx 3.5%) whilst the number of children on the Child Protection register has remained fairly constant. The increase in assessments in quarter 2 does represent a certain amount of catching up on quarter 1 but is a significant achievement given the restrictions that remain in place.

Sickness absence continues to be challenging but, given the circumstances, has remained fairly static, the winter will bring more pressure in this area.

From a budgetary perspective, the month 5 budget report shows an overall projected overspend of just under £1 million, this is exclusively in Children's Services. In the early weeks of the pandemic, Children's Services struggled to secure foster placements for a number of children resulting in an increased use of residential provision at a higher cost.

Service Priorities		RAG	Completion Date	Progress - Achievements - Impacts
	To identify savings proposals to ensure that a balanced budget for the 2020/21 financial year can be approved by Council in February 2020.	●	Feb-20	No savings proposals were required for 2020/21 based on the principle that the Directorate would manage increasing demand within existing resources.
<b>Standard 1</b>	Using Transformation Grant funding we will work with ABUHB to embed 'Compassionate Communities' in the North of the Borough.	●	2019-20	All staff have been appointed and commenced in posts, attendance at MDT's in GP surgeries has started. IPC have been commissioned by WG to undertake an evaluation, initial workshop held. Very positive feedback received from north NCN re role of connectors, good case examples given. Transformation fund has been extended until March 2022 we will be looking to extending the practice across the whole of Caerphilly based on the learning to date. Programme almost complete additional funding will allow the scheme to be embedded broadly across the authority.
<b>Standard 1</b>	Work with colleagues in Health to embed care navigations training & principals	●	2018-23	Links to Transformation Grant Funding in respect of compassionate communities so will continue for the duration of that funding stream.
<b>Standard 1</b>	Implementation of a single point of contact for GP and other professional referrals to Primary Care Mental Health Services through IAA and the Space-Wellbeing Panel	●	2019-20	Single point of contact through the SPACE Well-being Panel is now well established and functioning so this action is completed. However, it is important to note that it is reliant on Transformation funding and would be at risk if this ended.
<b>Standard 2</b>	Continue to identify & support carers, enabling them to continue in their role utilising the intermediate care fund to maximise opportunities for service development.	●	2018-23	Links to ICF grant so will continue for the duration of that funding stream. We will be introducing a young carers card scheme.
<b>Standard 2</b>	Expansion of 'Home First' to facilitate timely discharges from hospital	●	2019-20	Home First is working well across both District General hospitals along with the University Grange Hospital. It will be reviewed by Integrated Personal Commissioning (IPC), workshop held using theory of change methodology. Winter pressures money has been used to expand service to Prince Charles Hospital to reduce number of people being repatriated to YF, positive impact noted by the health board. Work to be done in 2021-2022 in terms of reviewing achievements of the programme and determining mainstream funding can be identified.
<b>Standard 2</b>	Establish a second Children's Home for Caerphilly children and young people	●	2020-21	Property purchase completed in March 2019. Refurbishment was due to commence but property had to be used for an emergency placement. Refurbishment has now commenced and aiming for completion December 2020.
<b>Standard 3</b>	Respond to the WAO Review of Corporate Safeguarding	●	2021-22	Corporate Action Plan has been developed and is in the process of implementation with approximately 85% of the actions already completed and the outstanding actions all in progress.
<b>Standard 4</b>	Integrated Well-being Networks - Work with health to embed IWN's within communities across the borough	●	2019-20	Significant community engagements events held, including session with elected members on healthier Gwent. Workshop planned for November to launch Independent Well-being Networks (IWN) in the north of the borough. Subject to review by IPC initial workshop held.
<b>Standard 5</b>	Closely monitor the recruitment difficulties within Children's Services	●	2020/21	Ongoing monitoring through weekly Divisional Management Team and periodic reporting to Senior Management Team.
<b>Standard 5</b>	Review the Market Supplement for Social Workers in Children's Services	●	2020-21	Completed. Market Supplement reviewed and recommended to continue. Applications and appointment levels have doubled since it was introduced though recruitment to the North of the Borough continues to be problematic.
<b>Standard 6</b>	Develop bespoke supported accommodation for young people to reduce the use of B&B accommodation	●	2021-22	Private developer continues to look to identify a suitable property for conversion to a 4 bedded unit.
<b>Standard 6</b>	Submit an ICF Capital bid to develop a third residential Children's Home	●	2020-21	Funding has been agreed. Action therefore completed. Staff currently looking at suitable premises.

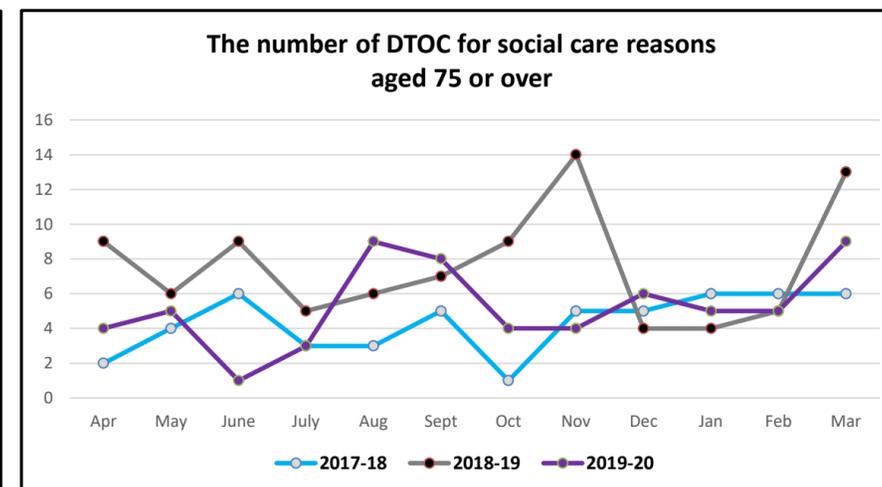
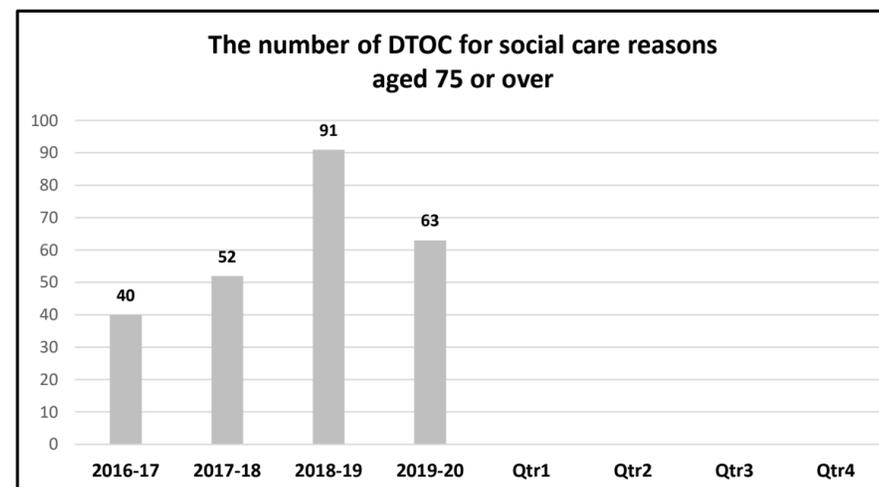
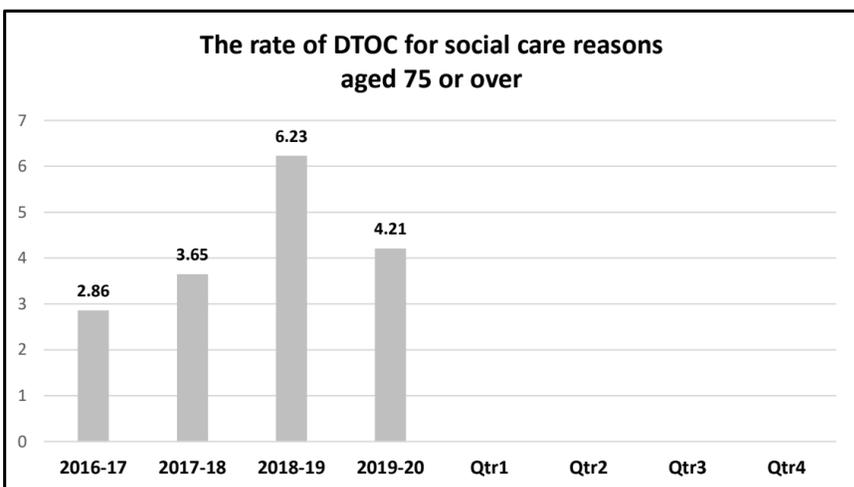
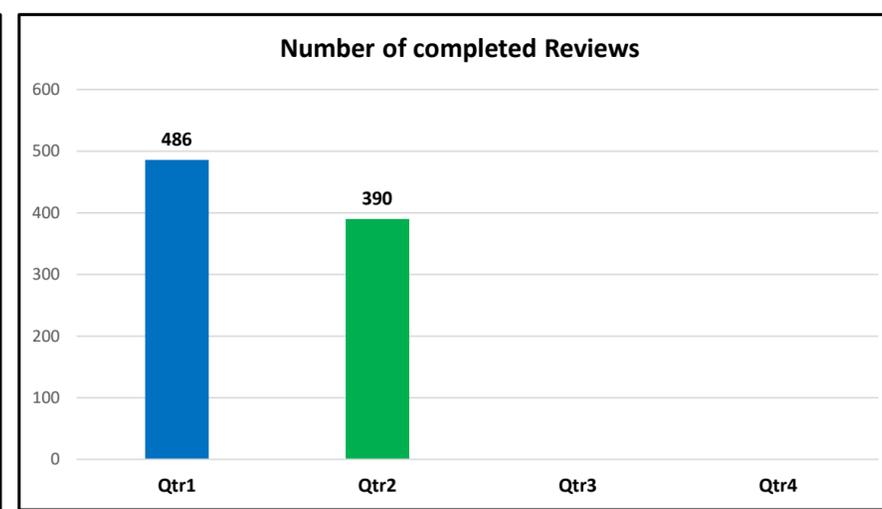
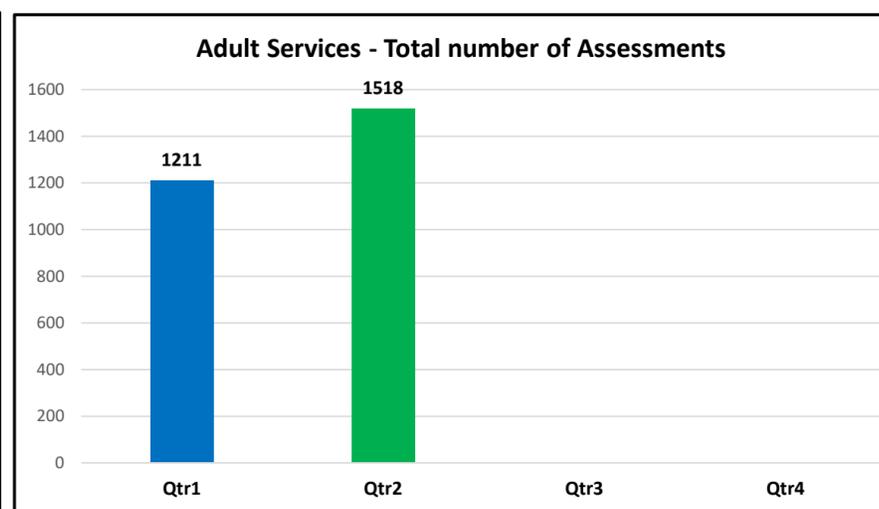
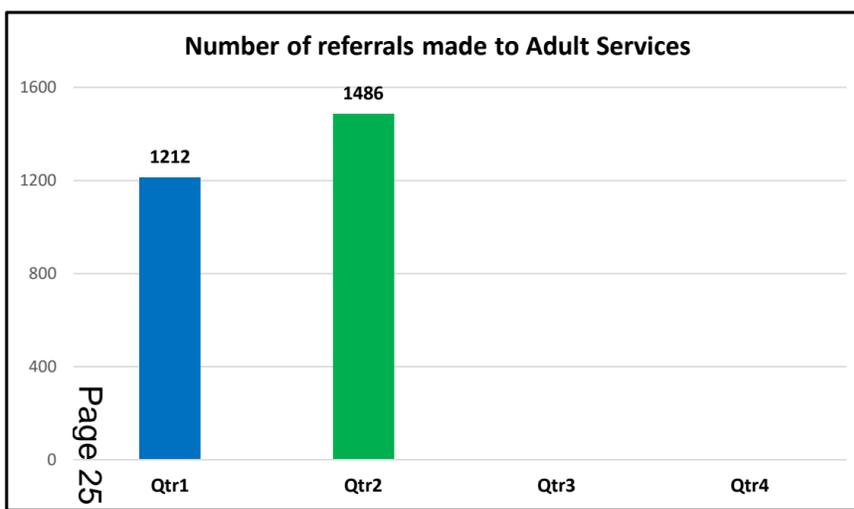
Key:	Status	RAG Key	
Black	Not yet started or too early to report any progress (achievements/changes)	●	0
Red	Started but not progressing well	●	1
Amber	Started with reasonable progress achieved	●	2
Green	Going well with good progress	●	3

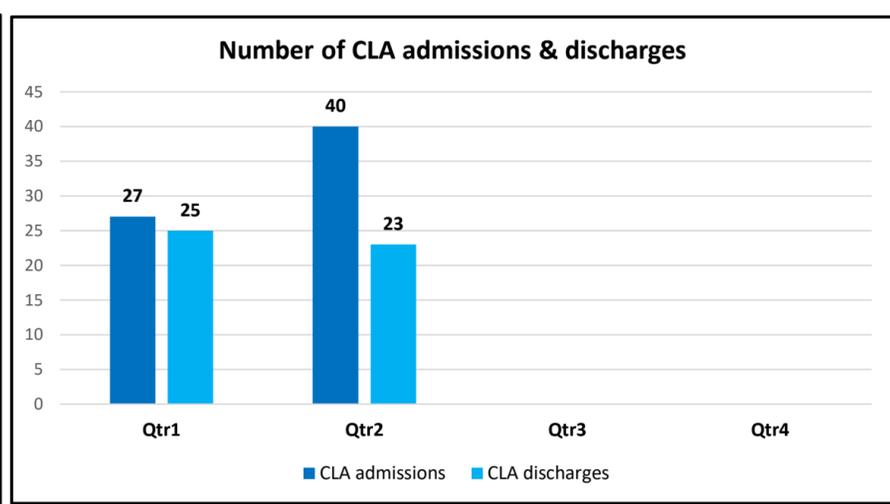
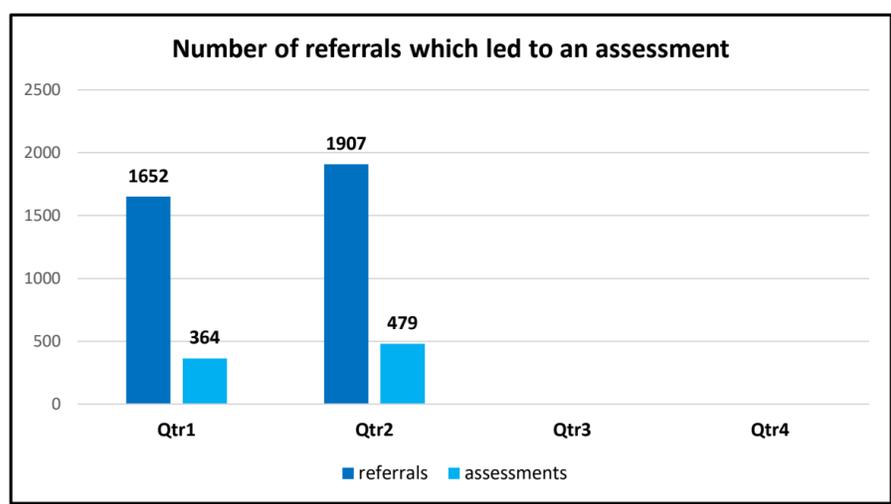


### What is the performance telling us? ADULTS: July - Sept 2020

Just a note that the number of people receiving services have dropped due to the fact that we have excluded day opportunities fixed base as they have not been attending for 6+ months. In addition in the first quarter some people cancelled services as their families were home and provided support. The first quarter saw a reduction in the number of referrals into adult services, only urgent assessments were completed in accordance with WG guidelines thus staff were able to undertake more telephone reviews. The picture reversed in quarter 2 when families returned to work and there were more instances of carer breakdown.

**Welsh Government Commentary regarding DTOC-** Following the announcement on Friday 13th of March regarding the cancellation of certain medical procedures and the relaxation of performance targets, several national data collections have been temporarily ceased and we will also temporarily stop reporting performance statistics. These changes will be in place until at least the October reporting period. Therefore monthly StatsWales data will not be updated until data collection resumes.



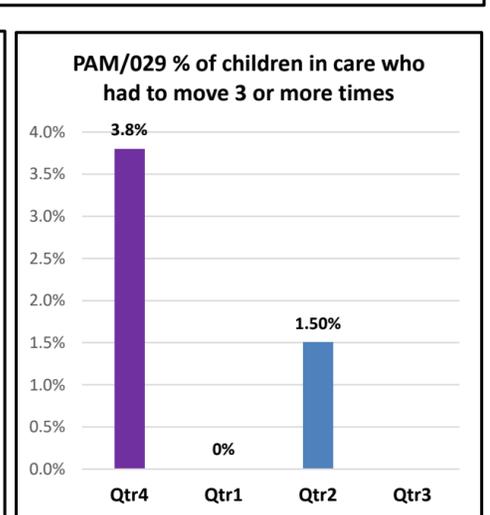
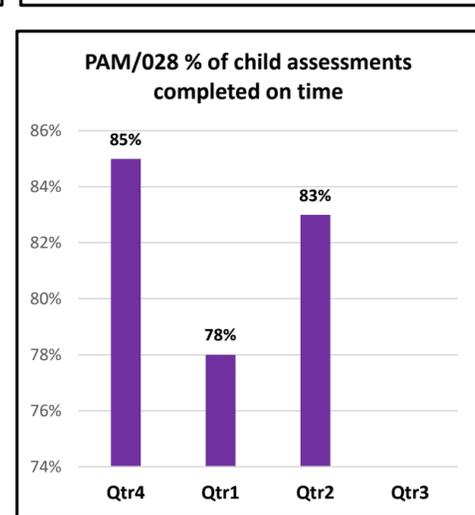
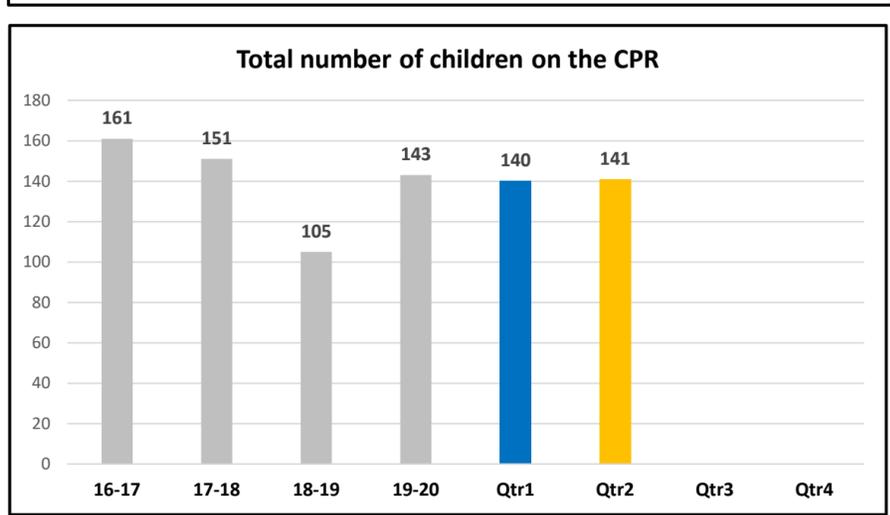
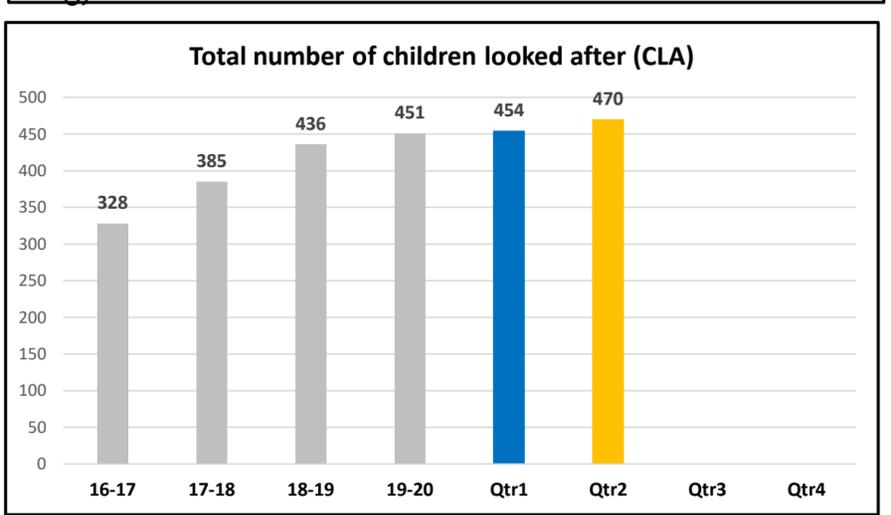
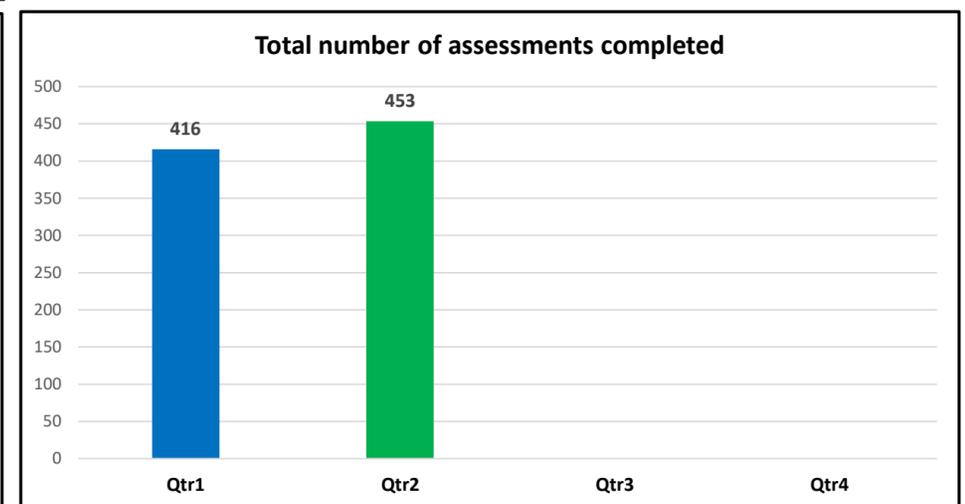
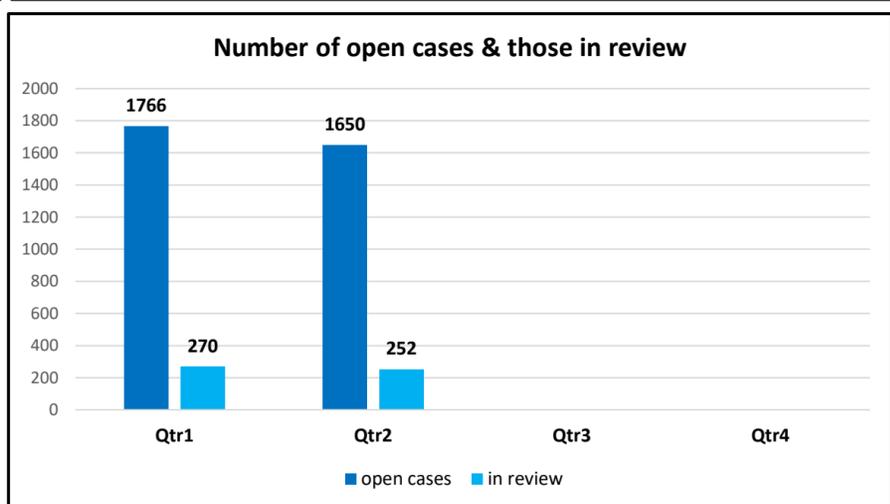
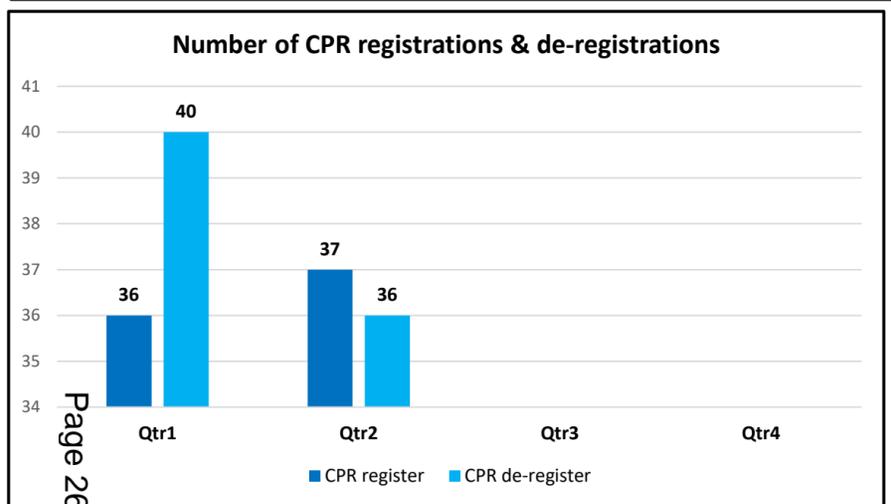


### What is the performance telling us? CHILDREN'S: Apr - June 2020

Given the Covid-19 Pandemic, it is reassuring to see that 25% of all referrals made to Children's Services proceeded to an assessment. This compares favourably to pre-Covid levels and demonstrates that those cases in greatest need continued to be responded to despite the lockdown restrictions within the period.

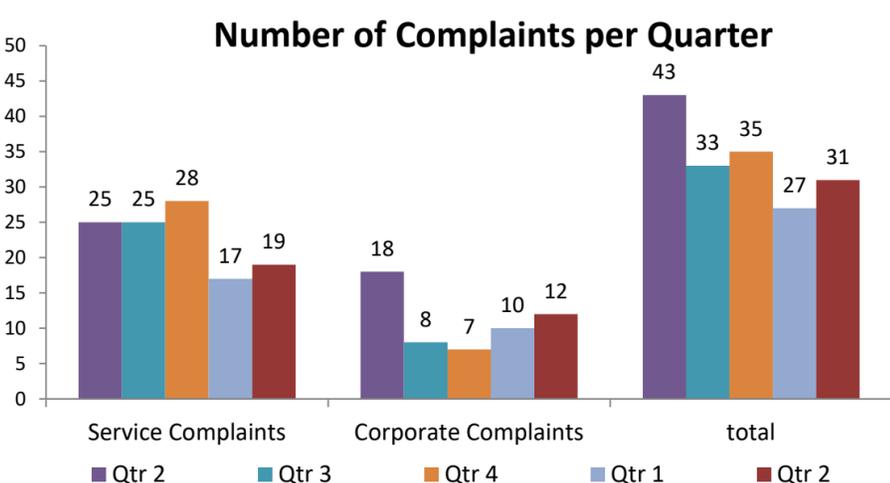
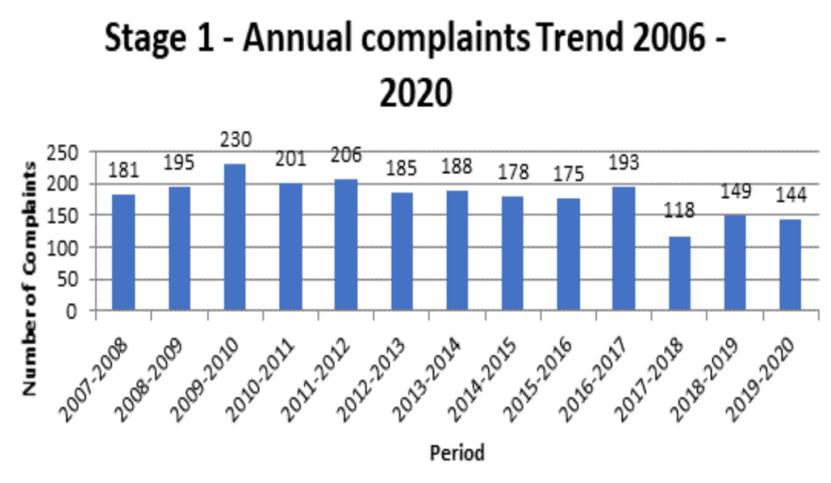
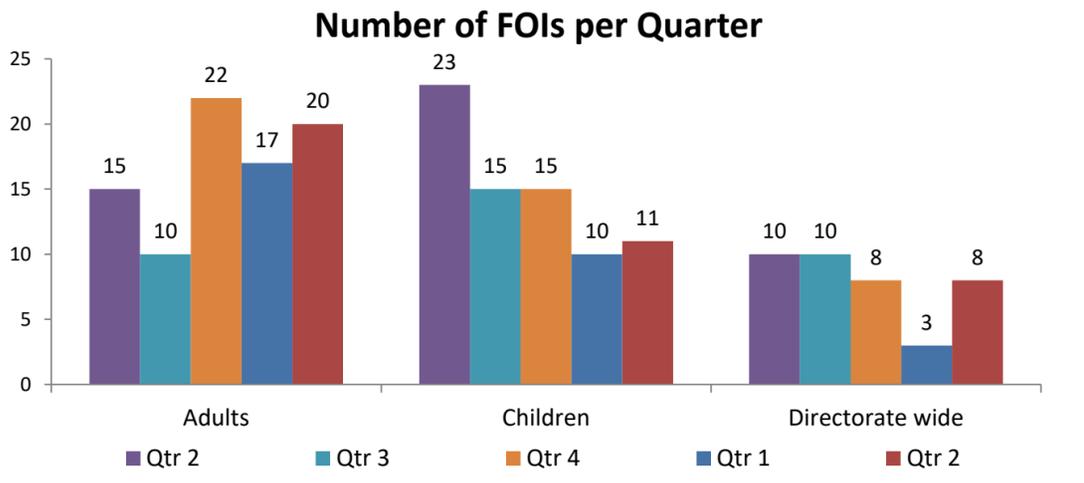
However, there is no doubt that the timescales for completion of assessments was adversely affected in Q1 by Covid-19 with the majority being out of timescale due to families being unavailable because of shielding or being symptomatic. Performance has improved significantly in Q2.

The numbers of children whose names are included on the Child Protection Register (CPR) has continued to be stable. Again this is a reflection on the prioritisation processes in place to ensure safeguarding and supporting the most vulnerable children continued regardless of





# Customer Intelligence



## What is our customer intelligence telling us?

A total of **39 FOIs** for qtr2 have been actioned by the Social Services Directorate.  
**Of the xx FOI's:** information provided, refusals, partial information provided, nil response, outstanding response

Of the 4 responses that were part provided, the information that was refused was refused for the following reasons:

Information not held –

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## What is our customer intelligence telling us?

At the end of **quarter 2**, we received **41 complaints and representations** that were dealt with under the social services complaints procedure, compared to 48 in quarter2 the previous year 2019/20 . Of the 41 complaints received, 19 related to Adult Services and 22 related to Children's Services.

**Of the 22 Children's Services complaints:**  
 18 were childrens complaints  
 4 were representations

**Of the 19 Adult Services complaints:**  
 2 were adults complaints  
 17 wereadults representations

**In addition in quarter 2 we had 13 Corporate complaints that related to Social Services**

## Positive Feedback - xx individual messages received - Childrens Services:

From CAFCASS "I just wanted to let you know that I was really impressed by the quality of the evidence that you presented to the Court this week re XX. I felt that you were measured, professional and very clear. Despite the terrible behaviour of the Grandparents you maintained composure and balance"

From a service user " I just wanted to say thank you for getting me out of such a horrible place. I cant explain how grateful I am. If it weren't for you coming to visit me that day I would still be in that place where I got a battering everyday. I am also grateful for you realising that something was going as if you didnt notice I wouldnt be as happy"

From a Judge "what a long but comprehensive judgment in which the actions of the LA and Social Workers professional judgment has been praised and without criticism"

From another LA "I want to pass on my thanks for your support with the difficult position we have been in with the child protection conferences for XX and how generous you have been with your time. I am grateful for the support and the good practise you have shown with this. I would be very happy to assist you in the same or different way if it is ever needed."

## Positive Feedback - xx individual messages received - Adults Services:

From a family member "I should say that my family have nothing but gratitude and admiration for the council and the staff of "CARE HOME", for the way they cared for my dad before he passed away and they have made my mother happy, safe and content in her final years.

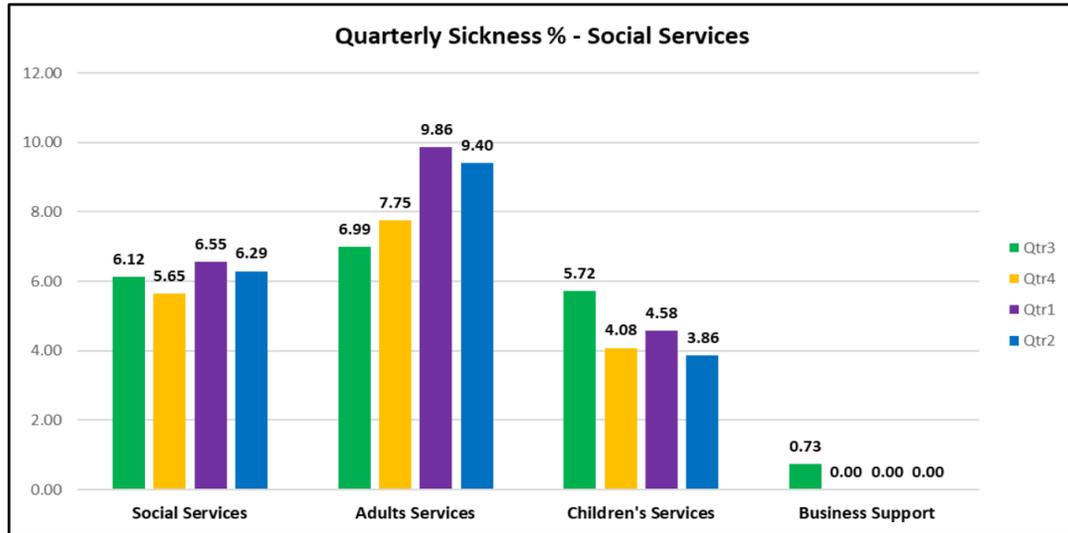
From a family member "It is a huge relief to know that my mum now has 24/7 care and is in an environment where she can thrive whilst her illness allows. I had previously heard of people having bad experiences when dealing with Social Services but I have to say that I have found everyone to be helpful and supportive"

From a family member "I just wanted to highlight the family's sincere thanks to Social Worker for the speed at which we have managed to get Mam placed in a dementia specific care home. I must say that the rapid response of social services once they realised the vulnerable state of Mam's health w in direct contrast to the way the NHS have constantly cancelled or postponed consultant appointments and consultations.

## Themes for Children's Services Complaints include:

- Contact restricted or stopped due to Covid-19
- Contact not moving to unsupervised as anticipated
- Lack of communication from Social Worker

## Resources



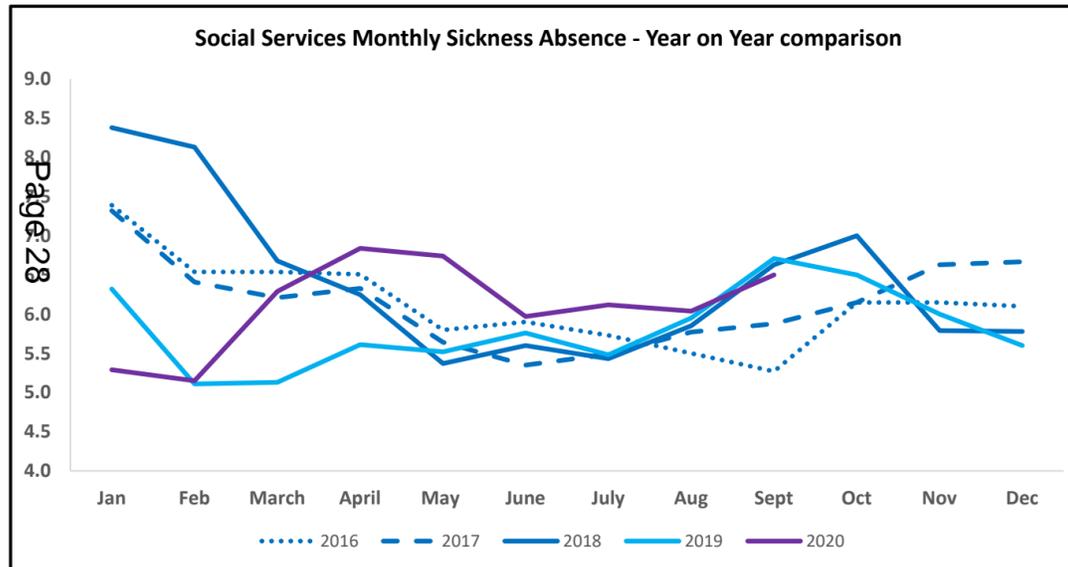
	Qtr3	Qtr4	Qtr1	Qtr2
Voluntary Leavers	31	39	23	27
Other Leavers	9	6	4	3
<b>Total Leavers</b>	<b>40</b>	<b>45</b>	<b>27</b>	<b>30</b>
New Entrants	33	52	13	45
Headcount	1427	1941	1929	1444
55 and over	399	554	553	418
% of headcount	27.96%	28.54%	28.66%	28.94%
Agency staff	11	9	12	15

**What is our workforce information telling us?**

Overall for the Directorate as at the end of September, Sickness absence is on a slight upward trend from 5.65% in quarter 4 to 6.29% in quarter 2 however this is a decrease from 6.55% in quarter 1.

In quarter 2, Adult Services has seen a decrease in sickness absence, although it is higher than quarter 4, 19/20. figures. Children Services has also seen a decrease compared to the quarter 1 and lower again when compared to quarter 4, 19/20.

The Directorate has seen a total of 30 leavers and 45 new entrants in quarter 2. The number of agency staff has increased from 12 to 15 in quarter 2.



% Sickness Absence	April			May			June		
	Short Term	Long Term	Overall %	Short Term	Long Term	Overall %	Short Term	Long Term	Overall %
Adults Services	2.76	7.23	9.98	1.85	8.29	10.13	1.41	7.96	9.36
Children's Services	1.14	3.36	4.5	0.76	3.82	4.58	0.37	4.11	4.47
Business Support	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Social Services & Housing	1.69	5.16	6.84	1.16	5.58	6.74	0.93	5.04	5.97

% Sickness Absence	July			Aug			Sept		
	Short Term	Long Term	Overall %	Short Term	Long Term	Overall %	Short Term	Long Term	Overall %
Adults Services	1.89	8.12	10.00	1.98	7.13	9.10	2.38	6.73	9.11
Children's Services	0.82	2.78	3.60	0.63	2.81	3.44	0.99	2.74	3.73
Business Support	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Social Services & Housing	1.24	4.88	6.12	1.31	4.73	6.04	1.87	4.63	6.50

**Voluntary Reasons:** Flexible retirement, retirement, settlement agreement, voluntary resignation & severance, Early retirement, Personal reasons, Transfer, VER release of Pension Benefits, Early retirement by mutual consent on grounds of business.

**Other Reasons:** Death in service, Dismissal, Dismissal on ill health grounds, End of fixed term contract, End of relief employment, Gross Misconduct, Sickness Absence Management, Frustrated Contract, Compulsory Redundancy, Failed Probation.

## Budget Monitoring Report - Month 6

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

**What is our resource information telling us?**

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.

Ref	Topic (& Service)	Risks, Opportunities & Impacts	Mitigating Actions (What Actions can we take to address the risks or realise the opportunity)	Progress Update (Are the mitigating actions reducing the risk or realising the opportunity?) 	Risk Level 2019-20 Q4	Risk Level 2020-21 Q1	Risk Level 2020-21 Q2	Does the risk affect the Well-being of our Communities?	Well-being Risk Level
<b>Dir link to Corp Risk Register CMT39</b>	Fragility of the Social Care market. The independent sector social care market across Wales is in an unprecedented position in terms of its fragility and this is starting to be felt in Caerphilly.	<ul style="list-style-type: none"> <li>Providers unable to sustain existing packages of care</li> <li>National Minimum Wage and National Living Wage creating additional financial strain which providers are expecting LA's to resolve.</li> <li>Little additional capacity to take on new packages of care.</li> </ul>	Further investment of the Social Care Workforce Pressures and Sustainability Grant in 2020/21 to allow fee increases in excess of the 1.7% inflationary uplift for non-staff costs that was provided in the corporate budget settlement	No change in risk level. 2020/21 fees agreed. Temporary fee increases awarded through the Welsh Government Covid 19 Adult Social Care Hardship Fund until 31st March 2021.	High	High	High	Yes - reducing help that can be provided for the most vulnerable in our society will affect our ability to contribute to a 'Healthier Wales' which requires peoples mental and physical well-being to be maximised. Whilst this may be a medium risk operationally from a FGA perspective this would be high as it directly affects those most in need.	High (Medium-term)
<b>CMT01</b>	Exit from the EU (Brexit)	<p>The decision to leave the EU and the looming deadline to secure an exit deal has created considerable uncertainty.</p> <p>Moving forward it is difficult to determine what impact the exit from the EU will have in the medium to longer-term for Caerphilly CBC and our communities. However, in the short-term possible negative impacts from a no deal scenario include the potential for workforce supply shortages in some areas and the possibility of some disruption to the supply of goods and services.</p>	The Directorate is participating in the Corporate Brexit Working Group and undertaking service specific analysis in preparation for the various Brexit scenarios.	There remains a great deal of uncertainty around the potential positive or negative impacts of the decision to leave the EU. The position is being monitored closely and CMT has established a Brexit Working Group to further consider and monitor the potential consequences of Brexit and the mitigating actions that will be required to assist in managing risks.	Medium	Medium	Medium	Potential impacts are not yet fully understood but they are likely to be felt over the short, medium and longer-term.	Unable to assess currently due to the level of uncertainty.
<b>SS01</b>	Medium Term Financial Plan	Insufficient resources to deliver services at expected level. Negative impact on staff morale. Budget pressures will have an impact upon service delivery.	Annual Growth of £800k for Social Services until 2023/24 included in MTFP proposals to recognise demographic pressures. However, it is likely that further savings will be required to fund this growth. Optimisation of grant funding and reserves.	2020/21 budget includes £800k growth but an overspend of around £934k was reported at month 5 largely due to child placements. Specific grant and reserves have been invested to mitigate increasing demand.	Medium	Medium	Medium	Yes, as it may have implications now for interventions that will prevent people from needing more support in the future.	High (Short to Medium term)
<b>SS02</b>	Demographic Pressures	Increasing complexity of cases resulting in increased packages of care and support and increased cost pressures. Increasing demand across both Adults and Children's Services.	Implementation of SS&WB Act principle of supporting people to support themselves. Maximise use of early intervention and preventative services. All packages of care regularly reviewed. Costs have levelled off during 2018 but position is volatile and services can be exposed to significant demand variations.	Pressures in Adults & Children's are currently manageable. However, careful attention is being paid to pressures in Adult Services, whilst the budget is currently fully committed with further pressures anticipated through the Winter.	High	High	Medium	Yes- the Act aims to improve the wellbeing of people who need support and carers.	High (Short, medium & long term)
<b>SS03</b>	WCCIS	Failure to build the SQL reports for the statutory National Performance Indicators, due to the decreasing numbers in the SSIT team with SQL knowledge.	Seeking advice from Digital services in terms of building the SQL reports in order to meet the statutory deadline.	System implemented. Some issues emerging from the Health Boards participation in the project but these will be resolved via the regional working group. Some difficulties extracting accurate and meaningful performance information. Issues have arisen as health board implementation has been delayed and restructure internally has reduced IT capacity to support	Medium	Medium	Medium	No - this is expected to be a short term risk.	Medium (Short-term)
<b>SS05</b>	Social worker recruitment - Children Services	Difficulties in recruiting Qualified Social Workers into frontline (Locality) Child Care Teams with high levels of vacancies being managed across the Service.	Cabinet approved the introduction of a Market Supplement applied to the key posts to attempt to boost recruitment. Secondments of unqualified staff to undertake the Social Work Degree re-introduced.	An improved Social Media campaign and review of job adverts has led to an increase in the number of applications received and a doubling of appointments made since the Market Supplement was introduced. The Supplement has been reviewed and will now remain in place for those specific teams.	Medium	Medium	Medium	Yes	Medium (Short-term)
<b>SS06</b>	Foster Carers recruitment	Difficulties in recruiting Foster Carers based on feedback that CCBC's fee levels were poor in comparison to competitors.	Improved remuneration package for foster carers approved by Cabinet in June 2018. Ongoing radio campaign also supported. Significant increase in numbers of enquiries and numbers of assessments being undertaken.	Recruitment levels increased significantly in 2018/19 and have been maintained in 2019/20	Low	Low	Low	Yes	Low (Medium-term)
<b>SS07</b>	WG Looked After Children reduction expectations	First Minister's Manifesto Pledge to reduce the numbers of children in care in Wales. Each LA invited to set reduction expectations in the three years from 2019 to March 2022.	Systematic reviews of all children placed at home with parents and all Kinship Care placements to identify cases where Care Orders can be revoked. Fully utilise ICF grant funding to develop support services for children on the 'edge of care'.	Reviews undertaken and 43 children identified for potential revocations in the next 12 months. CLA numbers were predicted to continue to rise throughout 2019/20 but actually stabilised in the period running up to Covid-19.	Medium	Medium	Medium	Yes	Medium
<b>SS08</b>	WAO Corporate Safeguarding Review	WAO Review identified a number of areas for improvement that need to be addressed across the whole Council.	Corporate Safeguarding Board now meets quarterly to monitor an Action Plan to address the recommendations that has been developed by the Designated Safeguarding Officers in each Service area.	Corporate Action Plan has been developed and ratified by CMT, Scrutiny Committees and Cabinet. Actions are 85% completed.	Medium	Medium	Medium	Yes	Medium

## Progress towards our Well-being Objective - Qtr2 update

### Support citizens to remain independent and improve their well-being



Please state what progress has been made against Wellbeing Objective 6, which aims to *support citizens to remain independent and improve their Well-being* through achieving the following outcomes:

#### Supporting people to 'help themselves' by providing comprehensive advice and information including signposting to other services; and Having 'meaningful conversations' to help people identify 'what matters' to them to inform 'outcome focused' planning.

Social Services have an effective Information, Advice and Assistance (IAA) Service in place that fully meets the requirements of the Social Services & Well Being (Wales) Act 2014. All staff have received 'what matters' training in line with a national programme supported by Social Care Wales and Welsh Government. A dedicated Officer has been appointed utilising ICF funding, to support the further development of DEWIS as the 'go to' site.

#### Providing support to reduce the need for higher tier statutory interventions.

Home First, Emergency Care at Home and Discharge to Assess Schemes are all now fully operational. WG have confirmed grant funding is in place until 31<sup>st</sup> March 2021 and both Programmes have structured work plans and commissioned services in place. Supporting People continue to monitor and provide services to those individuals who require support whilst in hospital. The Intensive Support Team (IST) provides the edge of care support for Children's Services and utilising grant funding, has been expanded to include a Child Psychologist, Education Worker, Health Visitor, a Family Meeting Service and additional Family Support Workers.

#### Identifying and supporting carers.

A significantly enhanced range of support is now available to all carers including individual support, groups and leisure and social activities. These are all publicised through a regular newsletter.

#### Improving the recruitment of Foster carers and Shared Lives carers.

Net increases of: 10 Shared Lives Carers, 15 Foster Carers in past 12 months. Current advertisement is being revised to include reference to the MyST Therapeutic Fostering service.

#### Continuing to identify opportunities to work collaboratively wherever appropriate.

Welsh Government requires each of the collaborative regions to deliver statutory advocacy services for children and young people. The Gwent region is acknowledged to be leading the work in Wales.

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Performance Against Adopted Tracking Measures	Outcome	18/19 Actual	19/20 Target	19/20 Actual	Comment
Relevant staff will receive 'meaningful conversations' training by the end of 2018	1&2	100%	100%	100%	Completed
The DEWIS website will be fully operational by April 2019	1&2	100%	100%	100%	Completed
Undertake a review of all ICF investments to maximise the effectiveness of the grant funding by September 2018	3	100%	100%	100%	Completed
Children's Services Intensive Support Team to be fully operational from April 2018	3	100%	100%	100%	Completed
Numbers of carers (adults above), including young carers (below) supported	4	1130 58	Increase	1303 144	Achieved and ongoing
Levels of respite support provided <ul style="list-style-type: none"> <li>Unable to report for 18/19 following implementation of WCCIS</li> </ul>	4	*	None set	2226 Nights provided	Adult respite: 1470 nights Children's respite: 756 nights
Achieve an increase in the overall number of foster carers recruited – this will be monitored quarterly and annually	5	15	15	13	Ongoing
The Families First programme has 14 outcome measures that are reported yearly to Welsh Government, we will use the relevant measures to support progress with this objective.	1-5	100%	100%	100%	Completed

# Conclusions



<b>Progress against priority actions from last quarter</b>	<b>By Whom</b>	<b>By when</b>
Previous quarter actions / intentions were overtaken by our response to the Coronavirus epidemic. In the circumstances the Directorate has performed well and responded very effectively		
<b>Priority Actions for next quarter</b>	<b>By Whom</b>	<b>By when</b>
To ensure we sustain our current levels of service whilst the challenges from the epidemic continue		
<b>Feedback / Recognition / Actions from Corporate Management Team</b>	<b>By Whom</b>	<b>By when</b>

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## **SOCIAL SERVICES SCRUTINY COMMITTEE - 16TH MARCH 2021**

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

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

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

- 1.1 On 1<sup>st</sup> December 2020, Scrutiny Committee received an overview of the Directorate's response to the coronavirus pandemic. The report provided information on the approach taken to identify, mitigate and manage the risks that emerged during the first phase of the pandemic and identified issues that were likely to continue to challenge us towards 2021. The report presented at the meeting on 1<sup>st</sup> December is attached as Appendix 1.
- 1.2 At the meeting, it was agreed that Members would use the report to identify further areas for "deep dives" on areas of interest or in relation to issues that emerged as the pandemic continued into 2021.
- 1.3 This report provides more detail on some of the issues raised in the December report and subsequent questions raised by Committee Members. This report also brings forward further service issues that have emerged during the ongoing pandemic.

### **2. SUMMARY**

- 2.1 The ongoing pandemic has meant that over the past 12 months the Directorate has had to look at the way it delivers services and deploys its resources very differently. From early on, some services have had to be paused, staff redeployed into new areas of work and resources redirected to deal with priorities that often emerged overnight.
- 2.2 Staff have had to work alongside our partners in the Aneurin Bevan University Health Board, Education, Housing, the independent sector and the third sector.
- 2.3 Hopefully we are beginning to see us moving towards the recovery pathway and whilst this is obviously welcomed, there is little doubt that the impact in terms of the way we deliver services will be felt for years to come. There has been significant learning from the pandemic, both positive and negative and as we move forward, we will need to be mindful of alternative ways of delivering services required as people come to terms with the outcome of the pandemic.

### **3. RECOMMENDATIONS**

- 3.1 Members are asked to note the content of the report

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

- 4.1 To provide a more in-depth analysis of actions taken and issues dealt with by the Directorate in response to the Coronavirus pandemic, provide a response to specific questions and also to flag up some of the challenges that may emerge as restrictions ease and we come out of the pandemic.

### **5. THE REPORT**

- 5.1 The December 2020 Scrutiny Report provides a significant degree of detail in terms of the Directorate's response to the pandemic. It is not intended to repeat this but to identify several key issues which may be of interest to Committee Members.

#### **Staffing Related Issues**

- 5.2 As a result of the initial lockdown guidance, day centres had to be closed and day centre staff were redeployed to care homes for older people or supported living homes. This was part of our contingency plan should we lose high numbers of staff to the pandemic in key front line services. Early redeployment enabled those staff to understand the service area and build relationships with people.
- 5.3 Staff were also redeployed to Track /Trace /Protect and the Buddy Scheme if they were unable to undertake their normal duties.
- 5.4 Support for staff has been vital during this period. The Council has invested in IT to enable staff to work from home, actively encouraged staff to work flexibly and on a weekly basis sends information to staff regarding wellbeing support services available to them. Use of annual leave has been reinforced to ensure staff have a break and focus on their emotional well-being.

#### **Support to the Independent Sector**

- 5.5 The previous report to Scrutiny referenced some of the initial issues that emerged in terms of the provision of Personal Protective Equipment (PPE). It is a great relief that throughout the pandemic, the supply has remained strong and to give Members an illustration of the scale of the task, the authority has now issued just over 10 million items of PPE across the sector.
- 5.6 At the start of the pandemic, the Directorate took the decision to pay all independent sector providers 2 months in advance as a contingency payment should there be any issues with the financial payroll systems. For domiciliary care providers this was paid on planned activity.
- 5.7 Throughout the pandemic the commitment of staff from within the Directorate and from our independent and third sector partners has been exceptional. We have previously referenced the £500 recognition payment funded by Welsh Government and this was paid out very quickly by colleagues in Finance. We have now been as proactive in processing payment requests for staff in the independent sector who are

having to isolate in line with guidance to ensure they are not financially disadvantaged.

- 5.8 Staff from the Contract and Commissioning Team have proactively called providers on a weekly basis to offer support in terms of ensuring they understand the ever changing guidance issued by Public Health Wales, CIW and Welsh Government. They have worked with the Health Board to produce weekly situation reports, assisting homes where required to recruit agency staff and sharing good practice under take Infection Prevention Control (IPC) audits.
- 5.9 We have worked hard with the sector and the Health Board to implement the testing regime across closed settings, providing staff to deliver and collect the swabs to ensure we continue to protect staff, vulnerable residents and where appropriate, children.
- 5.10 Both residents and staff in all Older People's Care Homes in the Borough, who have consented to the vaccination, have received their first dose with some having already received or having appointments to receive the second dose. It is anticipated that all homes will have received the second dose by the end of April 2021. There is a mop up system in place for any staff or residents who haven't been vaccinated.
- 5.11 We have worked with the Health Board to identify and vaccinate all front line care staff in line with the JVCI guidance in relation to Priority Group 1, to enable them to continue providing vital services to vulnerable people.

### **Resilience of Services**

- 5.12 Like all businesses across the private sector, independent social care providers have faced significant financial pressures during the pandemic. As well as additional staffing costs, homes have been impacted significantly by a reduction in the number of residents being admitted to homes with a significant loss of income.
- 5.13 To assist providers with these challenges Welsh Government have made payments from a "Hardship Fund" of £50 per place per week in care homes and an extra £1 per hour for domiciliary care providers. Whilst this funding will continue for the remainder of this financial year, it is of significant concern that there is no clarity about 2021/22.
- 5.14 It is unclear at this point with regard to the impact the pandemic will have on demand for certain services. We are aware that a number of people who have been supported in the community, as opposed to going to day centres, have expressed a wish that this continues in the future. Likewise, we are unable to predict future demand for residential and nursing care. This position will need to be monitored carefully but there will clearly be opportunities to reshape our services to meet likely future demand. Obviously, any reshaping proposals will be brought before Scrutiny as part of the decision making process.

### **Social Work Services**

- 5.15 The pandemic required us to rethink how our social work services were delivered. Working with colleagues across the Gwent region, the five Local Authorities agreed Regional Operational Guidance for both Children's and Adult Services.
- 5.16 In Children's Services, all referrals were prioritised on the basis of safeguarding concerns and investigations, children on the Child Protection Register, Children Looked After and children at immediate 'risk of care'. All cases were risk rated using

a Red/Amber/Green (RAG) system authorised by Team Managers and these decisions have been routinely reviewed by Service Managers.

- 5.17 Within Adult Services, priorities were safeguarding concerns and investigations, carer breakdown and adults at immediate risk.
- 5.18 Across the whole Service, prior to any visits, we have adopted a triage approach to contacting families and service users to check if anyone in the household has Covid or is self-isolating, planning how to manage the visit and ensuring we observe Public Health advice in relation to social distancing and PPE.
- 5.19 Where feasible, virtual meetings / discussions have taken place and within Children's Services, all Court attendances were virtual using telephone or video conference with some contested hearings having to be postponed. Public Law work is now back on track using virtual methods. All adult court cases have been virtual in respect of Deprivation of Liberty Safeguards and applications for Deputyship.
- 5.20 It was noticeable in Children's Services that referrals dipped for first 2-3 weeks of the initial lockdown but quickly returned to normal (year on year) levels. We also saw a spike in referrals in September, when schools started to return and are expecting to see the same again as restrictions begin to ease.
- 5.21 It is important to acknowledge that during the various lockdowns, the Directorate has been able to maintain Family Time (contact) between children in care and their parents. This has, at times, had to be restricted to children under 2 year olds and any child subject of court order but all families are having some form of contact. Wherever possible we support contact outdoors and where not, we provide it indoors ensuring social distancing and PPE as appropriate.

### **Support to Carers**

- 5.22 At the start of the pandemic, the Directorate made a decision to keep two respite properties open, one for adults and one for children with the primary purpose of supporting carers to prevent crisis situations. Latterly we have re-opened the second adult respite property to meet increasing demand. All respite services have been able to offer bespoke solutions to crises.
- 5.23 The children's respite service worked closely with Trinity Fields Hub to provide support to families with children with the most complex needs. Significant positive feedback has been received in respect of the positive impact this had on families.
- 5.24 The adult respite properties have worked with the Social Work Teams to identify those people at highest risk of carer breakdown to support them with overnight respite, again excellent feedback has been received.
- 5.25 The Carers Team made proactive calls to everyone on their mailing list to check they were ok, regularly communicated with them promoting their services and put lots of activities on line. They offered small grants and engaged with third sector organisations regarding other services available to give a couple of examples. Specific activities were developed for young carers such as outdoor team building, assisting with provision of access to IT and carried out on line sessions such as 'meet and munch'.
- 5.26 We have commenced provision of community sessional opportunities for individuals who previously attended day centres. We are currently providing 620 hours per week

sessional support for 138 individuals. Feedback has been very good in relation to these new opportunities which we plan to continue to provide going forward.

### **Hospital Discharge**

- 5.27 Very early on in the pandemic, it was clear that there was going to be a need to create capacity in hospitals across Gwent to cope with an influx of people with Covid-19. To facilitate this, significant numbers of people needed to be discharged from hospital into community settings. As the pandemic progressed, the position was made much more difficult by the fact that many of the residential and nursing homes in the region were unable to take admissions as they had existing residents or staff who had tested positive.
- 5.28 Subsequently, we have developed a Service Operating Procedure and Discharge Passport with the Health Board to enable people to be safely discharged from hospital and admitted to a care home.
- 5.29 These challenges placed huge pressure on domiciliary care services. Both the in-house provision and our independent sector colleagues responded magnificently to the challenge and we continue to discharge large numbers of people from hospital with re-ablement or care packages. We have increased our commissioning of domiciliary care by 11%.
- 5.30 Through the pandemic we have focused on supporting people at home to prevent unnecessary admissions to hospital. Emergency Care at Home (EC@H) staff have worked with the rapid responses nurses and doctors in the CRT to provide 'hospital at home' facilities.

### **Conclusion**

- 5.31 The emergence of the Coronavirus pandemic has and continues to pose unprecedented challenges for the Social Services Directorate within Caerphilly County Borough Council. It is to the great credit of all our staff, together with our partners in the independent and third sectors that we have been able to respond as effectively as we have. The next few months are going to be unquestionably challenging as we have to balance continuing to respond to the pandemic with the focus on recovery and learning the lessons from the pandemic.

## **6. ASSUMPTIONS**

- 6.1 There were no assumptions made in relation to this report however, the impact of the current wave of Coronavirus on the Directorate and the demand for our services over the next few months cannot be gauged at this time.

## **7. LINKS TO RELEVANT COUNCIL POLICIES**

- 7.1 The content of this report supports the Council's Corporate Plan 2018-23 in terms of the following objectives;

- 7.2 **Corporate Plan 2018-2023.**

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 6 - Support citizens to remain independent and improve their well-being  
The Corporate Plan can be found on the intranet on the Policy portal, within the

## **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

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

- Long Term – The report explains how our response to the epidemic is impacting on service delivery, a position that is likely to remain in place for as long as the epidemic is with us and probably beyond.
- Prevention – The actions taken were and continue to be to minimise the impact of the virus on the well-being of people using social care services in the Borough.
- 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.
- Collaboration – Partnerships are now a cornerstone of delivering our services. In the context of the Pandemic regional co-operation has been key with the
- 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 An equality impact assessment has not been carried out in connection with the recommendations set out in this report as the contents do not require a policy or service change.

## **10. FINANCIAL IMPLICATIONS**

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

10.2 There have been no changes made to the charging policy during this period.

## **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.

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Appendices:

Appendix Report to Social Services Scrutiny Committee – 1<sup>st</sup> December 2020

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## **SOCIAL SERVICES SCRUTINY COMMITTEE - 1ST DECEMBER 2020**

**SUBJECT: SOCIAL SERVICES RESPONSE TO THE CORONAVIRUS PANDEMIC**

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

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

- 1.1 To provide Members of Scrutiny Committee with an overview of the Directorate's response to the coronavirus pandemic to date.
- 1.2 To provide Scrutiny with an overview of the approach taken to identify, mitigate and manage the risks that emerged during the first phase of the Pandemic and to identify the issues that continue to challenge us as we move towards the end of 2020.

### **2. SUMMARY**

- 2.1 The emergence of Coronavirus at the beginning of 2020 have made unprecedented demands on public services and required Members, Officers and the people who rely on our services to accept the delivery of services in a different way to the manner they would normally be delivered.
- 2.2 This report outlines the principle challenges faced and explains how the Directorate has responded to these challenges.
- 2.3 Clearly the Directorate has not responded to the virus in isolation and many of our actions have been as part of the Council's overarching response to the Pandemic. To that end this report should be read in conjunction with the report submitted to the meeting of Council on the 10 September 2020.

### **3. RECOMMENDATIONS**

- 3.1 Members are asked to note the Directorate's response to the emergence of Coronavirus in early 2020 and to note the ongoing challenges / pressures that are likely to be with us for some months.

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

- 4.1 To provide a summary of the actions taken by the Directorate in response to the Coronavirus pandemic.

## 5. THE REPORT

- 5.1 The impact of Covid-19 on Social Care across the UK has been significant and that has certainly been the case within Caerphilly CBC. Staff have had to balance their response to the pandemic with ensuring that our most vulnerable residents continued to get the care and support they require, both in their own homes and registered settings.
- 5.2 In relation to provider services, it became clear very early on that we had to concentrate our efforts on maintaining safe services in domiciliary care which includes supported living and our registered residential care homes for adults and children. To this end, it was decided to close our day services and redeploy staff. One adult respite home remained open to provide support to up to 2 individuals at a time to support families. This has been vital to prevent carer breakdown.
- 5.3 The Ty Hapus children's respite facility worked with Trinity Fields remaining open and support provided to those children with the highest levels of needs. We have redeployed staff here to assist.
- 5.4 We successfully redeployed staff from day centres to our care homes to provide cover when staff become sick or more residents required 1:1 support due to isolation. During the first wave of the pandemic we saw a reduction in the care families required from domiciliary care agencies. This was principally driven by family members providing care while they were off work. Understandably we have seen demand increase as more family members returned to work.
- 5.5 Issues around care homes across the UK have been much publicised in the media. In Caerphilly CBC we own and run 6 care homes for older people and commission services with a further 21 privately owned homes. Unfortunately, consistent and accurate information around the levels of outbreaks were initially difficult to obtain. This situation has now improved significantly with the latest situation reports being received daily.
- 5.6 Working in collaboration with the four other Gwent Local Authorities, the Heads of Service agreed Gwent wide Operational Protocols to ensure there was consistency across service areas across the region. These Protocols were reviewed as Welsh Government and Public Health Wales guidance was amended.
- 5.6 The Information, Assistance & Advice service has been maintained. Referral rates initially dropped off significantly but began to pick up again as the first wave of the virus began to reduce.
- 5.7 In terms of our Assessment Care Management Services provision the main issues / changes have been;
  - 5.7.1 Priorities for home visits to families/individuals by social workers centred around safeguarding investigations for adults and children, children on the Child Protection Register, Children Looked After and those at immediate 'risk of care'. All cases were risk rated by Team Managers and these decisions reviewed by Service Managers.
  - 5.7.2 Prior to any visits, we adopted the triage approach to contacting families/individuals to check if they were self-isolating and by observing public health advice in relation to social distancing and hygiene as were Child Protection Conferences, Core Groups and Reviews.

- 5.7.3 All Court attendances were virtual using telephone or video conference, for both adults and children's team, but contested Hearings and Final Hearings were postponed.
- 5.7.4 We supported a number of extremely challenging children and individuals throughout the period and prevented a number of placement breakdowns. Where breakdowns occurred a lack of foster placements meant we had to rely on residential placements. Access to placements in adult services short or long term was significantly impacted upon by the need to have a negative covid test result.
- 5.7.5 Our 16 Plus Team have had challenges in relation to young people refusing to observe social distancing and having to transport young people so we have provided the team with a minibus.
- 5.8 As I am sure Members would have seen, there has been significant attention paid nationally to the supply of Personal Protective Equipment (PPE) and the access to timely testing of carers and service users. As far as Caerphilly CBC is concerned the issues were as follows;
- 5.8.1 Initial difficulties around the supply of PPE were encountered with supplies forwarded from the Welsh Government (WG) Pandemic store. For the 5 Local Authorities (LAs) in the former Gwent area, deliveries were made to the integrated community equipment store in Newport for onward delivery to individual LAs. These deliveries were for both local authority and independent sector staff. At the height of the first wave we were only ever holding adequate supplies for around 48 hours.
- 5.8.2 Following representation at all levels, the situation with regards to PPE improved and we saw significant progress on a number of fronts, including:-
- Confirmed deliveries from WG every Tuesday with top up delivery on Friday.
  - A PPE calculator completed for WG to identify potential demand.
  - Participation in a Ministry Of Defence (MoD) review of end to end process for PPE.
  - Internally we continued to source our own PPE to reduce demand on WG stock. We have had some success thanks to colleagues in procurement and co-operation from local suppliers / manufacturers.
- 5.8.3 The position around PPE was made more complex by changing guidance from WG and still a level of misunderstanding amongst staff around the actual PPE they require. It is pleasing to note that the position around PPE has continued to improve and we move into the winter months in a much stronger position than we were at the start of the pandemic.
- 5.9 Testing of staff exhibiting Covid-19 symptoms has been particularly problematic. At the commencement of the outbreak testing was very difficult to access due to prioritisation of NHS colleagues. When testing of social care staff did become available, we were limited to 15 places per LA per day with the only testing facilities available to staff being at the Cardiff City Stadium and Rodney Parade, Newport.

5.9.1 Thankfully the position has improved greatly. As the number of testing stations has increased across the Borough it has become much more straightforward for staff to access tests. Likewise Welsh Government took a decision for all residents in care homes to be tested weekly over a four week period and for testing of staff in care homes to continue when a positive case was determined.

5.9.2 Whereas the availability of testing has improved significantly there remain issues in terms of the turnaround time for test results. The position is inconsistent at present with some results being available in 24 hours whilst others can take the best part of a week to arrive. These issues are raised regularly at the Gwent Resilience Forum Strategic Coordinating Group.

5.10 On a more positive note, there's little doubt that the Covid-19 outbreak has made the general public more appreciative of the work of our carers in social care. Initiatives such as the weekly 'clap for carers' and the carers card to give staff priority access to supermarkets, helped raise the profile of our care workers and their invaluable role at this time of national emergency. Adding to this I would like to take the opportunity to thank all the front line care staff and their supervisors / managers who have, and continue to, pull out all the stops to ensure services are maintained to support the vulnerable people in our communities.

5.11 In order to recognise the work undertaken by carers, Welsh Government also made funding available for all carers across Wales to receive a £500 "recognition payment". This was to be paid to all carers whether they were employed by local authorities or independent sector partners. Staff in the Directorates commissioning team, alongside colleagues from finance, were able to process these payments so that carers received the money in October 2020. The same staff are now undertaking work to establish the Statutory Sick Pay enhancement scheme that has recently been announced.

#### 5.12 **Conclusion**

The emergence of the Coronavirus pandemic has and continues to pose unprecedented challenges for the Social Services Directorate within Caerphilly County Borough Council. It is to great credit of all our staff, together with our partners in the independent and third sectors that we have been able to respond as effectively as we have. The next few months are going to be unquestionably challenging as we have to balance continuing to respond to the pandemic with the pressures that we traditionally see over the winter period.

### 6. **ASSUMPTIONS**

6.1 There were no assumptions made in relation to this report, however, the impact of the current wave of Coronavirus on the Directorate on the demand for our services over the next few months cannot be gauged at this time.

### 7. **LINKS TO RELEVANT COUNCIL POLICIES**

7.1 The content of this report supports the Council's Corporate Plan 2018-23 in terms of the following objectives;

#### 7.2 **Corporate Plan 2018-2023.**

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 6 - Support citizens to remain independent and improve their well-being  
The Corporate Plan can be found on the intranet on the Policy portal, within the

## **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

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

- Long Term – The report explains how our response to the epidemic is impacting on service delivery, a position that is likely to remain in place for as long as the epidemic is with us.
- Prevention – The action taken were and continue to be to minimise the impact of the virus on the well-being of people using social care services in the Borough.
- 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.
- Collaboration – Partnerships are now a cornerstone of delivering our services. In the context of the Pandemic regional co-operation has been key with the
- 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 An equality impact assessment has not been carried out in connection with the recommendations set out in this report as the contents do not require a policy or service change.

## **10. FINANCIAL IMPLICATIONS**

10.1 Inevitably our response to the pandemic has meant we have incurred additional costs. The Budget monitoring report for Month 5, considered by the Social Services Scrutiny Committee on the 20 October 2020 (see attached – paragraphs 5.5.1 to 5.5.7), provided detail of additional costs incurred and how this had been at least partially covered off by additional funding from Welsh Government.

## **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.

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### Appendices:

Appendix 1 Budget Monitoring Report (Month 5) Social Services Scrutiny Committee 20<sup>th</sup> October 2020



## 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 30<sup>th</sup> June 2020, there had been no in-year budget virements in to or out of these original budgets. However, on 31<sup>st</sup> 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)
<b>Sub Total Directorate of Social Services</b>	<b>93,236</b>	<b>0</b>	<b>93,236</b>	<b>94,170</b>	<b>934</b>
Transport Costs	1,553		1,553	1,479	(74)
<b>Grand Total</b>	<b>94,789</b>	<b>0</b>	<b>94,789</b>	<b>95,649</b>	<b>860</b>

## 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)
<b>Totals: -</b>	<b>25,124</b>	<b>26,510</b>	<b>1,386</b>

### *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 31<sup>st</sup> 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: -

	<b>Revised Budget (£000's)</b>	<b>Projection/ Commitment (£000's)</b>	<b>Over/(Under) Spend (£000's)</b>
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)
<b>Totals: -</b>	<b>65,981</b>	<b>65,606</b>	<b>(375)</b>

#### *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: -

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

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 30<sup>th</sup> 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 30<sup>th</sup> 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 31<sup>st</sup> July, a second tranche of the Adult Social Care Hardship Fund was released by Welsh Government covering the period 1<sup>st</sup> July to 30<sup>th</sup> September and subsequently an announcement was released stating that this funding stream will be available until 31<sup>st</sup> 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 31<sup>st</sup> March 2021, albeit with more restrictive terms and conditions. Most significantly, with effect from 1<sup>st</sup> 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 2020/21 (MONTH 5)**

	Original Budget 2020/21	In Year Virement	Revised Budget 2020/21	Projection	Over/ (Under) Spend
	£	£	£	£	£
<b>SUMMARY</b>					
CHILDREN'S SERVICES	25,143,097	(18,727)	25,124,370	26,510,839	1,386,469
ADULT SERVICES	65,962,140	18,727	65,980,867	65,605,813	(375,054)
RESOURCING AND PERFORMANCE	2,131,262	0	2,131,262	2,054,010	(77,252)
<b>SOCIAL SERVICES TOTAL</b>	<b>93,236,499</b>	<b>0</b>	<b>93,236,499</b>	<b>94,170,662</b>	<b>934,163</b>

**CHILDREN'S SERVICES**

**Management, Fieldwork and Administration**

Children's Management, Fieldwork and Administration	10,698,603	128,361	10,826,964	10,499,659	(327,305)
Appropriations from Earmarked Reserves	(245,779)	0	(245,779)	(220,054)	25,725
Social Services Grant	(527,367)	0	(527,367)	(527,367)	0
Transformation Grant	(218,748)	0	(218,748)	(197,236)	21,512
Intermediate Care Fund Contribution	(867,263)	0	(867,263)	(867,263)	0

**Sub Total** **8,839,446** **128,361** **8,967,807** **8,687,740** **(280,067)**

**Residential Care Including Secure Accommodation**

Own Residential Homes	1,621,725	10,547	1,632,272	1,374,874	(257,398)
Gross Cost of Placements	4,753,288	0	4,753,288	6,622,510	1,869,222
Contributions from Education	(71,988)	0	(71,988)	(70,785)	1,203
Integrated Care Funding	0	0	0	0	0

**Sub Total** **6,303,025** **10,547** **6,313,572** **7,926,598** **1,613,026**

**Fostering and Adoption**

Gross Cost of Placements	7,083,754	0	7,083,754	7,259,508	175,754
Social Services Grant	(122,400)	0	(122,400)	(64,920)	57,480

Other Fostering Costs	120,893	8,428	129,321	129,321	0
Adoption Allowances	69,572	0	69,572	84,840	15,268
Other Adoption Costs	369,200	0	369,200	369,200	0
Professional Fees Inc. Legal Fees	496,503	0	496,503	496,503	0
<b>Sub Total</b>	<b>8,017,522</b>	<b>8,428</b>	<b>8,025,950</b>	<b>8,274,452</b>	<b>248,502</b>
<b>Youth Offending</b>					
Youth Offending Team	395,152	0	395,152	395,152	0
<b>Sub Total</b>	<b>395,152</b>	<b>0</b>	<b>395,152</b>	<b>395,152</b>	<b>0</b>
<b>Families First</b>					
Families First Team	194,100	0	194,100	191,049	(3,051)
Other Families First Contracts	2,551,032	0	2,551,032	2,551,032	0
Grant Income	(2,697,747)	0	(2,697,747)	(2,697,747)	0
<b>Sub Total</b>	<b>47,385</b>	<b>0</b>	<b>47,385</b>	<b>44,334</b>	<b>(3,051)</b>
<b>Other Costs</b>					
Preventative and Support - (Section 17 & Childminding)	67,417	(8,428)	58,989	58,989	0
Aftercare	834,195	0	834,195	738,365	(95,830)
Agreements with Voluntary Organisations	614,272	(157,635)	456,637	362,648	(93,989)
Intermediate Care Fund Contribution	(100,000)	0	(100,000)	(100,000)	0
Other	263,485	0	263,485	248,528	(14,957)
Transformation Grant	(138,802)	0	(138,802)	(125,967)	12,835
<b>Sub Total</b>	<b>1,540,567</b>	<b>(166,063)</b>	<b>1,374,504</b>	<b>1,182,563</b>	<b>(191,941)</b>
<b>TOTAL CHILDREN'S SERVICES</b>	<b>25,143,097</b>	<b>(18,727)</b>	<b>25,124,370</b>	<b>26,510,839</b>	<b>1,386,469</b>

**ADULT SERVICES****Management, Fieldwork and Administration**

Management	130,914	0	130,914	135,993	5,079
Protection of Vulnerable Adults	342,783	0	342,783	331,005	(11,778)
OLA and Client Income from Client Finances	(293,267)	0	(293,267)	(309,127)	(15,860)
Commissioning	682,758	0	682,758	695,042	12,284
Section 28a Income Joint Commissioning Post	(17,175)	0	(17,175)	(17,175)	0
Older People	2,286,252	0	2,286,252	2,275,734	(10,518)

Less Wanless Income	(44,747)	0	(44,747)	(44,747)	0
Promoting Independence	2,655,539	18,727	2,674,266	2,760,959	86,693
Social Services Grant	(22,493)	0	(22,493)	(22,493)	0
Provider Services	402,505	0	402,505	420,861	18,356
ICF Funding	(254,781)	0	(254,781)	(254,781)	0
Learning Disabilities	844,529	0	844,529	848,697	4,168
Appropriations from Earmarked Reserves	(256,273)	0	(256,273)	(191,359)	64,914
Contribution from Health and Other Partners	(44,253)	0	(44,253)	(44,253)	0
Mental Health	1,390,776	0	1,390,776	1,470,145	79,369
ICF Funding	0	0	0	0	0
Section 28a Income Assertive Outreach	(94,769)	0	(94,769)	(94,769)	0
Drug & Alcohol Services	343,951	0	343,951	314,811	(29,140)
Emergency Duty Team	276,994	0	276,994	276,994	0
Further Vacancy Savings	0	0	0	(138,250)	(138,250)
Additional Savings Target	0	0	0	0	0

**Sub Total**

<b>8,329,243</b>	<b>18,727</b>	<b>8,347,970</b>	<b>8,413,287</b>	<b>65,317</b>
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**Own Residential Care**

Residential Homes for the Elderly	6,773,905	0	6,773,905	6,663,609	(110,296)
Intermediate Care Fund Contribution	(92,563)	0	(92,563)	(92,563)	0
-Less Client Contributions	(2,230,000)	0	(2,230,000)	(2,413,454)	(183,454)
-Less Section 28a Income (Ty Iscoed)	(115,350)	0	(115,350)	(115,350)	0
-Less Inter-Authority Income	(55,161)	0	(55,161)	(57,105)	(1,944)
Net Cost	4,280,831	0	4,280,831	3,985,136	(295,695)

Accommodation for People with Learning Disabilities	2,764,023	0	2,764,023	2,378,483	(385,540)
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-Less Client Contributions	(89,641)	0	(89,641)	(89,641)	0
-Less Contribution from Supporting People	(41,319)	0	(41,319)	(41,206)	113
-Less Inter-Authority Income	(336,671)	0	(336,671)	(366,577)	(29,906)

Net Cost	2,296,392	0	2,296,392	1,881,060	(415,332)
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**Sub Total**

<b>6,577,223</b>	<b>0</b>	<b>6,577,223</b>	<b>5,866,196</b>	<b>(711,027)</b>
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**External Residential Care**

Long Term Placements

Older People	10,970,457	0	10,970,457	10,907,022	(63,435)
Less Wanless Income	(303,428)	0	(303,428)	(303,428)	0
Less Section 28a Income - Allt yr yn	(151,063)	0	(151,063)	(151,063)	0
Physically Disabled	469,988	0	469,988	474,926	4,938
Learning Disabilities	3,539,313	0	3,539,313	3,458,211	(81,102)
Mental Health	759,512	0	759,512	945,873	186,361
Substance Misuse Placements	61,341	0	61,341	46,409	(14,932)
Social Services Grant	(621,424)	0	(621,424)	(621,424)	0
<b>Net Cost</b>	<b>14,724,696</b>	<b>0</b>	<b>14,724,696</b>	<b>14,756,526</b>	<b>31,830</b>
<b>Short Term Placements</b>					
Older People	259,125	0	259,125	259,125	0
Carers Respite Arrangements	40,959	0	40,959	40,959	0
Physical Disabilities	42,853	0	42,853	7,714	(35,139)
Learning Disabilities	16,937	0	16,937	1,604	(15,333)
Mental Health	42,023	0	42,023	0	(42,023)
<b>Net Cost</b>	<b>401,897</b>	<b>0</b>	<b>401,897</b>	<b>309,402</b>	<b>(92,495)</b>
<b>Sub Total</b>	<b>15,126,593</b>	<b>0</b>	<b>15,126,593</b>	<b>15,065,928</b>	<b>(60,665)</b>
<b>Own Day Care</b>					
Older People	650,970	0	650,970	574,209	(76,761)
-Less Attendance Contributions	(16,869)	0	(16,869)	(14,709)	2,160
Learning Disabilities	2,884,977	0	2,884,977	2,683,971	(201,006)
-Less Attendance Contributions	(20,691)	0	(20,691)	(29,166)	(8,475)
-Less Inter-Authority Income	(24,986)	0	(24,986)	(25,356)	(370)
Mental Health	770,358	0	770,358	678,587	(91,771)
ICF Funding	(87,100)	0	(87,100)	(87,100)	0
-Less Section 28a Income (Pentrebane Street)	(81,366)	0	(81,366)	(81,366)	0
<b>Sub Total</b>	<b>4,075,293</b>	<b>0</b>	<b>4,075,293</b>	<b>3,699,071</b>	<b>(376,222)</b>
<b>External Day Care</b>					
Elderly	21,603	0	21,603	33,514	11,911
Physically Disabled	106,284	0	106,284	87,716	(18,568)
Learning Disabilities	1,354,252	0	1,354,252	1,293,548	(60,704)

Section 28a Income	(72,659)	0	(72,659)	(72,659)	0
Mental Health	76,815	0	76,815	11,070	(65,745)
<b>Sub Total</b>	<b>1,486,295</b>	<b>0</b>	<b>1,486,295</b>	<b>1,353,189</b>	<b>(133,106)</b>
<b>Supported Employment</b>					
Mental Health	70,410	0	70,410	66,100	(4,310)
<b>Sub Total</b>	<b>70,410</b>	<b>0</b>	<b>70,410</b>	<b>66,100</b>	<b>(4,310)</b>
<b>Aids and Adaptations</b>					
Disability Living Equipment	657,818	0	657,818	654,899	(2,919)
Appropriations from Earmarked Reserves	(100,000)	0	(100,000)	(100,000)	0
Adaptations	221,208	0	221,208	221,208	0
Chronically Sick and Disabled Telephones	7,168	0	7,168	5,180	(1,988)
<b>Sub Total</b>	<b>786,194</b>	<b>0</b>	<b>786,194</b>	<b>781,287</b>	<b>(4,907)</b>
<b>Home Assistance and Reablement</b>					
Home Assistance and Reablement Team					
Home Assistance and Reablement Team (H.A.R.T.)	4,431,686	0	4,431,686	4,230,293	(201,393)
Wanless Funding	(67,959)	0	(67,959)	(67,959)	0
ICF Funding	(32,306)	0	(32,306)	(32,306)	0
Transformation Grant	(132,931)	0	(132,931)	(97,594)	35,337
Independent Sector Domiciliary Care					
Elderly	6,928,364	0	6,928,364	7,623,456	695,092
Physical Disabilities	992,052	0	992,052	1,032,156	40,104
Learning Disabilities (excluding Resettlement)	349,865	0	349,865	335,795	(14,070)
Mental Health	238,052	0	238,052	209,284	(28,768)
Social Services Grant	(964,817)	0	(964,817)	(1,016,687)	(51,870)
Gwent Frailty Programme	2,456,408	0	2,456,408	2,409,591	(46,817)
Appropriation from Specific Reserve	(64,116)	0	(64,116)	(64,116)	0
<b>Sub Total</b>	<b>14,134,298</b>	<b>0</b>	<b>14,134,298</b>	<b>14,561,912</b>	<b>427,614</b>
<b>Other Domiciliary Care</b>					
Shared Lives					
Shared Lives Scheme	1,399,862	0	1,399,862	1,471,424	71,562
ICF Funding	(173,790)	0	(173,790)	(173,790)	0

-Less Contribution from Supporting People	0	0	0	0	0
Net Cost	1,226,072	0	1,226,072	1,297,634	71,562
Supported Living					
Older People	0	0	0	79,800	79,800
-Less Contribution from Supporting People	0	0	0	(2,457)	(2,457)
Physical Disabilities	1,624,928	0	1,624,928	1,731,530	106,602
-Less Contribution from Supporting People	(20,226)	0	(20,226)	(17,896)	2,330
Learning Disabilities	9,571,709	0	9,571,709	9,786,395	214,686
Less Section 28a Income Joint Tenancy	(28,987)	0	(28,987)	(28,987)	0
-Less Contribution from Supporting People	(253,299)	0	(253,299)	(246,499)	6,800
Mental Health	1,991,071	0	1,991,071	1,868,689	(122,382)
-Less Contribution from Supporting People	(10,018)	0	(10,018)	(9,628)	390
Social Services Grant	(66,661)	0	(66,661)	(66,661)	0
Net Cost	12,808,517	0	12,808,517	13,094,285	285,768
Direct Payment					
Elderly People	158,349	0	158,349	110,083	(48,266)
Physical Disabilities	687,763	0	687,763	734,374	46,611
Learning Disabilities	679,687	0	679,687	686,245	6,558
Section 28a Income Learning Disabilities	(20,808)	0	(20,808)	(20,808)	0
Mental Health	3,691	0	3,691	2,829	(862)
Social Services Grant	(42,537)	0	(42,537)	(42,537)	0
Net Cost	1,466,145	0	1,466,145	1,470,186	4,041
Other					
Sitting Service	0	0	0	0	0
Extra Care Sheltered Housing	521,339	0	521,339	526,078	4,739
-Less Contribution from Supporting People	(13,454)	0	(13,454)	(13,454)	0
Net Cost	507,885	0	507,885	512,624	4,739
Total Home Care Client Contributions	(1,970,008)	0	(1,970,008)	(1,970,008)	0
<b>Sub Total</b>	<b>14,038,611</b>	<b>0</b>	<b>14,038,611</b>	<b>14,404,721</b>	<b>366,110</b>

**Resettlement**

External Funding					
Section 28a Income	(1,020,410)	0	(1,020,410)	(1,020,410)	0
<b>Sub Total</b>	<b>(1,020,410)</b>	<b>0</b>	<b>(1,020,410)</b>	<b>(1,020,410)</b>	<b>0</b>
<b>Supporting People (including transfers to Housing)</b>					
People Over 55 Years of Age	428,115	0	428,115	432,031	3,916
People with Physical and/or Sensory Disabilities	47,000	0	47,000	36,786	(10,214)
People with Learning Disabilities	144,531	0	144,531	136,627	(7,904)
People with Mental Health issues	1,226,921	0	1,226,921	1,206,276	(20,645)
Families Supported People	510,000	0	510,000	515,510	5,510
Generic Floating support to prevent homelessness	873,600	0	873,600	832,371	(41,229)
Young People with support needs (16-24)	1,044,142	0	1,044,142	1,056,423	12,281
Single people with Support Needs (25-54)	402,275	0	402,275	416,195	13,920
Women experiencing Domestic Abuse	468,100	0	468,100	488,237	20,137
People with Substance Misuse Issues	413,639	0	413,639	426,551	12,912
Alarm Services (including in sheltered/extra care)	261,770	0	261,770	259,903	(1,867)
People with Criminal Offending History	112,000	0	112,000	136,593	24,593
Contribution to Social Services Schemes	370,697	0	370,697	359,286	(11,411)
Newport CC funding transfer	(70,000)	0	(70,000)	(70,000)	0
Less supporting people grant	(6,232,790)	0	(6,232,790)	(6,232,790)	0
<b>Sub Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(0)</b>	<b>(0)</b>
<b>Services for Children with Disabilities</b>					
Blackwood Resource Centre	324,465	0	324,465	379,249	54,784
Residential Care	357,050	0	357,050	378,678	21,628
Foster Care	482,644	0	482,644	465,005	(17,639)
Preventative and Support - (Section 17 & Childminding)	9,631	0	9,631	9,631	0
Respite Care	57,214	0	57,214	58,038	824
Direct Payments	162,963	0	162,963	160,546	(2,417)
Social Services Grant	(4,532)	0	(4,532)	(4,532)	0
<b>Sub Total</b>	<b>1,389,435</b>	<b>0</b>	<b>1,389,435</b>	<b>1,446,616</b>	<b>57,181</b>
<b>Other Costs</b>					
Telecare Gross Cost	633,756	0	633,756	642,167	8,411

Less Client and Agency Income	(397,759)	0	(397,759)	(397,759)	0
-Less Contribution from Supporting People	0	0	0	0	0
Agreements with Voluntary Organisations					
Children with Disabilities	356,801	0	356,801	356,801	0
Elderly	153,472	0	153,472	153,775	303
Learning Difficulties	62,981	0	62,981	60,904	(2,077)
Section 28a Income	(52,020)	0	(52,020)	(52,020)	0
Mental Health & Substance Misuse	44,527	0	44,527	44,221	(306)
MH Capacity Act / Deprivation of Libert Safeguards	111,117	0	111,117	103,746	(7,371)
Other	56,080	0	56,080	56,080	0
Provision for Fee Uplifts	0	0	0	0	0
Social Services Grant	0	0	0	0	0
Wales Independent Living Expenditure	0	0	0	0	0
Gwent Enhanced Dementia Care Expenditure	278,878	0	278,878	278,878	0
Gwent Enhanced Dementia Care Grant	(209,692)	0	(209,692)	(209,692)	0
Intermediate Care Fund Contribution	(69,186)	0	(69,186)	(69,186)	0
<b>Sub Total</b>	<b>968,955</b>	<b>0</b>	<b>968,955</b>	<b>967,915</b>	<b>(1,040)</b>
<b>TOTAL ADULT SERVICES</b>	<b>65,962,140</b>	<b>18,727</b>	<b>65,980,867</b>	<b>65,605,813</b>	<b>(375,054)</b>

### SERVICE STRATEGY AND BUSINESS SUPPORT

#### Management and Administration

Policy Development and Strategy	175,507	0	175,507	173,064	(2,443)
Business Support	730,215	0	730,215	692,722	(37,493)
<b>Sub Total</b>	<b>905,722</b>	<b>0</b>	<b>905,722</b>	<b>865,786</b>	<b>(39,936)</b>

#### Office Accommodation

All Offices	282,478	0	282,478	278,135	(4,343)
Less Office Accommodation Recharge to HRA	(59,047)	0	(59,047)	(59,047)	0
<b>Sub Total</b>	<b>223,431</b>	<b>0</b>	<b>223,431</b>	<b>219,088</b>	<b>(4,343)</b>

#### Office Expenses

All Offices	152,210	0	152,210	117,917	(34,293)
<b>Sub Total</b>	<b>152,210</b>	<b>0</b>	<b>152,210</b>	<b>117,917</b>	<b>(34,293)</b>

**Other Costs**

Training	330,271	0	330,271	330,271	0
Staff Support/Protection	9,561	0	9,561	9,561	0
Information Technology	32,852	0	32,852	32,852	0
Management Fees for Consortia	(51,869)	0	(51,869)	(51,869)	0
Insurances	252,474	0	252,474	248,254	(4,220)
Other Costs	276,610	0	276,610	282,151	5,541
<b>Sub Total</b>	<b>849,899</b>	<b>0</b>	<b>849,899</b>	<b>851,220</b>	<b>1,321</b>
<b>TOTAL RESOURCING AND PERFORMANCE</b>	<b>2,131,262</b>	<b>0</b>	<b>2,131,262</b>	<b>2,054,010</b>	<b>(77,252)</b>

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**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
<b>GENERAL HARSHIP FUND</b>				
<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
<b>TOTAL GENERAL HARSHIP COSTS</b>	<b>204,308</b>	<b>32,073</b>	<b>9,875</b>	<b>246,257</b>
<b>LESS ANTICIPATED FUNDING</b>	<b>-201,230</b>	<b>-32,073</b>	<b>-9,875</b>	<b>-243,178</b>
<b>NET COST TO SOCIAL SERVICES</b>	<b>3,079</b>	<b>0</b>	<b>0</b>	<b>3,079</b>
<b>ADULT SOCIAL CARE FUND TRANCHE 1</b>				
<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
<b>TOTAL ADULT SOCIAL CARE TRANCHE 1 COSTS</b>	<b>2,512,377</b>			<b>2,512,377</b>
<b>LESS ANTICIPATED FUNDING</b>	<b>-2,507,977</b>			<b>-2,507,977</b>
<b>NET COST TO SOCIAL SERVICES</b>	<b>4,400</b>			<b>4,400</b>
<b>ADULT SOCIAL CARE FUND TRANCHE 2</b>				
<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
<b>TOTAL ADULT SOCIAL CARE TRANCHE 2 COSTS</b>		<b>807,710</b>	<b>2,529,057</b>	<b>3,336,767</b>
<b>LESS FUNDING FOR INDEPENDENT SECTOR</b>		<b>-603,963</b>	<b>-2,065,164</b>	<b>-2,669,127</b>
<b>LESS FUNDING FOR IN-HOUSE SERVICES</b>		<b>-151,512</b>	<b>-518,066</b>	<b>-669,578</b>
<b>NET COST TO SOCIAL SERVICES</b>		<b>52,235</b>	<b>-54,173</b>	<b>-1,938</b>
<b>TOTAL COSTS INCURRED</b>	<b>2,716,685</b>	<b>839,783</b>	<b>2,538,932</b>	<b>6,095,400</b>
<b>LESS ANTICIPATED FUNDING</b>	<b>-2,709,206</b>	<b>-787,548</b>	<b>-2,593,105</b>	<b>-6,089,859</b>
<b>NET COST TO SOCIAL SERVICES</b>	<b>7,479</b>	<b>52,235</b>	<b>-54,173</b>	<b>5,541</b>

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