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

Date: 7th September 2021

Dear Sir/Madam,

A meeting of the **Social Services Scrutiny Committee** will be held via Microsoft Teams on **Monday, 13th September, 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

Yours faithfully,

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

Christina Harrhy
CHIEF EXECUTIVE

AGENDA

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

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

A greener place Man gwyrddach



To approve and sign the following minutes: -

- | | | |
|---|--|--------|
| 3 | Social Services Scrutiny Committee held on 15th June 2021. | 1 - 6 |
| 4 | Consideration of any matter referred to this Committee in accordance with the call-in procedure. | |
| 5 | Social Services Scrutiny Committee Forward Work Programme. | 7 - 18 |

To receive and consider the following Scrutiny reports: -

- | | | |
|---|--|---------|
| 6 | Directorate Performance Assessment Year End Report 2020/21. | 19 - 36 |
| 7 | Annual Report of the Director of Social Services and Housing. | 37 - 82 |
| 8 | Proposal to Develop Two New Respite Facilities. | 83 - 88 |
| 9 | Appointment of Co-opted Member Social Services Scrutiny Committee. | 89 - 96 |

Circulation:

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

Users and Carers: Mr C. Luke and Michelle Jones

Aneurin Bevan Health Board: A. Gough (ABUHB)

And Appropriate Officers

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SOCIAL SERVICES SCRUTINY COMMITTEE

MINUTES OF THE DIGITAL MEETING HELD VIA MICROSOFT TEAMS ON TUESDAY 15TH JUNE 2021 AT 5.30 P.M.

PRESENT:

Councillor D. Cushing - Chair

Councillors:

A. Angel, C. Bezzina (Vice Chair), C. Bishop, K. Etheridge, M. Evans, A. Gair, L. Jeremiah, A. Leonard, S. Skivens, C. Thomas, W. Williams.

Cabinet Member: S. Cook (Social Care).

Together with:

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

J. Welham (Regional Programme Director), Dr J. Hill (Regional Clinical Director, MyST Regional Programme)

Users and Carer – Mrs M. Jones

RECORDING AND VOTING ARRANGEMENTS

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

1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors J. Bevan and V. James.

2. DECLARATIONS OF INTEREST

Cllr. D. Cushing (Chair) declared a personal interest in Agenda Item 9 – Social Services Co-Opted vacancy as she has a friendship with one of the applicants and did not take part in discussion or voting for this item.

3. MINUTES – 27TH APRIL 2021

RESOLVED that the minutes of the meeting of the Social Services Scrutiny Committee held on 27th April 2021 (minute nos. 1 - 7) be approved and signed as a correct record.

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

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

5. SOCIAL SERVICES SCRUTINY COMMITTEE FORWARD WORK PROGRAMME

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

Following consideration and discussion the recommendation in the report be approved. It was agreed to add the Day Services report to the next meeting in September and to move the Period 3 Budget Report 2021/22 to Information Items. The Committee also agreed to have an update on the Covid-19 pandemic when ABUHB are coming to Committee at the end of the year. By way of electronic voting this was unanimously agreed.

RESOLVED that subject to the additional report on Day Services and the Period 3 Budget Report 2021/22 being moved to Information items and the additional update on the Covid-19 pandemic, 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. MYST PRESENTATION

Cllr. S. Cook (Cabinet Member) introduced Jennie Welham (Regional Programme Director, MyST) and Dr. Jael Hill (Regional Clinical Director, MyST) who provided the Committee with a presentation on MyST (My Support Team) – Update for Caerphilly Scrutiny Committee June 2021. They provided Members with an update on the MyST service since they last attended the Social Services Scrutiny Committee in September 2020.

It was noted that Caerphilly MyST is part of a regional partnership programme and Caerphilly have taken the lead role in its development, in terms of hosting regional posts and in the strategic development of the Regional Programme. The final team of the programme has been recruited in Newport and MyST are now operational in each of the Gwent LA areas. Members were shown some examples of artwork provided by some of the children and young people supported by MyST.

Caerphilly MyST are moving into the new Bargoed base in July, co-locating with the IST (Intensive Support Team) service. The building has been extensively refurbished using ICF (Integrated Care Fund) capital monies. An update was also given on the development of their model of therapeutic residential care with Caerphilly homes. Members were given an update on the building work in the Bargoed building including some pictures of the refurbishments and informed that work is on target to be completed by end of July.

Information was provided on the regional programme which is currently working with 55 young people across Gwent with 1 disruption in placements from January 2021 to May 2021, total cost savings and avoidance for the region 2020/21 equate to £4.5 million. For Caerphilly this equates to £1,169,843 total last year (cost savings = £858,436 and cost avoidance = £311,407).

Dr. J. Hill provided details of a case to the Committee, in relation to a 15-year-old girl from the Caerphilly Borough, and gave an insight into her life and the support she and her family are receiving from MyST.

The Chair thanked colleagues for delivering the presentation and invited any questions from Members.

In responding to a number of Members questions, the Committee were informed that MyST are currently setting up a group and using family members who have been through the process of receiving support from MyST, and who will be undertaking a mentorship for others who are new to the system. Support can be given to young persons after reaching the age of 18, up until they are 21. There is consistency of good practice in all local authority areas throughout Gwent, avoiding duplication and learning from each other. The use of large indoor spaces to organise group events for young people and days out, etc has been delayed during the pandemic but all face to face requirements where needed, were still carried on throughout this time. The new premises at Bargoed will have therapy rooms and spaces available for young persons to speak with members of the team.

The Chair acknowledged the good work done by MyST, in particular the early intervention that had helped the child in the case story detailed in the presentation. The Chair thanked Jennie Welham and Dr. Jael Hill for their contribution.

D. Street (Corporate Director - Social Services and Housing) thanked both and acknowledged their good work for vulnerable people and also thanked Gareth Jenkins (Assistant Director – Children’s Services) for his work and involvement with their MyST colleagues.

7. ANNUAL REVIEW OF COMPLAINTS RECEIVED UNDER THE SOCIAL SERVICES COMPLAINTS POLICY 1ST APRIL 2020 TO 31ST MARCH 2021

The report provided the Scrutiny Committee with information and analysis on the operation of the Social Services Directorate’s Representations and Complaints procedure from 1st April 2020 to 31st March 2021. The Report also included a summary of the compliments received in the same period.

It was noted that representations and complaints relating to Social Services are dealt with by the Directorate’s Complaints and Information Team.

Members discussed the report at length and in responding to a number of members questions, the Committee were informed of the timescales adhered to in relation to complaints received, and that information regarding the complaints procedure is included in Cllrs inductions, along with a request that attendance at relevant meetings be checked and Members to be offered some form of e learning/refresher course in the future. Members were also informed of some changes made to practice in response to issues raised in individual cases.

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

8. REGIONAL PARTNERSHIP BOARDS - UPDATE

The Scrutiny Committee noted that at its meeting on 1st December 2020 a further update report of the Gwent Regional Partnership Board (Appendix 1) was presented and one of the recommendations made after Members considered the report was for the Social Services Scrutiny Committee to receive ongoing regular reports on the work of the Regional Partnership Board (RPB).

The report provided Members with an update on the work and decisions taken over the last six months by the Regional Partnership Board.

It was noted that Part 9 of the Social Services & Wellbeing (Wales) Act 2014 required local authorities and Health Boards to establish Regional Partnership Boards. RPB's were established on a Health Board footprint with seven Boards being established. The RPB for this area is titled the Gwent Regional Partnership Board.

Since their inception in 2016 the RPB have become increasingly influential in developing integrated health and social care services across the region. The Board has also been recipient of significant amounts of grant funding from Welsh Government (WG) to support, develop and transform integrated services across health and social care.

The Scrutiny Committee thanked the Officer for the report and discussion ensued. In responding to a number of Members questions, the Committee were informed in relation to the powers, accountability and communication with the RPB and the influence of the Corporate Director – Social Services and Housing and the Cabinet Member for Social Care over the RPB in relation to lobbying, raising agenda items and challenging decisions. The Committee were informed that the Gwent RPB is very well run and one of the stronger RPB's out of the 7 in Wales. A request was made that the decision from Welsh Government, when made, is circulated to Members of the Committee. The Committee were also informed of recruitment process for domiciliary care and possible increase in workload and demand after the pandemic and the future effects on care home requirements. The Committee were given information on how funding is received through the RPB from Welsh Government, and the implications of this funding ceasing, which would be referred to the Committee if this occurred. The Committee were given a detailed explanation of the Iceberg Model, a framework devised through Gwent children and families partnerships, health, education and social care and concentrating on those that are not accessing universal services or are unable to meet the criteria for other specialist services.

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

9. SOCIAL SERVICES CO-OPTED MEMBER VACANCY

The Social Services Scrutiny Committee considered a report on 4th February 2020 on whether to fill the co-opted member vacancy and appoint members to sit on a Co-opted Member Appointments Sub-Committee. The former Chair Councillor L Binding, Councillor J Bevan, and Councillor D Harse were duly appointed. However due to lockdown and a few other issues the sub-committee were unable to meet and complete the interview process. Therefore, Social Services Scrutiny Committee are asked to re-appoint three members to sit on the sub-committee.

The report sought Members agreement to appoint three members who will sit on the Social Services Co-opted Member Appointments Sub-Committee. However, given that the Chair had declared an interest in this item, the Scrutiny Manager suggested that the Vice Chair be appointed, along with two other Members, and another Member to be a reserve.

The Scrutiny Committee thanked the Officer for the report and the Chair invited nominations from three Members, along with Cllr. C. Bezzina (Vice Chair). Cllrs. M. Evans, C. Bishop and A. Gair put themselves forward.

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

RESOLVED that for the reasons contained in the Officers Report and as outlined at the meeting, Councillors C. Bezzina, M. Evans and C. Bishop be appointed to sit on the appointments sub-committee with Councillor A. Gair as reserve.

The meeting closed at 7.32pm.

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on the 13th September 2021.

CHAIR

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SOCIAL SERVICES SCRUTINY COMMITTEE – 13TH SEPTEMBER 2021

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

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

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 15th June 2021. The work programme outlines the reports planned for the period September 2021 to March 2022.

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

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

5.3 The Social Services Scrutiny Committee Forward Work Programme is attached at Appendix 1, which presents the current status as at 23rd August 2021. The Cabinet Work Programme is attached at Appendix 2. A copy of the prioritisation flowchart is attached at appendix 3 to assist the scrutiny committee to determine what items should be added to the forward work programme.

5.4 **Conclusion**

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

6. **ASSUMPTIONS**

6.1 No assumptions are necessary.

7. **SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

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

8. **FINANCIAL IMPLICATIONS**

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

9. **PERSONNEL IMPLICATIONS**

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

10. **CONSULTATIONS**

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

11. **STATUTORY POWER**

11.1 The Local Government Act 2000.

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

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

Legal Services

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

Appendices:

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

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Forward Work Programme - Social Services				Appendix 1
Date	Title	Key Issues	Author	Cabinet Member
13/09/21 17:30	Directorate Performance Report – Social Services Year End Report 2020/21		Street, Dave;	Cllr. Cook, Shayne;
13/09/21 17:30	Annual Report from the Director of Social Services		Street, Dave;	Cllr. Cook, Shayne;
13/09/21 17:30	New Respite Facilities	To seek Cabinet approval to build two state of the art respite facilities, one for adults and one for children in order to replace existing facilities.	Jenkins, Gareth; Street, Dave;	Cllr. Cook, Shayne;
13/09/21 17:30	Information item - 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;
12/10/21 17:30	Covid-19 Update		Street, Dave;	Cllr. Cook, Shayne;
23/11/21 17:30	Day Services	Key issues are learning from the experiences of the pandemic and developing services for the future. This will require significant changes to the way services have traditionally been provided on a Monday-Friday building based provision, to a mixed provision of community activities including work based options and building based sessions	Williams, Jo; Street, Dave;	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;
29/03/22 17:30	Directorate Performance Assessment - Social Services 6 monthly Report 2021/22		Street, Dave;	Cllr. Cook, Shayne;

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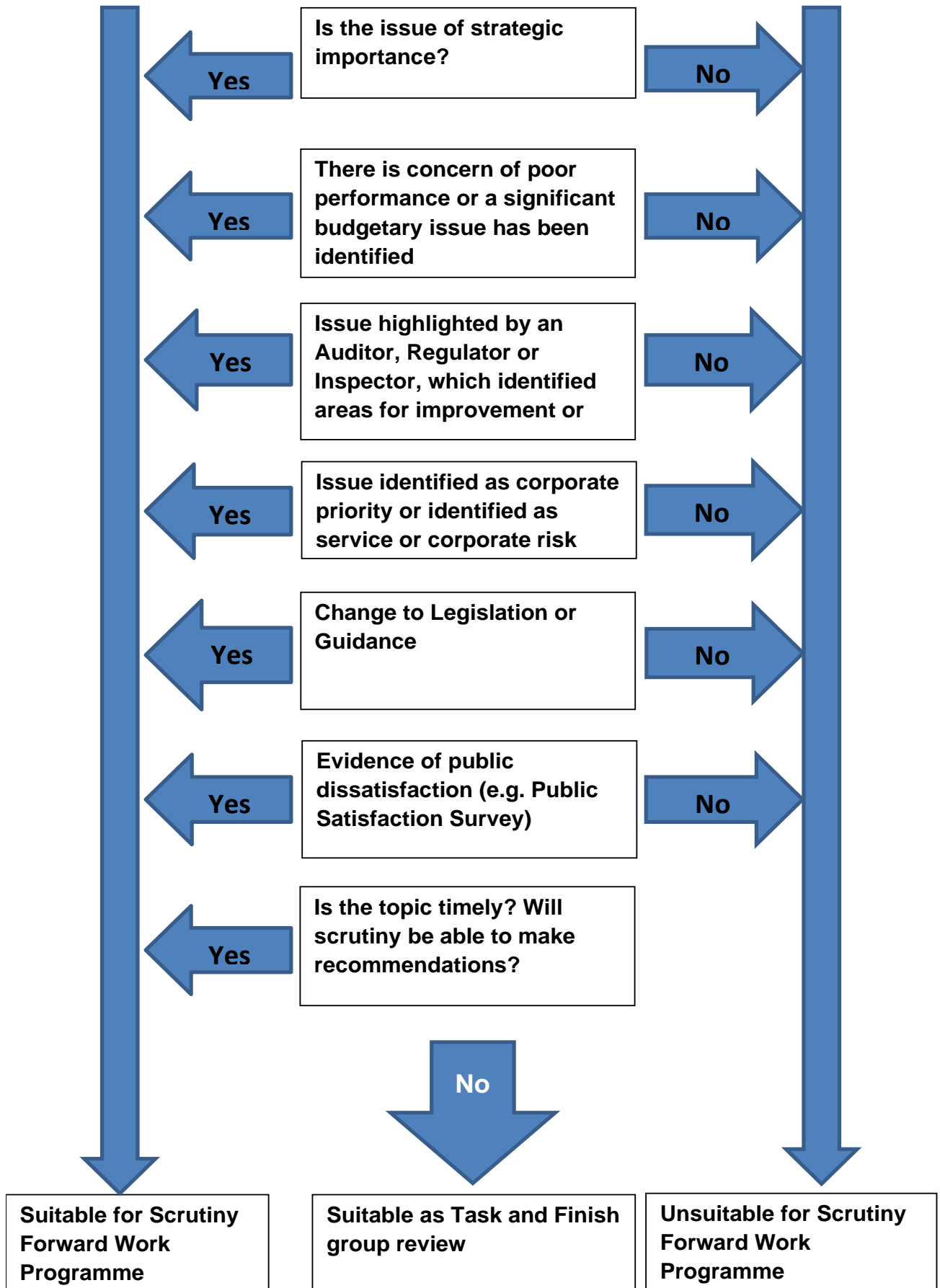
15/09/2021 10:30	Regeneration Board - Project Proposals	To recommend the allocation of up to £130,000 from the Regeneration Project Board Development Fund towards two recently endorsed and evaluated project proposals; (i) Risca – Redevelopment of Strategic Town Centre site (Feasibility & Master-planning); (ii) Bargoed Empty Property Enforcement Action Plan.	Kyte, Rhian;	Cllr. Stenner, Eluned;
15/09/2021 10:30	Welsh Government Prospectus and Social Housing Grant Programme Delivery Plan (PDP)	To seek Cabinet approval for the distribution of SHG (Social Housing Grant) and the Prospectus document requirement by Welsh Government.	Roberts-Waite, Jane;	Cllr. Phipps, Lisa;
15/09/2021 10:30	Staff Benefits Scheme	To seek Cabinet approval of a new staff benefits and reward platform and further recognition of long service.	Donovan, Lynne;	Cllr. Gordon, Colin J;
15/09/2021 10:30	FREEDOM OF BOROUGH – Olympic Medallists	To recommend to Cabinet that Council admit as Honorary Freeman of the Borough. Caerphilly County Borough athletes who were successful in achieving medals at the Tokyo Olympics 2020.	Forbes-Thompson, Cath;	Cllr. Marsden, Philippa;
15/09/2021 10:30	The Lawns, Rhymney cost overrun report (Urgent Item)	(Exempt Item)	Dallimore, Allan;/ Williams, Mark S;	Cllr. Stenner, Eluned
29/09/2021 10:30	Workforce Development Strategy	To seek Cabinet approval of the Workforce Development Strategy 2021 - 24.	Donovan, Lynne;	Cllr. Gordon, Colin J;
29/09/2021 10:30	Well-Being Strategy 2021 - 24	To seek Cabinet approval of the Wellbeing Strategy 2021 - 24	Donovan, Lynne;	Cllr. Gordon, Colin J;
29/09/2021 10:30	Montclair Avenue - Culvert Report	To seek Cabinet approval to fund the culvert repair.	Street, Dave;	Cllr. Phipps, Lisa;

29/09/2021 10:30	Car parking at Twyn Car Park and Blackwood High Street Car Park	To consider proposals to manage the interface between business/visitor parking at Twyn Car Park, Caerphilly and Blackwood High Street.	Williams, Mark S;	Cllr. Pritchard, James;
29/09/2021 10:30	Supplementary report - Managing Service Risk at Alert Level Zero	To update Cabinet with a further report detailing proposals for the re-opening of key buildings	Edmunds, Richard (Ed);	Cllr. Gordon, Colin J;
13/10/2021 10:30	21st Century Schools – Band B Programme Update	To provide Cabinet with an update on the progress of the 21st Century Schools Band B programme.- Phase 1 & 2.	West, Andrea; Richards, Sue;	Cllr. Whiting, Ross;
13/10/2021 10:30	Streetlighting Update	To provide Cabinet with an interim update on the monitoring of the street lighting carbon reduction initiative outcomes.	Lloyd, Marcus;	Cllr. Pritchard, James;
13/10/2021 10:30	New Respite Facilities	To seek Cabinet approval to build two state of the art respite facilities, one for adults and one for children in order to replace existing facilities.	Jenkins, Gareth; Street, Dave;	Cllr. Cook, Shayne;
27/10/2021 10:30	Corporate Performance Assessments (CPA's)	To provide Cabinet with information and detailed analysis of performance for the period 01/04/20 to 31/03/21 and forms part of the Council's self-assessment activity.	Richards, Sue;	Cllr. Stenner, Eluned;
27/10/2021 10:30	Local Housing Strategy	To seek Cabinet approval for the acquisition of the former Oakdale School site from the General Fund to the HRA and the development of the site by Willmott Dixon on behalf of Caerphilly Homes.	Roberts-Waite, Jane;	Cllr. Phipps, Lisa;
27/10/2021 10:30	Oakdale Housing Development	For Cabinet to consider the development options presented by Willmott Dixon on behalf of Caerphilly Homes, on the basis of need and viability with regard to the site of the former Oakdale Comprehensive School.	Roberts-Waite, Jane;	Cllr. Phipps, Lisa;

<p>27/10/2021 10:30</p>	<p>Annual Performance Report and Corporate Plan 2018-2023</p>	<p>For Cabinet to consider the Council's Annual Performance Report which provides information and analysis of performance against the six well-being objectives for the period 01/04/20 to 31/03/21.</p>	<p>Roberts, Ros; Richards, Sue;</p>	<p>Cllr. Stenner, Eluned;</p>
<p>27/10/2021 10:30</p>	<p>The Principles of a Regional approach to Employability Programme</p>	<p>To consider a regional approach to the provision of employment support programmes within the Cardiff Capital Region.</p>	<p>Kyte, Rhian;</p>	<p>Cllr. Marsden, Philippa;</p>

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Scrutiny Committee Forward Work Programme Prioritisation



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SOCIAL SERVICES SCRUTINY COMMITTEE 13 SEPTEMBER 2021

**SUBJECT: DIRECTORATE PERFORMANCE ASSESSMENT YEAR END REPORT
2020/21**

REPORT BY: CORPORATE DIRECTOR OF SOCIAL SERVICES AND HOUSING

1. PURPOSE OF REPORT

- 1.1 To present Scrutiny with the year-end Social Services Directorate Performance Assessment (DPA) which is part of the Council's Performance Management Framework.
- 1.2 The DPA is the Directorate's self-assessment and forms part of the Council's overall self-assessment activity and provides information and analysis for the year ending 2020/21. Members are invited to discuss, challenge, and scrutinise the range of information in the DPA.

2. SUMMARY

- 2.1 The Council's revised Performance Framework was endorsed by Cabinet in 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 and meets our 'duty as a principal council to keep our performance under review'.
- 2.2 DPAs are an opportunity to bring together a range of information and intelligence into one picture to answer the self-assessment questions of 'how well are we performing, how do we know? And what and how can we do better? Appendix 1 is the Social Services Directorates Performance Assessment Year End Report 2020/21.

3. RECOMMENDATIONS

- 3.1 Members review the attached document (Appendix 1) 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) Act which provides for a new performance and governance regime for principal councils.

5. THE REPORT

5.1 The Performance Framework has been developed to meet several strategic and operational needs as well as to meet the legislation and further the Council's desire to be a high performing learning organisation focused on meeting the needs of its residents. The framework was piloted in 2019 and endorsed by Cabinet February 2020 and now is reported as a regular part of scrutiny committees. This report introduces and shares the Social Services dashboards (the DPA) for the year end 2020/21.

5.2 The spirit of the DPA (appendix 1) is about providing learning, 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.

Due to the level and range of information contained within, below is a summary of our conclusions as to the top 3 achievements and 3 areas we identify as areas we wish to improve upon or where there is further learning to be explored.

5.3 Achievements

- a) A second Children's Home for Caerphilly children and young people was established and is now fully operational.
- b) Continue to embed corporate safeguarding arrangements. A Corporate Action Plan has been developed and ratified by CMT, Scrutiny Committees and Cabinet. Actions are 85% completed.
- c) Continue to ensure recruitment in terms of children's services social workers is monitored and reviewed.

5.4 Areas for Improvements

- a) In terms of Adult services we are now starting to see the demand for our services beginning to increase, referrals have climbed steadily through the year with corresponding numbers in terms of the number of assessments. In terms of reviews we saw a fall in the number completed in quarters 2 and 3, however numbers have increased during quarter 4. It should be noted that the indicator for DTOC was suspended by WG at the start of the year until further notice.
- b) In terms of Children's Services referrals were relatively stable throughout the year, likewise Children Looked After (CLA) numbers were also stable (454 at Qtr1 to 456 at Qtr4) and we have also seen stability with numbers of children on the Child Protection Register (CPR). It is particular pleasing to see the number of assessments completed on time being at 95% despite the challenges posed by our new way of working.
- c) From a budgetary perspective the directorate underspent against its allocated budget, this was primarily as a result of additional COVID monies allocated by

WG, in addition some of our services were stopped or reduced during the pandemic with the subsequent reduction in expenditure, 50% of this underspend will now be taken into Directorate reserves.

5.5 **Conclusion**

Clearly performance during the past six months of 2020/21 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 we are now starting to see the demand for our services beginning to increase, referrals have climbed steadily through the year with corresponding numbers in terms of the number of assessments. In terms of reviews we saw a fall in the number completed in quarters 2 and 3, however numbers have increased during quarter 4. This is something we will continue to keep under review.

Given the Covid-19 Pandemic, it was reassuring to see that 25% of all referrals made to Children's Services proceeded to an assessment. This compared 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, 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, however performance has improved significantly by the end of the reporting year in Quarter 4.

Sickness absence levels across the directorate reduced slightly during the year, however there is concern over absence levels within adults services this will be looked at in more detail, the position in children services is more positive.

From a budgetary perspective the directorate underspent against its allocated budget, this was primarily as a result of additional COVID monies allocated by WG, in addition some of our services were stopped or reduced during the pandemic with the subsequent reduction in expenditure, 50% of this underspend will now be taken into Directorate reserves.

6. **ASSUMPTIONS**

6.1 There are no assumptions thought to be required within this report.

7. **SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

7.1 This report has no decision-making requests and an integrated impact assessment does not apply. Information on equalities and Welsh language will be included within the DPA's.

8. FINANCIAL IMPLICATIONS

- 8.1 There are no financial implications within this report, however the DPA (Appendix 1) has a section on resources including relevant budget outturns as part of the overall self-assessment of the directorate.

9. PERSONNEL IMPLICATIONS

- 9.1 There are no personnel implications within this report, although the DPA (Appendix 1) has a section called 'resources' which provides data on a range of workforce aspects.

10. CONSULTATIONS

- 10.1 Any consultation responses have been included with in this report.

11. STATUTORY POWER

- 11.1 The Local Government Measure (2009) and Local Government (Wales) Act 2020

Author: Dave Street, Director of Social Services & Housing
Ros Roberts, Business Improvement Manager, roberr@caerphilly.gov.uk

Consultees: Cllr Donna Cushing, Chair – Social Services Scrutiny
Cllr Carmen Bezzina, Vice-Chair – Social Services Scrutiny
Councillor Shayne Cooke, Cabinet Member for Social Care
Christina Harray, Chief Executive
Richard Edmunds, Corporate Director of Education and Corporate Services
Mark S. Williams, Corporate Director Communities
Jo Williams, Assistant Director Adult Services
Gareth Jenkins, Assistant Director Children's Services
Lynne Donovan, Head of People Services

Appendices:

Appendix 1 Directorate Performance Assessment (end of year report 2020/21)

Social Services Directorate Performance Assessment



October - March 2020 - 2021

Summary & Priorities



Performance



Customer Intelligence



Resources



Risk Register



Well-being Objective



Conclusion





Directors Summary: October - March 2021:

Clearly performance during the past six months of 2020/21 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 we are now starting to see the demand for our services beginning to increase, referrals have climbed steadily through the year with corresponding numbers in terms of the number of assessments. In terms of reviews we saw a fall in the number completed in quarters 2 and 3, however numbers have increased during quarter 4. It should be noted that the indicator for DTOC (delayed transfers of care) was suspended by WG at the start of the year until further notice.

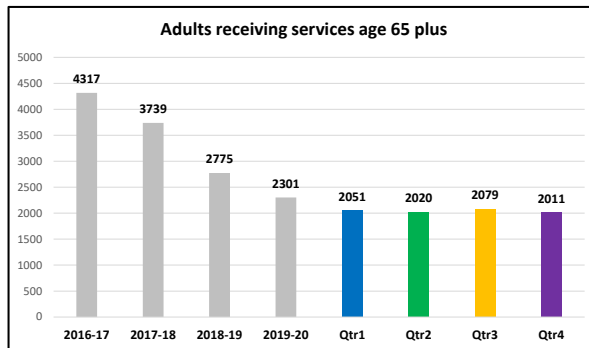
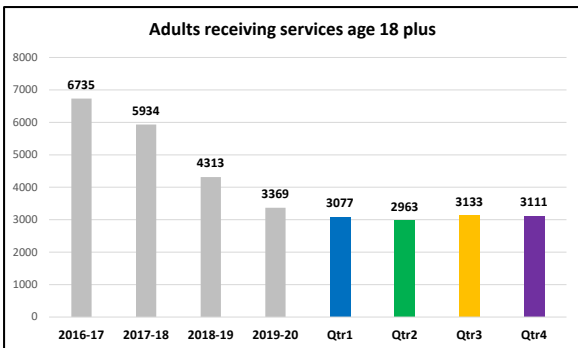
In terms of Children's services referrals were relatively stable throughout the year, likewise Children looked after numbers were also stable (454 at Q1 to 456 at Q4) and we have also seen stability with numbers of children on the Child protection register. It is particular pleasing to see the number of assessments completed on time being at 95% despite the challenges posed by our new way of working.

Sickness absence levels across the directorate reduced slightly during the year, however there is concern over absence levels within adults services this will be looked at in more detail, the position in children services is more positive.

From a budgetary perspective the directorate underspent against its allocated budget, this was primarily as a result of additional COVID monies allocated by WG, in addition some of our services were stopped or reduced during the pandemic with the subsequent reduction in expenditure, 50% of this underspend will now be taken into Directorate reserves.

Standard	Service Priorities 2020-21	RAG	Completion Date	Progress - Achievements - Impacts
	To identify savings proposals to ensure that a balanced budget for the 2020/21 financial year.	●	Feb-20	No savings proposals were required for 2020/21 based on the principle that the Directorate would manage increasing demand within existing resources.
Standard 1	Using Transformation Grant funding, alongside ABHB 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. Compassionate communities now to be embedded as part of the caerphilly cares work programme.
Standard 1	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.
Standard 1	Implementation of a single point of contact for GP and other professional referrals to Primary Care Mental Health Services	●	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.
Standard 2	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. Potential increase in demand due to impact of reduce carer levels for care during the pandemic.
Standard 2	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.
Standard 2	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. Work at property complete now beginning to house children.
Standard 3	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.
Standard 4	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.
Standard 5	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. Significant progress made, majority of vacancies now filled, however it is acknowledged that there are a significant number of newly qualified staff that require additional support/mentoring.
Standard 5	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. Issues regarding social worker salary levels are being flagged up nationally with a view to prompting discussion with government as to the possibility of national salary levels.
Standard 6	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.
Standard 6	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

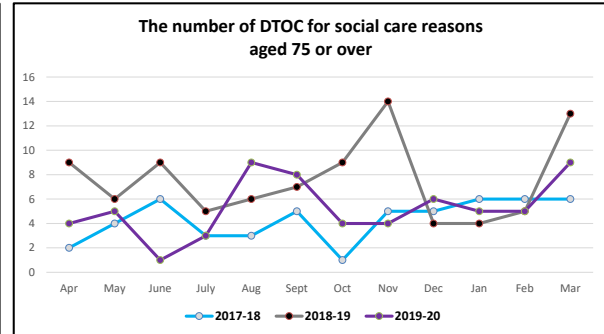
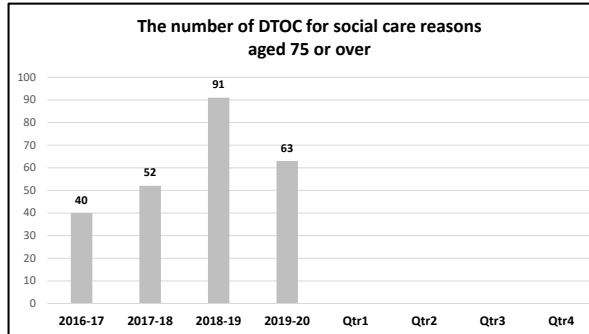
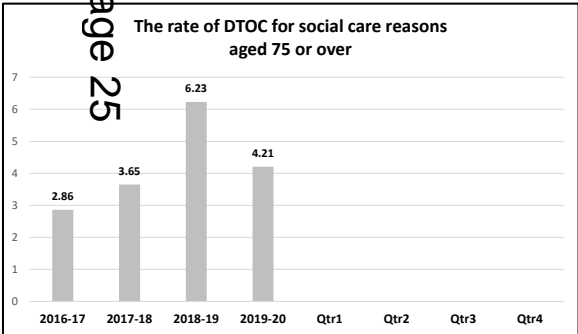
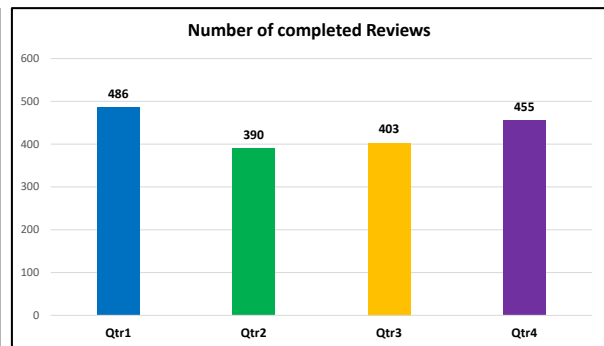
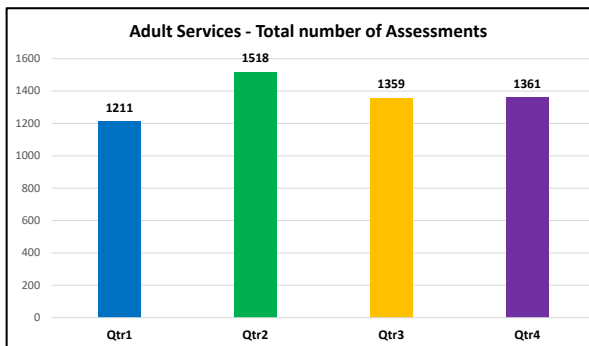
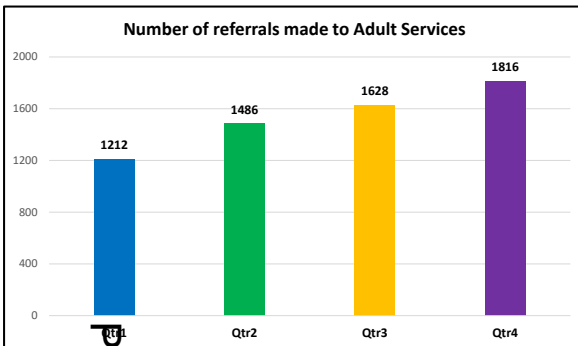


What is the performance telling us? ADULTS: Oct - March 2021

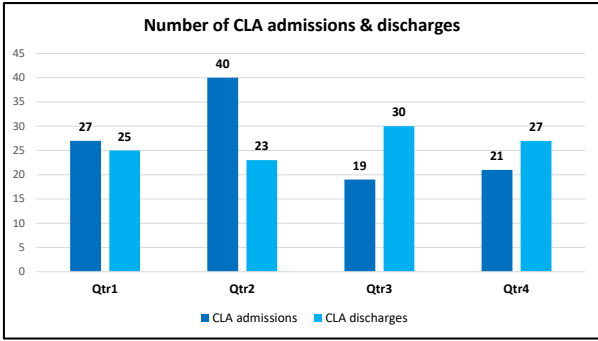
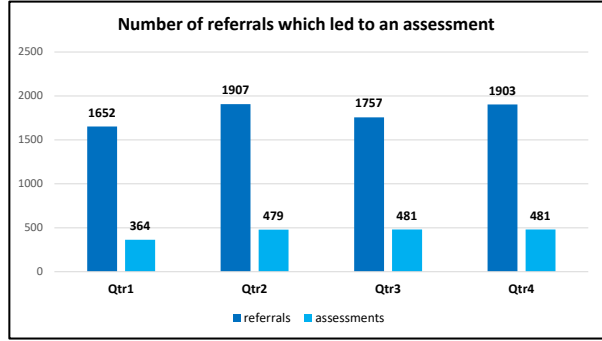
The number of people receiving services is pretty much consistent across the four quarters. It did drop due to the fact that we have excluded day opportunities fixed base as they have not been attending for over 12 months but are now having a community support service. Due to the pandemic a lot of service users cancelled services as they were shielding and the family were providing support this has seemed to level out now.

The first quarter saw a reduction in the number of referrals into adult services, only urgent assessments were completed in accordance with WG guidelines, however there was an increase in the number of referrals in Q4 which was mainly for Mental Health Services.

Welsh Government Commentary regarding Delayed Transfers of Care (DTCO)
Following the announcement on 13th of March 2020 regarding the relaxation of some performance targets, several national data collections including DTCO have been suspended until further notice.



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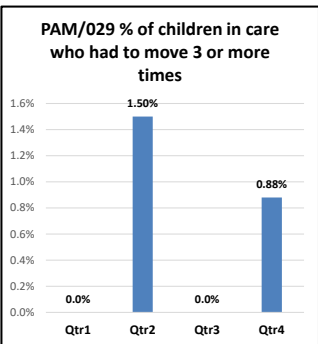
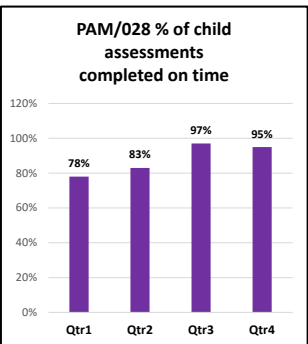
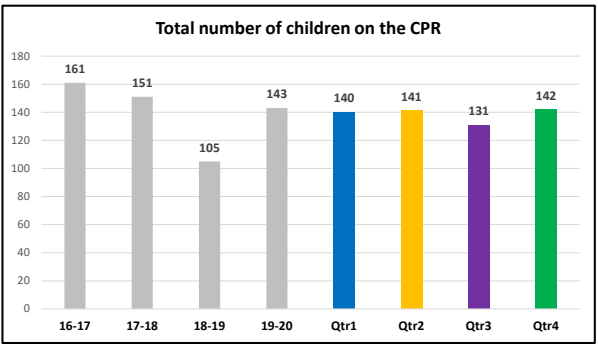
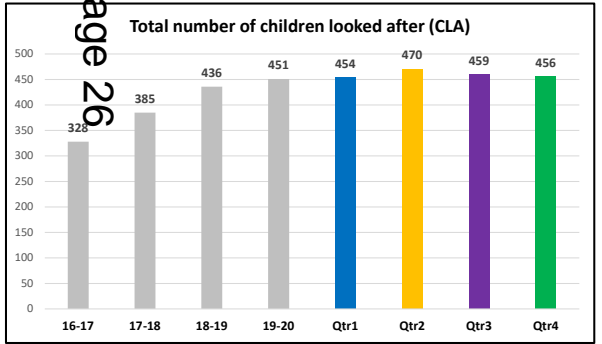
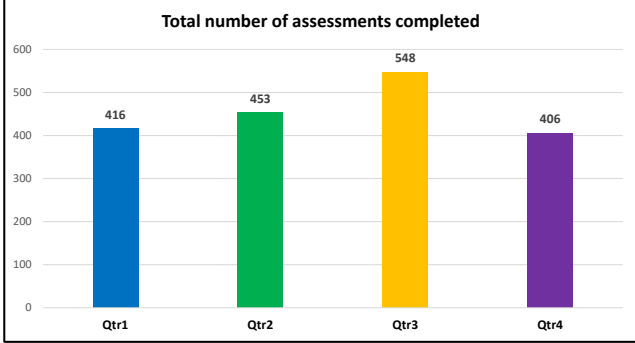
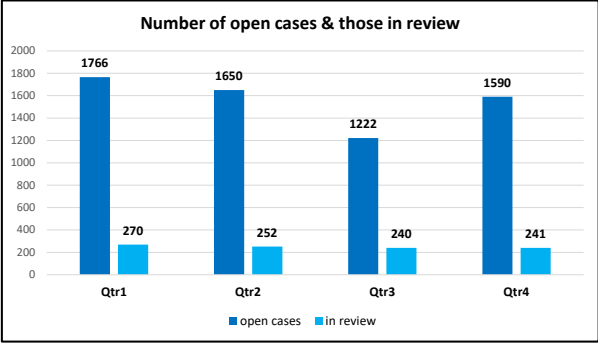
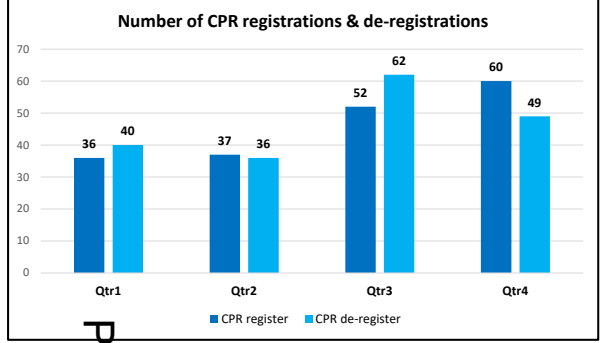


What is the performance telling us? CHILDREN'S: Oct - March 2021

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.

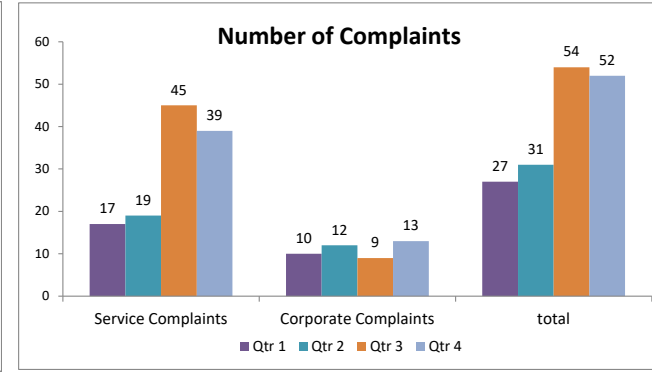
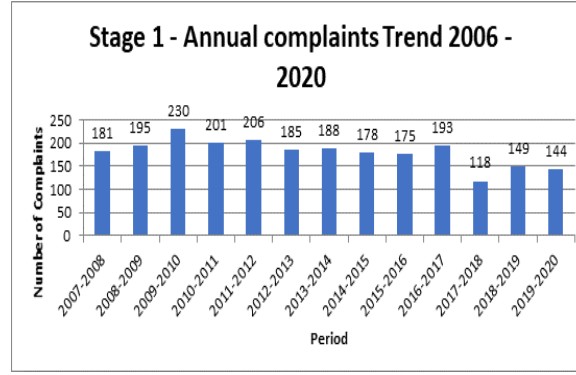
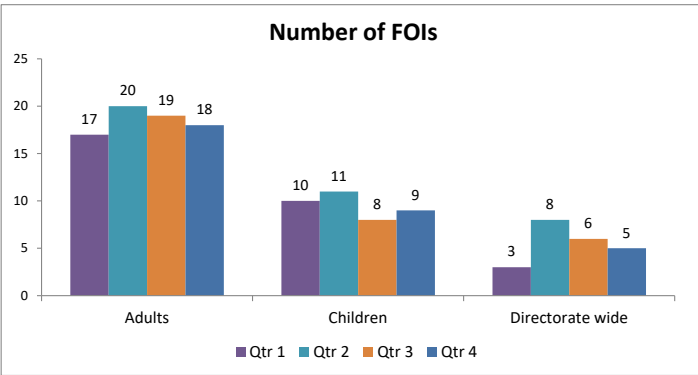
However, there is no doubt that the timescales for completion of assessments was adversely affected in Q1 by Covid-19 with the majority being out of timescale due to families being unavailable because of shielding or being symptomatic. Performance has improved significantly in by Q4.

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 the pandemic restrictions. We have also seen an improvement on children looked after numbers.



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Customer Intelligence



What is our customer intelligence telling us?

A total of **33 FOIs** for qtr3 have been actioned by the Social Services Directorate.
Of the 33 FOI's: information provided (19), refusals (3), partial information provided (10), nil response (0), outstanding response (0), information not held (1), redirected (0)
 Of the 3 responses that were refused, for the following reasons:
 S12 Fees Refusal x 3

A total of **32 FOIs** for qtr4 have been actioned by the Social Services Directorate.
Of the 32 FOI's: information provided (20), refusals (5), partial information provided (3), nil response (0), outstanding response (1), information not held (2), redirected (0), withdrawn (1)
 Of the 5 responses that were refused, for the following reasons:
 S12 Fees Refusal x 3
 S21 Already accessible x 2

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What is our customer intelligence telling us?

At the end of **quarter 3**, we received **45 complaints and representations** that were dealt with under the social services complaints procedure. Of the 45 complaints received, related to Adult Services and 20 related to Children's Services.

Of the 20 Children's Services complaints
 15 were childrens complaints
 5 were representations

Of the 25 Adult Services complaints:
 8 were adults complaints
 17 were representations

In addition in quarter 3 we had 9 Corporate complaints that related to Social Services

At the end of **quarter 4**, we received **39 complaints and representations** that were dealt with under the social services complaints procedure. Of the 39 complaints received, related to Adult Services and 19 related to Children's Services.

Of the 19 Children's Services complaints
 19 were childrens complaints
 0 were representations

Of the 20 Adult Services complaints:
 5 were adults complaints
 15 were representations

Positive Feedback - xx individual messages received - Childrens Services:

"I just want to thank you for everything you've done in the last year, I know I've not always seen why but I do now its always been in the best interests of the kids "

"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. I felt that you were measured, professional and very clear"

"I'm gutted your leaving, you've seen me at my lowest as well as my happiest and you've never judged only supported me. If there were more people like you the world would be a better place"

"I wanted to send this email to let you know how amazing they have been with both myself and my daughter whom has ASD. From the very beginning they offered so much support to us both and also emotional support to myself too, I will forever be grateful for the work "

Positive Feedback - xx individual messages received - Adults Services:

"I would like to take this opportunity Jo to thank you and your team for an excellent job you have done from the start of this covid 19 outbreak. You and your team have given us here most excellent support. "

"I don't think that any of this could have happened without your professional and caring input and I would like to say that I am really grateful. As we both know my Mother can be a very difficult person to deal with at times."

"I should say that my family have nothing but gratitude and admiration for the council and the staff "

Themes for Children's Services Complaints include:

Contact restrictions or delayed contact due to Covid-19

Community Resource Team – Wellbeing of Future Generations Act WAO Examination Outcomes - Action Plan 2019-20

Corporate Wellbeing Objectives:	Preventing unnecessary admissions to hospital and facilitating timely discharges.
Step:	Work in partnership with Aneurin Bevan University Health Board (the Health Board) to prevent unnecessary admissions to hospital and facilitate timely discharges.
Lead Officer:	Joanne Williams, Head of Adult Services, Social Services
Analysis of application of the sustainable development principles:	There are examples that show how the Council has applied the sustainable development principle in practice, however it will need to consider how it can effectively meet anticipated challenges over the longer term.

Improvement Actions	Success Criteria	Time scale	Person responsible	Finance	Update	% Completed	
Long term							
Page 28	1. Develop systems to effectively collate and analyse data to assist with predicting and forecasting service demand and trends.	Systems are in place and being routinely analysed to assist with forecasting service demand and trends and inform service planning.	March 2020	Joanne Milliken Trudy Conway Owain Sweeting	N/A	Work has been Completed by Lightfoot on analysis data and develop systems	100%
	2. Research and consider opportunities to invest in assistive technology to deliver both medium and long-term benefits for individuals.	Research completed and appropriate assistive technology identified and purchased.	March 2020	Joanne Milliken Trudy Conway	Transformation Funding	ICF has been used to purchase just checking systems, Amazon Alexa/Show products and funded the ARMED project	100%
Integration							
1. Develop systems to effectively collate and analyse data to assist with predicting and forecasting service demand and trends.	Systems are in place and being routinely analysed to assist with forecasting service demand and trends and inform service planning.	March 2020	Joanne Milliken Trudy Conway Owain Sweeting	N/A	Work has been Completed by Lightfoot on analysis data and develop systems	100%	

2. Develop a wider understanding across the Authority regarding the understanding of 'Integration' as defined within the Wellbeing of Future Generations Act.	Integration is clearly understood within the context of the Wellbeing of Future Generations Act and is imbedded within strategic and operational plans.	June 2020	Ros Roberts Jo Williams	N/A	Report format has been updated to ensure a clear link to integration	100%
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Involvement

1. Develop systems to effectively collate and analyse data to assist with predicting and forecasting service demand and trends.	Systems are in place and being routinely analysed to assist with forecasting service demand and trends and inform service planning.	March 2020	Joanne Milliken Trudy Conway Owain Sweeting	N/A	Work has been Completed by Lightfoot on analysis data and develop systems	100%
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2. Work in partnership with other organisation, communities and citizens to imbed Compassionate Communities and Integrated Wellbeing Networks.	Compassionate Communities and Integrated Networks are established within the North of the Borough.	March 2020	Jo Williams David Llewellyn Alison Gough	Transformation funding secured	Compassionate communities programme has been concluded. Transformation funding has been secured to expand programme to focus on placed based care	100%
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Cooperation

1. To participate in and contribute towards the Gwent wide Adult Strategic Partnership review of referral systems and processes currently in place.	Review completed and a move towards one referral system agreed and in place.	Oct 2020	Jo Williams	Not Known	Review completed implementation delayed due to pandemic	50%
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2. Continue to seek out and share learning and good practice across the region with a wide range of organisations.	Sharing and learning has actively <u>lead</u> to influencing good practice, new ways of working and promoting change.	Ongoing	Jo Williams Joanne Milliken Trudy Conway	N/A	Learning <u>continues</u> on a regional and national basis being shared by D2RA group	100%
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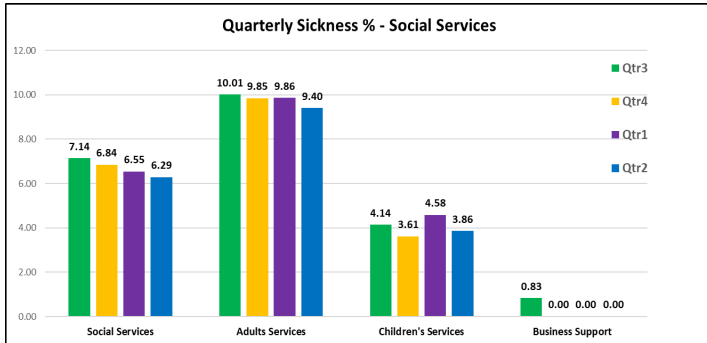
3. Seek out and explore links with a wider range of partners and organisations to work towards preventing unnecessary hospital admissions.	New projects and opportunities <u>identified</u> and appropriate funding secured.	July 2020	Joanne Milliken Trudy Conway	N/A	-Project completed using EC@H working with Rapid response nurses to prevent unnecessary admission to hospital. This won an award	100%
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					from the Nursing Times -Work completed re up skilling care staff to spot signs of people with respirator issues to prevent admissions -Weekly falls clinics operating within the North/South of the Borough.
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Improvement Actions	Success Criteria	Time scale	Person responsible	Finance	Update	% Completed
Page 30					-Physio services using video calling to carry out remote assessments of those living in care settings to assess and improve mobility to reduce risks of falls.	
	Prevention					
1. Seek out and explore links with a wider range of partners and organisations to work towards preventing unnecessary hospital admissions.	New projects and opportunities <u>identified</u> and appropriate funding secured.	July 2020	Joanne Milliken Trudy Conway	N/A	As above	100%
2. Develop systems to effectively collate and analyse data to assist with predicting and forecasting service demand and trends.	Systems are in place and being routinely analysed to assist with forecasting service demand and trends and inform service planning.	March 2020	Joanne Milliken Trudy Conway Owain Sweeting	N/A	Work has been Completed by Lightfoot on analysis data and develop systems.	100%
3.					Compassionate communities programme has been <u>concluded</u> . Transformation funding has been secured to expand	

					programme to focus on placed based care	
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Resources



Social Services Workforce Information

	Qtr1	Qtr2	Qtr3	Qtr4
Voluntary Leavers	23	27	38	35
Other Leavers	4	3	4	8
Total Leavers	27	30	42	43
New Entrants	13	45	28	30
Headcount	1929	1444	1436	1426
55 and over	553	418	421	416
% of headcount	28.66%	28.94%	29.32%	29.17%
Agency staff	12	15	11	14

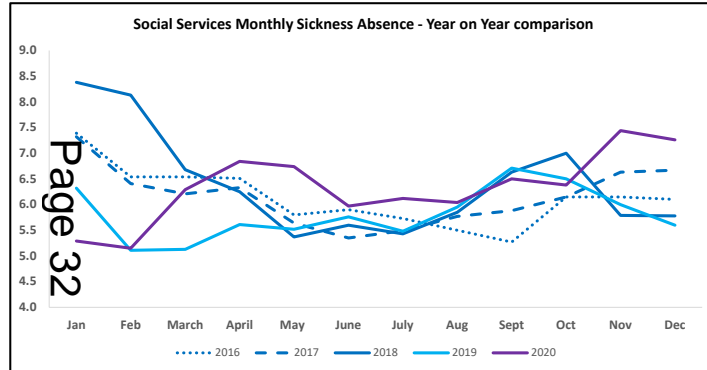
What is our workforce information telling us?

Overall for the Directorate as at the end of March, Sickness absence is on a slight downward trend from 7.14% in qtr3 to 6.84% in qtr4.

Adult Services has seen a slight decrease in their sickness absence figures, although still on the high side for the service at 9.85% as at qtr4.

Children Services has also seen a decrease in their sickness absence figures when comparing the last two quarters, qtr3 was 4.14% compared to 3.61% as at qtr4.

The Directorate has seen a total of 43 leavers and 30 new entrants in quarter 4. The number of agency staff has increased from 11 to 14 in quarter 4.



Q3 Monthly Breakdown

% Sickness Absence	Oct			Nov			Dec		
	Short Term	Long Term	Overall %	Short Term	Long Term	Overall %	Short Term	Long Term	Overall %
Adults Services	2.46	6.19	8.66	4.23	6.35	10.57	2.59	7.82	10.41
Children's Services	1.56	2.2	3.76	1.93	2.24	4.18	1.34	2.30	3.65
Business Support	2.50	0.00	2.50	0.00	0.00	0.00	0.00	0.00	0.00
Social Services & Housing	2.00	4.38	6.38	2.86	4.58	7.44	2.11	5.15	7.26

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.

Q4 Monthly Breakdown

% Sickness Absence	Jan			Feb			March		
	Short Term	Long Term	Overall %	Short Term	Long Term	Overall %	Short Term	Long Term	Overall %
Adults Services	3.04	7.28	10.32	1.73	6.92	8.65	2.58	6.68	9.26
Children's Services	1.69	1.41	3.10	1.48	2.09	3.58	1.63	1.98	3.62
Business Support	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Social Services & Housing	2.26	4.79	7.05	1.64	4.76	6.41	1.9	4.68	6.58


Budget Monitoring Report - Month 12

Social Services Directorate	Original Estimate 2020/21	Revised Estimate	Anticipated Outturn	Anticipated Variance 2020/21
Net Revenue	£000's	£000's	£000's	Under / (Over)
Children Services	25,216	25,216	25,095	121
Adult Services	66,194	66,194	62,200	3,994
Service strategy & business support	2,138	2,138	1,127	1,011
Sub total social services	93,548	93,548	88,422	5,126
Transport costs	1,557	1,557	1,176	381
Grand total	95,105	95,105	89,598	5,507

What is our resource information telling us?

The significant underspend experienced in 2020/21 includes a range of non recurring underspends which mask an underlying financial pressure in respect of long term care packages. This underlying financial pressure has been addressed with the inclusion of £2.5million growth within the social services budget for 2021/22.

The non recurring underspends include £2.6million due to service restrictions caused by the Covid 19 pandemic, around £2.1million through grant maximisation, £1million in respect of non-recurring income and £1.4million in respect of temporary staffing vacancies.

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 2020-21 Q1	Risk Level 2020-21 Q2	Risk Level 2019-20 Q4	Does the risk affect the Well-being of our Communities?	Well-being Risk Level
Dir link to Corp Risk Register CMT39	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"> Providers unable to sustain existing packages of care National Minimum Wage and National Living Wage creating additional financial strain which providers are expecting LA's to resolve. Little additional capacity to take on new packages of care. 	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. Further concerns with regard to stability. Coronavirus Pandemic has had major consequences for care homes across the UK. Positive cases have meant that new admissions to care homes have not been possible for a significant period of time with the knock on consequence in relation to the financial viability of homes. Welsh Government funding has eased the position for 20/21 but the ongoing support is unclear for 21/22. Additional payments have been made to care providers with effect from 23rd March 2020 to compensate them for additional costs and lost income resulting from the Covid 19 pandemic. These additional payments will be funded through the Welsh Government's Hardship Fund for Adult Social Care.	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)
CMT01	Exit from the EU (Brexit)	The decision to leave the EU and the looming deadline to secure an exit deal has created considerable uncertainty. 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.	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	Low	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.
SS01	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)
SS02	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	Medium	Medium	Yes- the Act aims to improve the wellbeing of people who need support and carers.	High (Short, medium & long term)
SS03	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. National performance issues proving problematic in terms of the availability and reliability of the service, these issues are being pursued via the national programme team.	Medium	Medium	Medium	No - this is expected to be a short term risk.	Medium (Short-term)
SS05	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	Low	Yes	Medium (Short-term)
SS06	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. Recruitment levels continue to be good.	Low	Low	Low	Yes	Low (Medium-term)
SS07	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'.	Children looked after numbers were predicted to continue to rise throughout 2019/20 but actually stabilised in the period running up to Covid-19. The numbers stabilised further in qtr1 (454) compared to qtr4 (456).	Medium	Medium	Medium	Yes	Medium
SS08	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	Low	Yes	Medium

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Progress towards our Well-being Objective - Qtr4 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 31st 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.

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"> Unable to report for 18/19 following implementation of WCCIS 	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 for 2020/ 21



The Service has done extremely well during challenging Covid times.

Adult demand reduced in the summer but is now beginning to rise again. Due to Covid the demand for care homes has reduced and demand for domicillary care (being looked after at home) has grown. This is something we will continue to keep under review.

Given the Covid-19 Pandemic, it was reassuring to see that 25% of all referrals made to Children's Services proceeded to an assessment. This compared 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, 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, however performance has improved significantly by the end of the reporting year in Quarter 4.

Progress against priority actions from last quarter	By Whom	By when
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		
To develop plans for anticipated demand	DS	Sep-21
Priority Actions for next quarter	By Whom	By when
To ensure we sustain our current levels of service whilst the challenges from the epidemic continue		
To take part in a deep dive into absence to get beneath reasons.	DS	
To contact other LA to compare if similar situation as part of understanding reasons	DS	
Feedback / Recognition / Actions from Corporate Management Team	By Whom	By when
Recognition for the work the service continued to do during challenging times. Recognition and thanks for Gareth Jenkin's work in recruiting foster carers which is reflected in the performance data.		

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SOCIAL SERVICES SCRUTINY COMMITTEE 13TH SEPTEMBER 2021

**SUBJECT: ANNUAL REPORT OF THE DIRECTOR OF SOCIAL SERVICES
AND HOUSING FOR 2019/20 & 2020/21**

REPORT BY: CORPORATE DIRECTOR OF SOCIAL SERVICES AND HOUSING

1. PURPOSE OF REPORT

- 1.1 To inform the Social Services Scrutiny Committee of the key messages that have been identified in the preparation of the Annual Reports of the Director of Social Services and Housing for 2019/20 and 2020/21.
- 1.2 To seek the views of the Committee on the report prior to the presentation of the reports to Council on the 5th October 2021.

2. SUMMARY

- 2.1 Part 8 of the Social Services & Wellbeing (Wales) Act 2014 (SSWBA) requires Directors of Social Services in Wales to publish an annual report about the exercise of the local authority's social services functions. The attached report has been written in a format that is compliant with the requirements of the SSWBA.
- 2.2 Unusually, this year Committee has received two annual reports, one for 2019/20 and a further report for 2020/21. Due to the need for Social Services Departments in Wales to prioritise their responses to the Coronavirus pandemic, Care Inspectorate Wales allowed Directors to defer the production of their annual report for 2019/20 by 12 months.

3. RECOMMENDATIONS

- 3.1 Members of the Social Services Scrutiny Committee are requested to note the contents of the Annual Director's Report for 2019/20 and 2020/21 prior to their submission to Council on the 5th October 2021 for its adoption.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 Statutory guidance requires the Corporate Director Social Services and Housing to present the Annual Report to Council for its adoption.

5. THE REPORT

- 5.1. This report is an opportunity for the Statutory Director of Social Services and Housing to provide a summary of the effectiveness of Caerphilly County Borough Council in delivering Social Services to its citizens.

- 5.2 The format and content of the report is prescribed by CIW and outlines in some detail how we addressed our priorities for the financial years in question.

- 5.3 As I'm sure Members would expect the annual report for 2020/21 centres very much around the Directorates response to the pandemic. The detail of the report is very much based on reports submitted during the year to Social Services Scrutiny Committee and as part of the corporate response reports submitted to full Council.

- 5.4 Whereas, it is not my intention to repeat the detail of the annual report in this cover report I make no apology for wishing to put on record by gratitude to all of the staff in the County Borough who have played a part in delivering Social Services, whether they be employees of the Council or staff employed by our Independent or third sector partners. Likewise, some our decisions have had consequences for unpaid carers and I would like to thank them for their patience and understanding.

- 5.5 Scrutiny committee now receive regular reports on the work of the Regional partnership Board and its associated sub groups and whilst still await Welsh Governments response to the white paper on rebalancing care and support, there is little doubt that the Regional Partnership Boards will continue to be increasingly influential.

- 5.6 I would also draw Members attention to the fact that despite, quite rightly, prioritising the response to the pandemic, the report for 2020/21 also reference the progress against other key objectives for the year and sets out our priorities for 2021/22.

5.7 Conclusion

Following presentation to Council on 5th October 2021, the Annual Director's Report will be made available to Welsh Government, CIW, members of the public, partner agencies and stakeholders.

6. ASSUMPTIONS

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

7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT

- 7.1 This report has no decision-making requests and an integrated impact assessment does not apply.

8. FINANCIAL IMPLICATIONS

- 8.1 The priority areas for development set out within the Annual Director's Report are aligned with the Social Services Medium Term Financial Plan (MTFP) and the Directorates revenue budget. Much of the Directorates response to the pandemic was enhanced by grant funding from Welsh Government. As the Directorate transitions from this grant funding it will inevitably increase pressure on our revenue budget.
- 8.2 Likewise one of the consequences of the pandemic response is likely to be a continued increase in demand for social services across adults and children's services. Once again, this will increase pressure on our core revenue budget.

9. PERSONNEL IMPLICATIONS

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

10. CONSULTATIONS

- 10.1 In order to produce the Annual Director's Report a wide range of information sources are taken into account including feedback from our customers and regulators/inspectors. This feedback has been incorporated into the Annual Directors Report where relevant.

11. STATUTORY POWER

- 11.1 Part 8 of the Social Services & Wellbeing (Wales) Act 2014.

Author: Dave Street, Director of Social Services & Housing
street@caerphilly.gov.uk

Consultees: Cllr Donna Cushing, Chair – Social Services Scrutiny
Cllr Carmen Bezzina, Vice-Chair – Social Services Scrutiny
Councillor Shayne Cooke, Cabinet Member for Social Care
Christina Harray, Chief Executive
Richard Edmunds, Corporate Director of Education and Corporate Services
Mark S. Williams, Corporate Director for Economy and Environment
Jo Williams, Assistant Director Adult Services
Gareth Jenkins, Assistant Director Children's Services

Appendices:

Appendix 1 Annual Report of the Director of Social Services & Housing 2019/20

Appendix 2 Annual Report of the Director of Social Services & Housing 2020/21

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**CAERPHILLY COUNTY BOROUGH COUNCIL
ANNUAL REPORT OF THE DIRECTOR OF
SOCIAL SERVICES & HOUSING
2019/2020**

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1. Introduction

The availability of my annual report for 2019/20 is obviously much later than would normally be the case. Due to the outbreak of the Coronavirus pandemic in early 2020, local authorities were permitted to defer the report, hence why this report is being written at the same time as the report for 2021.

This report lays out the challenges faced during 2019/20 and how we responded to these challenges. It also lays out what were our priorities moving into 2020/21. Our progress against these priorities is contained in my report for 2020/21.

As we moved into the early months of 2020 it became clear our response to the pandemic had to be the priority for our services and this clearly impacted on how we could respond to some of these priorities.

Dave Street
Corporate Director
Social Services & Housing

2. Director's Summary of Performance

Welsh Government has undertaken a major review of the performance measurement framework for Social Care. Caerphilly has been fully engaged in supporting this review with key officers attending workshops and steering group meetings. In the absence of a national performance framework, we continued to capture local performance information and some key measures for the period covered by this report are detailed below together with comparable information on performance in previous years:

2019-2020 Performance Measures

Adult Services:

Measure	Results 2017/18	Results 2018/19	Results 2019/20
% of adult protection enquiries completed within 7 days	93	100	100
The average length of time adults (aged 65 or over) are supported in residential care homes (weeks)	158	174	215
Average age of adults entering residential care homes	83	83	86
% of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months	90	95	98

Children's Services:

Measure	Results 2017/18	Results 2018/19	Results 2019/20
% of assessments completed for children within statutory timescales	93	90	94
% of re-registrations of children on local authority Child Protection Registers (CPR)	2	6	4
The average length of time for all children who were on the CPR during the year	268	268	230
% of looked after children who have experienced 1 or more changes of school, during a period or periods of being looked after, which were not	10	7	12

due to transitional arrangements, in the year to 31 st March			
% of looked after children on 31 st March who have had three or more placements during the year	11	9	11

Care Leavers:

Measure	Results 2017/18	Results 2018/19	Results 2019/20
% of all care leavers who are in education, training or employment at 12 months after leaving care	51	51	50
% of all care leavers who are in education, training or employment at 24 months after leaving care	61	45	53

3. How are People Shaping our Services?

Caerphilly Social Services is committed to making sure that people are able to make their voice heard, whether this is about how our services are developed and delivered in the future or whether it is about a service they are receiving now. We do this in a number of different ways including, undertaking surveys, contract monitoring processes, responsible Individual visits, complaints and compliments, consultation events and feedback from Inspections.

All of our Regulated services are now registered under the Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016. This has been a major piece of work completed in accordance with the statutory timescales.

Key activity undertaken by CIW and the Wales Audit Office during the period has included:

Children's Services:

- Thematic inspection into services for Care Leavers

Cross Directorate:

2019/20

- WAO Review of Local Authority arrangements for Corporate Safeguarding
- Thematic inspection of Adult Safeguarding arrangements

The reports for the above inspections were generally positive and although, understandably, they identified areas for further development as opposed to areas of non compliance, they all recognised the good progress being made across service areas. All reports are available to view on the Inspectorate web site

<http://ciw.org.uk/our-reports/?lang=en>

Periodic engagement meetings have continued to be held with the Care Inspectorate Wales (CIW) involving the Senior Management Team and the Cabinet Member for Social Services & Wellbeing.

Social Services has a Statutory process that has to be followed when someone is unhappy with our services and wishes to make a complaint. We endeavour to ensure that the handling of complaints is quick and effective with the result that the majority of issues are able to be resolved as early as possible.

During 2019/20, the Directorate received 144 Stage 1 complaints. The majority of the complaints were resolved to the customer's satisfaction at Stage 1 and this is due to the efforts that are placed on resolution at Stage 1 of the process.

The Complaints and Information Team record whether complaints are upheld, partially upheld or not upheld. This enables the Directorate to note any themes and trends from the findings to improve future practice and identify any isolated incidents of poor practice that may require attention.

Of the 144 complaints received at Stage 1 in 2019/20, the following outcomes were noted:

- 16 were closed, as the matters were resolved early or signposted to other processes, e.g. legal process
- 9 complaints were upheld
- 14 complaints were partially upheld
- 101 complaints were not upheld

During 2019/20, the Directorate received 5 requests to progress complaints to a Stage 2 formal investigation, a minimal decrease from the previous year when there were 6 Stage 2 investigations. All 5 (100%) of the Stage 2 investigations related to Children's Services.

In addition, there were 11 contacts by our customers during 2019/20 to the Public Services Ombudsman for Wales (PSOW) a slight drop from 14 in the previous year.

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

Praise is received by teams in the form of thank you cards, letters and emails and these are sent to the Complaints and Information Team for them to record. In 2019/20, 281 compliments were received, of which 228 (81%) related to Adult Services and 53 (19%) related to Children's Services. In addition, annual survey responses by some service areas results in positive feedback that can be used to measure the success of the Directorate in those areas.

During 2019/20 we received:
144 Stage 1 Complaints and
managed 5 Stage 2 Complaints

4. Promoting and improving the well-being of those we help

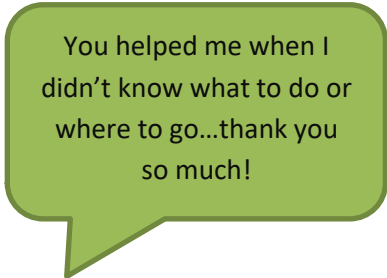
Quality Standard 1 – Working with people to define and co-produce personal well-being outcomes that people wish to achieve

In accordance with the requirements of the Social Services & Wellbeing (Wales) Act, staff within Caerphilly’s Information, Advice and Assistance (IAA) Service are trained to undertake ‘meaningful conversations’ with service users, their families and carers about what really matters to them.

‘Meaningful conversations’ start with IAA staff the first time someone contacts us. These conversations concentrate on peoples strengths, on working with people to regain or maintain their independence and utilising their own skills and networks to achieve their desired outcomes wherever possible.

It is important to acknowledge that the majority of contacts for Children’s Services are from professionals and as a result the ‘what matters’ conversations with the child and/or their family are unable to take place until an assessment for Care and Support has commenced.

A guiding principle for Caerphilly Social Services is the promotion and maintenance of independence. For Children’s Services, this means supporting families to stay together and maintaining children within their homes and communities wherever it is safe to do so. This is underpinned by timely assessments of need and creative solutions being sought to help keep families together.



You helped me when I didn't know what to do or where to go...thank you so much!

Whilst some families may have a negative view of Children’s Social Services to start with, we ensure that children, young people and their parents and carers are fully involved in the assessment process and that they help to shape and influence their plan for care and support. Working in this way helps to improve working relationships over time.



I am feeling so much more confident now thanks to the support I have had

We have full access to the national citizen’s wellbeing database called DEWIS so that people can have quick and easy access to information directly from a website rather than having to make a call to Social Services and/or speaking to a professional where they may prefer not to. We have a dedicated lead

officer to further progress the development of DEWIS.

To ensure that they have the opportunity to participate in consultations or purely making their views known all children have access to an Independent Advocate who can support them in meetings to ensure their voices are heard. We have also developed Parent Advocacy through partnership working funded by Families First.

98% of our assessments were completed within the statutory timescale and;
Over 700 children were supported to remain living within their families.

During 2019/20, 98% of adults who received advice and assistance from the IAA did not contact the service again within the next 6 months. This is a positive message as it suggests that the advice and assistance received helped people to retain their independence, choice and control.

We continue to make use of our assessment beds which are located in Ty Clyd and Ty Iscoed residential homes. These beds help to prevent people going to hospital unnecessarily and enable them to be discharged in a timely manner.

My carers are lovely and professional at all times – I couldn't ask for more – they are so helpful

Supporting people to remain or regain their independence is a key objective for all who work within Social Services.

How we addressed our priorities for 2019/20:

- The Compassionate Communities programme has been embedded in the north of the borough, with staff located in GP surgeries attending Multi Disciplinary Team (MDT) meetings, providing advice information and assistance to individuals. Post feedback has been received from people about the impact it has had in terms of reducing isolation
- A single point of contact for GP's and other professional referrals to Primary Care Mental Health Services has been established through IAA and the Space-Well-being Panels.

- In partnership with Health, integrated well-being networks have been established across the borough that map all the resources available for people. Numerous engagement events have been held with communities, the third sector and community connectors linking services together for the benefit of individuals and communities.

What are our priorities for 2019/20?

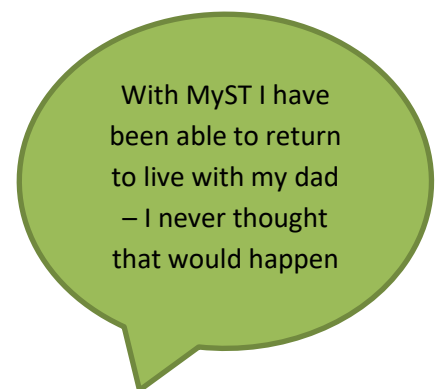
- To expand the compassionate communities project across the whole of the borough
- Work with the Health Board to enable staff to have different conversations with people to better understand their desired outcomes

Quality Standard 2 – Working with people and partners to protect and promote people’s physical and mental health and emotional well-being

Caerphilly CBC recognises the importance of working with people and our partners to improve outcomes for children and young people and this will continue to be a priority for us going forward.

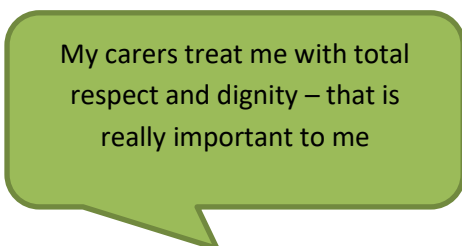
Caerphilly are active partners in the Gwent wide Children and Families Strategic Partnership which is prioritising the development of integrated approaches to supporting children and young people including therapeutic support for children Looked After through the regional development of the My Support Team (MyST) service across the five Local Authorities. This service was originally developed in Caerphilly in 2017.

Caerphilly MyST, is a multi disciplinary therapeutic intervention service supporting the most challenging children and young people to prevent placement breakdown and prevent the need for children to be placed in high cost residential provision outside the County Borough.



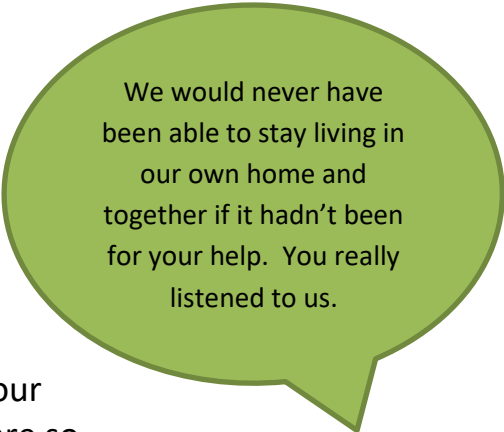
The Gwent wide Attachment Trauma Service has been offering advice, consultation and training to Caerphilly social work teams with the aim of supporting children and young people to remain living at home or remain in stable foster placements.

In response to a small number of particularly challenging children, we purchased a property to develop a second Children’s Home within the County Borough and recruited a residential staff team. Due to having to use the property for an emergency placement, refurbishment works were delayed and it is anticipated that the home will become fully operational during the coming year.



Across Adult Services, we continue to develop our Community Resource Team (CRT) which offers a rapid response to people’s medical and social needs. In addition we have developed a discharge to assess pathway in Ysbyty Ystrad Fawr which has been recognised national as an area of good practice , the Data Unit are currently producing a YouTube video to promote the service and tell peoples stories of using the pathway.

During the year we have focused on identifying and developing services for carers to support them in their caring role. We held a series of events during carers week, we listened to what carers told us, developed social media sites and focused on events.



We would never have been able to stay living in our own home and together if it hadn't been for your help. You really listened to us.

We recognise that people don't want to be in hospital for any longer than necessary. We have therefore increased the number of domiciliary care providers on our framework to enable us to arrange more packages of care so people can be discharged home as soon as they are well enough.

The Council has six residential care homes for older people, which it owns and runs, all of which have adopted the Dementia Care Matters approach. Two of our homes, Brodawel and Ty Iscoed, have achieved 'butterfly status' which is the nationally recognised mark of good practice. All our homes are now registered under Regulation Inspection Social Care Act as required.

The average age of adults entering residential care homes was 86 years.

The average length of time adults (aged 65 or over) are supported in residential care homes is 215 days, illustrating our commitment to enable people to stay in their own homes for as long as possible.

We continue to work with our health colleagues in integrated mental health teams to develop the services we provide to promote people's mental health and emotional well-being.

How we addressed our priorities for 2019/20:

- The Discharge to assess model has been developed to look at different pathways for people with particularly focus on people in the Elderly Frail Unit in YYF to prevent unnecessary admission to a ward. Excellent working relationships have been established with the medical lead, staff attend board rounds daily and have successfully taken people home and followed them up without the provision of services. This has been acknowledged by the Delivery Unit as good practice

- Funding from ICF has been secured to ensure the scheme continues across ABUHB hospitals and an independent review is being undertaken by IPC to evaluate the effectiveness of the projects in the programme.
- Refurbishment works on a property to develop a second residential children's home in the Borough commenced
- Caerphilly agreed to host the regional leadership posts for the MyST Service on behalf of the Gwent Children and Families Partnership

What are our priorities for 2020/21:

- Expand the Home First ethos to include Prince Charles Hospital in Merthyr Tydfil
- Secure funding to expand Home First to cover the Grange University Hospital
- Implement the nationally agreed 4 pathways in respect of Discharge to Assess to improve outcomes for individuals
- Expand the MyST service into Newport to complete the regional development

Quality Standard 3 – Taking steps to protect and safeguard people from abuse, neglect or harm

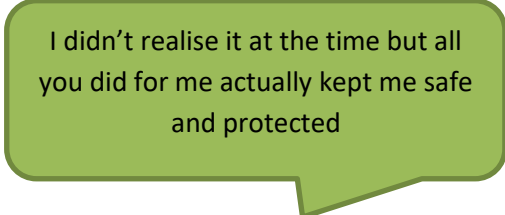
Safeguarding children, young people and vulnerable adults is the most important thing that the Authority does. Consequently the Authority has ensured that it is a Corporate priority and responsibility. A cross Directorate Corporate Safeguarding Board is led by the Assistant Director for Children’s Service and chaired by the Cabinet Member for Social Services.

Safeguarding is everybody’s business and is a key theme running through the Social Services and Well Being (Wales) Act 2014. Consequently we make sure that our staff, contractors and partners are aware of their responsibilities in this area.

A Corporate Safeguarding Policy is in place and a programme of training and awareness raising is underway. Each service area has identified a Designated Safeguarding Officer (DSO) and periodic practice development groups are held to support the DSO’s. The Corporate Safeguarding Board produces an Annual Report for Elected Members. The Welsh Audit Office undertook a review of Corporate Safeguarding arrangements in the Council during 2019 and the findings were used to develop a work programme for the Board to implement.

The arrangements for improving safeguarding policies, procedures and practice across the region are led by the South East Wales Safeguarding Boards (SEWSCB and GWASB) and the Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Board. These Boards are supported by a Business Unit funded by the statutory partners and hosted by Caerphilly. The Boards have a clear governance structure and their work is supported by a set of sub groups. Caerphilly are active partners on these Boards.

The Boards agreed to establish a single Adults and Children’s Safeguarding Board during 2019/20. This has enhanced shared learning across the two sectors and enabled the development of better joint working across the region.



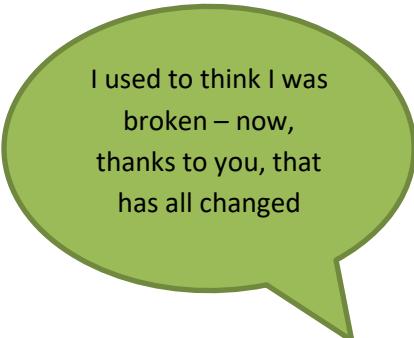
I didn’t realise it at the time but all you did for me actually kept me safe and protected

Within the Council, responsibility for children’s and adults safeguarding sit within Children’s Services. Although discrete service areas, they are all managed by one Service Manager and capacity and resilience has been improved as a result. Decisions are made on all referrals within 24 hours ensuring full compliance with

statutory procedures. The existing national procedures have been reviewed and are expected to be re-launched during 2020.

Our performance over the past year in safeguarding was:

- **100%** of adult protection enquiries were completed within 7 days
- **98%** of initial Child Protection Conferences were carried out within statutory timescales
- **98%** of all Child Protection Reviews were carried out in timescale
- 100% of children on the Child Protection Register have an allocated Social Worker
- 100% of children Looked After have an allocated Social Worker



I used to think I was broken – now, thanks to you, that has all changed

We continue to provide training on ‘Ask and Act’ to all front line staff so they can recognise the signs of domestic abuse.

We closely monitor services we commission in terms of the quality of care they provide and this covers domiciliary care, supported living and long term care homes.

How we addressed our priorities for 2019/20:

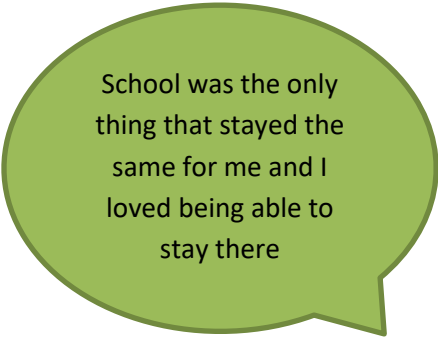
- Building on the success of merging the Safeguarding Case Practice Review Group across Adults and Children, the Safeguarding Board Business Unit support the merger of the separate Adults and Children’s Boards. The new single joint Board became fully operational during the year.
- The recommendations of the WAO review of Corporate Safeguarding arrangements resulted in the development of a robust action plan that continued to be monitored by the Board.
- Education Safeguarding transferred from Children’s Services to the Local Education Authority.

What are our priorities for 2020/21:

- Embed the new All Wales Safeguarding Procedures
- Develop a Council wide Learning Management System (LMS) to record safeguarding training attendance and completion
- Introduce a Safeguarding Self Assessment Tool for Service areas

Quality Standard 4 – Encouraging and supporting people to learn, develop and participate in society

Supporting children Looked After and young people Leaving Care to reach their full potential and achieve positive outcomes is a key priority for Children’s Services and the Corporate Parenting Group.



School was the only thing that stayed the same for me and I loved being able to stay there

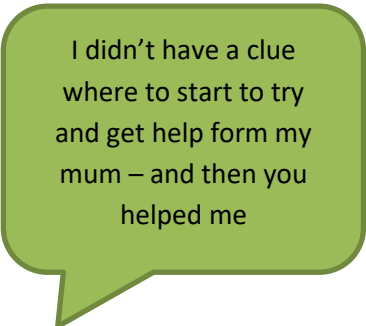
Caerphilly has a proven track record of supporting young people into further and higher education and a number of Care Leavers have gained Degrees and similar qualifications.

50% of Care Leavers continued to be engaged in education, training or employment 12 months after leaving care.

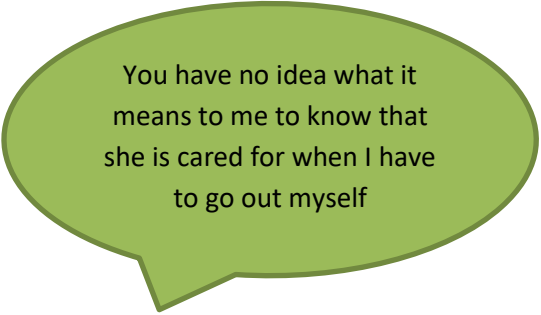
We recognise that it is important for people to be more self reliant and maintain their independence enabling them to participate fully in society and their local community.

The local authority employs a number Community Connectors who have developed a database of activities taking place in local areas so they are able to signpost or take people to clubs and activities that interest them, such as ‘knit and natter’, art classes, craft groups, men’s sheds and luncheon clubs.

We have embedded the DEWIS information system so people can access information for themselves 24 hours a day, 7 days a week.



I didn’t have a clue where to start to try and get help from my mum – and then you helped me



You have no idea what it means to me to know that she is cared for when I have to go out myself

Supporting carers is key. We have developed a carers skill swap system which is going from strength to strength. Carers are contacting each other and swapping skills for example, one carer did another’s ironing in exchange for a sitting service to enable them to attend a birthday party.

How we addressed our priorities for 2019/20:

- Using ICF grant funding, we created a Community Connector post for children and families in the Intensive Support Team which offers preventative services to children assessed to be on the 'edge of care'.
- DEWIS has been used to record and promote resources available for people to meet their own outcomes.

What are our priorities for 2020/21?

- Embed a Family Meeting Service within the Intensive Support Team to help families identify solutions to issues that they may be facing and reduce the numbers of children coming into care.
- To promote and develop volunteering opportunities for people within tier communities.

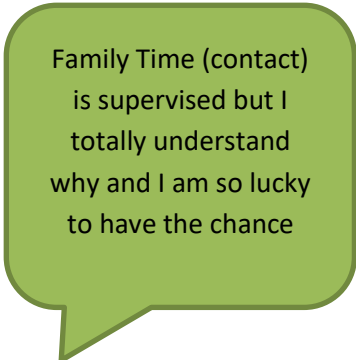
Quality Standard 5 – Supporting people to safely develop and maintain healthy domestic, family and personal relationships

We want to support children, young people and adults to be as socially active as possible, to feel they can make decisions for themselves and keep themselves safe.

We have embedded the “what matters conversations” across the Directorate and trained staff to enhance their skills to focus on outcomes, the strengths and assets of people, their families and networks.

We recognise that people having fulfilling relationships with those they are close to is really important for their well-being.

For children Looked After, maintaining contact with their families and their home communities is really important and Children’s Services do everything they can to ensure contact arrangements meet the needs of everyone involved and are positive events.



Family Time (contact) is supervised but I totally understand why and I am so lucky to have the chance

Within Adult Services, we continued to recruit carers to our Shared Lives Scheme to enable us to offer more choice and increase the number of placements we are able to offer in family homes to people of all client groups. We also made funding available to allow adaptations to people’s homes, such as ramps and showers to allow people to remain independent. We are working with health to develop a bespoke service for people in crisis in respect of their mental health which will be a separate arm of the service.

We have continued to facilitate Carers Groups across the county borough to enable carers to meet socially over a coffee. Our Carers Team attend many events to promote their service and their efforts have been recognised.

With our partners we have updated the Strategy for Learning Disabilities and during consultation meetings with our citizen groups, people told us that relationships are really important to them. This is now a fundamental part of the ‘what matters’ conversations and reviews are ensuring we are outcome focused.

We recognised that we had more work to do on supporting relationships and this became a priority for us going forward in terms of expansion of the My Mates club.

Within Children's Services, wherever possible and whenever safe to do so, we ensure children are placed as close to their home communities as possible in order to support their links with their family and home.

There are increasing demands being placed on us to recruit more foster carers in order to meet the needs of children and young people. We continue to run a radio recruitment campaign which has helped us increase the enquiries we receive and the assessments that we are undertaking. We are fully engaged in the National Fostering Framework developments looking at an all Wales approach to recruitment, retention and support services for foster carers.

Recruitment of qualified social workers in the Children's Services Locality Teams continued to be challenging and the Market Supplement that was introduced to attract applicants was reviewed during the year.

How we addressed our priorities for 2019/20:

- Recruitment of Social Workers continued to be monitored throughout the year and the Market Supplement was reviewed and agreed it needed to continue.
- ICF grant funding was utilised to expand the Shared Lives Service with recruitment of more carers and very positive feedback being received.
- The Learning Disability Strategy was reviewed and ambassadors identified to champion the work and engage with wider stakeholders across the sector.

What are our priorities for 2020/21?

- Develop the mental health project arm of South East Wales Shared Lives Scheme and expand the pilot area from Newport to Caerphilly
- Promote membership of My Mates for people with a learning disability to develop personal relationships and friendships
- Continuation of the secondment scheme for staff to undertake the Social Work Degree.

Quality Standard 6 – Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

Children’s Services actively support children Looked After Children to engage in education and training and provide individual support wherever necessary. Children and young people are encouraged to make the best use of their leisure time and are supported to engage in community activities wherever possible.

You trusted me with my own place and with your continued support I have succeeded to keep it all going

Children’s Services have a well established working protocol with Housing to ensure we can provide appropriate support to young people facing homelessness. We have a range of supported accommodation available including shared living provision, supported lodgings and supported tenancies. We continue to review this provision and look to identify further opportunities for new developments.

- Key performance includes:
- 100% of Looked After Children have a plan for permanence in place by the time of their second CLA Review (within 4 months of becoming Looked After).
 - 100% of young people leaving care have an allocated worker to support them and we keep in touch with 100% of our care leavers up to the age of 21 years.
 - 50% of care leavers were engaged in education, training or employment 12 months after leaving care.

Within Adult Services, during the refresh of the Learning Disabilities Strategy, people clearly told us where they lived was very important to them. They wanted independence with some support. Taking on board this message we opened a series of flats in Ashfield Road which enabled people to have their own front door but with targeted support when needed.

They make me feel I am equal and like one of the family – it is the best!

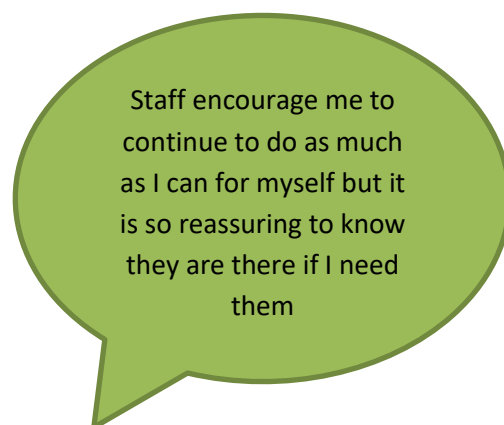
We are working with our colleagues in Housing to review the current accommodation we have available to see if it

can be used differently to increase the range of choices for people.

As a Council we are committed to developing dementia friendly communities so people can be supported to participate in normal activities of daily living such as shopping, banking and eating out. You will see the dementia friendly signs in local establishments and many people wearing the blue flower badge indicating they have been trained as a dementia friend.

You may also see many different displays and themes reflecting people's former lives. These change regularly and can reflect current events. The homes are now divided into small house units each with its own staff team so they can really get to know the residents.

The physical environment within some of the homes has also changed with the introduction of primary colours reflecting people's choice of their bedroom door and communal areas are brighter and more defined.



With our partners we piloted an expansion of our Shared Lives Scheme to look at a health initiative which provides placements with families to prevent people going into hospital and/or facilitating them being discharged to a family home. This enables people to have time to recover, receive more therapy interventions and have an assessment of their needs in more appropriate surroundings. We are committed to this alternative model of accommodation.

How we addressed our priorities for 2019/20:

- ICF was used by the Gwent Local Authorities to develop reablement services for people with memory loss and/or dementia. Caerphilly decided to appoint a part time Community Psychiatric Nurse and a Carers Support Officer and both are in post.
- We submitted a bid for ICF Capital funding to purchase a property to develop a third residential children's home in the Borough which was successful.
- We have identified a potential property developer who specialises in bespoke accommodation for young Care Leavers as an alternative to the use of B&B accommodation and they are looking for properties within the Borough.

What are our priorities for 2019/20?

- Develop the Mill road flats for independent living for adults with a disability
- Make an application to the Cardiff Challenge Fund for employment opportunities for people with a learning disability
- Contribute to the development of regional plans for shared residential provision for young people in crisis

5. How we do what we do

Our Workforce and How We Support their Professional Roles

Our staff are our greatest asset; a skilled and motivated workforce are essential to safeguard and support vulnerable people, promote independence and enhance service delivery. Ensuring that frontline practitioners and managers are supported and well trained is crucial to the success of our service. Our workforce is relatively stable with good staff retention. However, we have continued to experience challenges in recruiting to specific teams within Children's Services and the Market Supplement incentive has been extended.

We have a joint Workforce Development Team with Blaenau Gwent County Borough Council and they are responsible for delivering a training and development strategy that supports development opportunities for staff at all levels in Social Services.

The Authority holds workforce development responsibility for the whole care sector. The Care Sector employs over 3,000 staff with approximately 50% employed by the local authority and 50% by independent and third sector.

Our Financial Resources and How We Plan For the Future

Budget management is embedded as a core function of Divisional Management Teams (DMTs) and the Senior Management Team (SMT) with the Financial Services Manager being a member of the Senior Management Team. Budget reports are discussed at DMTs and SMT on a regular basis and these management teams are the key players in the development of the financial strategy of the Directorate.

An analysis of the spend per head of population indicates that Caerphilly's spend on Children's Services, Adults with Learning Disabilities and Adults aged 65+ is less than the average for Wales. Spend on Adults with Physical Disabilities is just above the Welsh average but spend on Adults with Mental Health Needs in Caerphilly is around 56% higher than the Welsh average.

The most significant growth in demand during 2019/2020 has continued to be in the following areas:-

- Independent sector residential care for children
- Nursing care for older people
- Domiciliary care to support people in their own homes.
- Residential and nursing care for people with learning disabilities

Our Partnership Working, Political and Corporate Leadership, Governance and Accountability

Part 9 of the Social Services & Well-being (Wales) Act places a key emphasis on partnership working and to this end the authority is now a part of the Greater Gwent Regional Partnership Board (RPB) with the other four local authorities in Gwent and the Aneurin Bevan University Health Board.

The work of the RPB has a major influence over the work of social services in Caerphilly and in particular with the Aneurin Bevan University Health Board. Since its inception the RPB has produced:

- An Area Plan
- A Market Position statement which outlines the provision of existing services and what services may be required in the future.
- An Annual report which pulls together all of the work of the RPB.

Further information on the work of the RPB and copies of the above reports can be found at its website at www.gwentrpb.wales/home.

However, our partnership working is not limited to the RPB. We have a significant range of services provided with other local authorities and partners including:

- A joint workforce development team with Blaenau Gwent
- A Gwent frailty Service developed in conjunction with the four other local authorities and the health board
- A joint Regional Safeguarding Board covering all partners across Gwent.
- A Shared Lives scheme run on behalf of six local authorities.

Political support for Social Services in Caerphilly CBC remains strong. Despite the very difficult financial settlement for the authority, additional funding was allocated to help us meet some of the financial pressures from an increasingly ageing population.

The Corporate Director for Social Services & Housing is a member of the Council's Corporate Management team which meets weekly to consider key decisions on strategic and operational priorities, prior to these issues / decisions going onto Scrutiny / Council.

There is an Executive Member for Social Services who sits on the Councils Cabinet and also attends the Social Services Scrutiny Committee with senior Managers.

Scrutiny Committee consisting of sixteen elected members meets every six weeks to oversee the performance of the Directorate and to consider any policy / service developments prior to them being considered by Cabinet.

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CAERPHILLY COUNTY BOROUGH COUNCIL

**ANNUAL REPORT OF THE DIRECTOR
OF SOCIAL SERVICES & HOUSING**

2020/2021

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INTRODUCTION

I would like to start my Annual Report for 2020/21 by paying tribute to all of the staff in the County Borough who have played a part in delivering Social Services, whether they be employees of the Council or staff employed by our Independent or third sector partners. Staff have shown great flexibility in changing roles and responding to the needs of some of the most vulnerable members of the community.

As everyone will be aware the emergence of the Coronavirus pandemic brought with it unprecedented challenges for public services throughout Wales and it has been no different for Social Services in Caerphilly.

Inevitably in responding to the crisis, the Directorate has had to look at the way it delivers services and deploys its resources very differently. 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.

I fully acknowledge that some of these changes have and continue to have an impact on the people who receive our services and their carers. Whilst we continue to put services back in place it is important that we take any opportunities to learn lessons and modernise services to make sure they are sustainable through what are going to be a very challenging few years for everyone involved with social care.

Staff have had to work very closely alongside our partners in the Aneurin Bevan University Health Board, Education, Housing, the independent sector and the third sector.

As would be expected given the nature of the virus staff have had to contend with rapidly emerging and changing guidance often at very short notice. Guidelines around issues such as testing, visiting, use of personal protective equipment (PPE) to name just a few have meant staff have had to change the way they work with just a few hours' notice. Guidance continues to emerge and change as we come out of the pandemic and has a significant impact on how we will "open services back up" to our service users.

Hopefully, as I write this report, we are beginning to see us all moving towards a 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.

As a result the 2020/21 Director's Annual Report looks different to reports published in previous years. This year's report primarily focuses on how the Directorate responded to the pandemic to ensure critical frontline service delivery was able to be maintained to support our most vulnerable children and adults. However, you will also see reference to the progress made on some of our other key priorities and it's a great credit to the staff involved that these priorities have been progressed at the same time as responding to the challenges of the pandemic.

It is also important to note that National performance reporting was suspended for the year because a new National Performance Framework is scheduled to be implemented by Welsh Government.

In summary, the 2020/21 Annual Report serves to highlight the key areas that the Directorate has had to respond to during the pandemic as well as identifying actions that had previously been agreed to be implemented during the year and new priorities to focus on as we move forward.

Dave Street
Corporate Director
Social Services & Housing

Responding to the COVID-19 Pandemic 2020/21:

Workforce

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 partly as a result of the fact that the majority of people attending day services were in the shielding category but was also 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.

Staff were also redeployed to Track /Trace /Protect and the Buddy Scheme if they were unable to undertake their normal duties.

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.

Supporting the Independent Sector

One of the early initial issues that emerged was in terms of the provision of Personal Protective Equipment (PPE). Early on supplies of PPE were fragmented and there were some difficult periods in terms of sourcing supplies of adequate volume and quality. I would like to thank staff in the authority's Procurement team in helping us through difficult times. It was a great relief that after the initial challenges, the supply has remained strong and to give an illustration of the scale of the task, the authority has now issued just over 10 million items of PPE across the sector.

At the start of the pandemic, the Directorate took the decision to pay all independent sector providers two months in advance as a contingency payment should there be any issues with the financial payment systems. For domiciliary care providers this was paid on planned activity.

As already stated, throughout the pandemic the commitment of staff from within the Directorate and from our independent and third sector partners has been exceptional.

Staff from our Contract and Commissioning Team have proactively called providers on a weekly basis to offer support in terms of ensuring they understand the regularly changing guidance issued by Public Health Wales, Care Inspectorate Wales 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 practices.

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.

Both residents and staff in all Older People's Care Homes in the Borough, who have consented to the vaccination, have received both their first and doses.

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.

Service Resilience

Like the majority of Welsh Councils. Caerphilly CBC is hugely reliant on our independent sector partners. At the present time we commission around 70% of our residential care and domiciliary care services from the independent sector with the remaining 30% being provided by the authority itself.

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.

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 concern that there is no clarity about 2021/22.

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.

Care Homes

As was the case across the whole of United Kingdom care homes in the County Borough were significantly impacted by the spread of coronavirus. One of the key issues faced was the inability of people living in care homes to see their loved ones. As a Council we worked very closely with colleagues in our own Environmental Health Department and Public Health Wales to undertake risk assessments to ensure safe visiting. The Authority invested in IT equipment for care homes to allow video calling to take place. We were also successful in obtaining a supply of visitor pods for a small number of homes to allow visiting where suitable spaces for indoor visiting was not possible.

Despite these efforts I would fully acknowledge how difficult a period this has been for people living in our care homes and their immediate families. Once again I would like to place on record my gratitude to all of the staff, who tirelessly worked to minimise the impact of this loss of contact.

Social Work Services

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.

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.

Within Adult Services, priorities were safeguarding concerns and investigations, carer breakdown and adults at immediate risk.

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.

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.

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.

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

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.

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.

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.

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'.

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

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.

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.

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%.

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.

Priorities for 2020/21:

In the 2019/20 my Directors Annual Report a number of priorities were identified to be completed during 2020/21. Naturally, progress in some of these areas has been hampered by the Covid-19 pandemic but progress made during the year against each one is detailed below:

- **Work with the Health Board to enable staff to have different conversations with people to better understand their desired outcomes**

Training was initially delayed due to Covid but dates have been scheduled for Health and Social Care staff for 2021.

- **Expand the Home First ethos to include Prince Charles Hospital in Merthyr Tydfil**

An Occupational Therapist was seconded to the front door of the hospital to prevent unnecessary admissions funded by winter pressures money. This worked well and good links have been established with PCH prevent project

- **Secure funding to expand Home First to cover the new Grange University Hospital**

Additional funding was secured from the Transformation Grant and the service was up and running to coordinate with opening of the hospital. Feedback from the Health Board has been excellent in relation to the impact of the service

- **Implement the nationally agreed 4 pathways in respect of Discharge to Assess to improve outcomes for individuals**

Work has commenced nationally and the pathways have expanded to 5 with Pathway Zero focussing on community support and prevention of unnecessary admissions. Outcome measures and data are currently being collated for benchmarking

- **Expand the My Support Team (MYST) service into Newport to complete the regional development**

The MyST service started to develop in Newport during the autumn of 2020 and became fully operational in January 2021

- **Embed the new All Wales Safeguarding Procedures**

Staff training was rolled out following the launch of the new Procedures and existing policies and procedures systematically reviewed and updated to reflect the necessary changes. Caerphilly Safeguarding Leads continue to engage with the ongoing national working group.

- **Introduce a Safeguarding Self Assessment Tool for Service areas**

This directly links to the Wales Audit Office Review of Corporate Safeguarding arrangements and the tool was developed and implemented at the end of 2019. Covid impacted on capacity for all service areas to complete the self audit during 2020 but plans are in place to recommence by the end of 2021.

- **Embed a Family Meeting Service within the Intensive Support Team to help families identify solutions to issues that they may be facing and reduce the numbers of children coming into care.**

Utilising Grant funding, three Family Meeting Co-ordinators have been recruited to cover the three main geographical areas of the Borough. Covid had a direct impact on the effectiveness of this service during the first half of 2020/21 but progress is now back on track with referrals increasing and positive outcomes being reported.

- **To promote and develop volunteering opportunities for people within their communities.**

This work is ongoing and links to Caerphilly Cares

- **Develop the mental health project arm of South East Wales Shared Lives Scheme and expand the pilot area from Newport to Caerphilly**

Aneurin Bevan University Health Board have confirmed permanent funding to expand the scheme which is a really positive development. The service has been recognised by the World Health Organisation with a case study used as good practice which has featured on webinars and ITV Wales News

- **Promote membership of My Mates (a friendship support group) for people with a learning disability to develop personal relationships and friendships**

My Mates has continued to provide a virtual service during the pandemic and excellent feedback has been received.

- **Develop the Mill Road flats for independent living for adults with a disability**

Progress was delayed with regard to the build during the pandemic due to the lack of availability of building material and a colony of crested newts.

- **Contribute to the development of regional plans for shared residential provision for young people in crisis**

Newport are leading on the development of integrated Health and Social Care accommodation for children in crisis. The development, known as Windmill Farm, is progressing well and it is anticipated that it will become operational late 2021.

Looking forward: priorities for 2021/22

In addition to the priorities set for 2020/21, the Directorate has identified the following key priorities to be progressed during 2021/22:

- **Develop a Council wide Learning Management System (LMS) to record safeguarding training attendance and completion**
- **Continuation of the secondment scheme for staff to undertake the Social Work Degree.**
- **Implement the learning points from the CIW Assurance Check**
- **Modernisation of day services**
- **Progress the establishment of two new purpose built respite houses**
- **Plan for the potential ending of Integrated Care funding**

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 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.



SOCIAL SERVICES SCRUTINY COMMITTEE 13TH SEPTEMBER 2021

SUBJECT: PROPOSAL TO DEVELOP TWO NEW RESPITE FACILITIES

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES & HOUSING

1. PURPOSE OF REPORT

- 1.1 This report seeks the views of Members regarding the proposal to develop two new purpose-built respite facilities in Pontllanfraith, one for adults and one for children, prior to the report be presented to Cabinet.

2. SUMMARY

- 2.1 At present respite accommodation is provided in 3 separate houses:

- Ty Gwilym, Caerphilly (Adults) 4 beds
- Montclair, Blackwood (Adults) 5 beds
- Ty Hapus, Blackwood (Children) 4 beds

- 2.2 These 3 respite buildings are becoming unfit for purpose to meet the increasing needs of the children and adults that attend. There are a significant number of children and adults who have autism and associated behaviours who need much more space than the present buildings and gardens offer. Monies have been spent on the refurbishment of the buildings in previous years, however needs cannot continue to be met long-term in the present buildings even with further refurbishments.

- 2.3 The former Pontllanfraith Comprehensive School site has become available and would be ideal to co-locate this service in 2 separate houses. The proposed new site is central to the county borough.

- 2.4 The services are all registered with CIW and although they can be co located, there cannot be one facility as children and adult services require separate management and staff support.

- 2.5 Approximately 100 individuals access respite at Ty Gwilym and Montclair and 30 children access Ty Hapus, to enable support to be provided to their families/unpaid carers.

- 2.6 Cabinet has made the decision previously to allocate £4.3million of funding for the development. However, due to an element of this funding being subsequently redirected to the Trinity Fields expansion, increases in construction costs since the original decision, and the cost of equipping the new facilities, a further £1million of Social Services reserves will need to be earmarked for the proposed Respite facilities development.

3. RECOMMENDATIONS

- 3.1 Members of the Scrutiny Committee are asked to: -
- 3.1.1 Consider and comment upon the proposal to develop two new respite facilities, one for adult and one for children co-located in Pontllanfraith.
- 3.2.1 Endorse a recommendation to Cabinet that a further £1,001,436 be allocated to the project from Social Services reserves.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 Provision of short stays/overnight respite is an essential service to support families and unpaid carers to continue with their caring role.
- 4.2 The current respite facilities are no longer suitable to meet the needs of individuals and cannot be adapted any further.

5. THE REPORT

- 5.1 Caerphilly CBC has successfully provided residential respite for adults since 1996 and prior to this the service was provided by Mid Glamorgan and Gwent County Councils.
- 5.2 Respite for Children was provided by Action for Children until 2016, at which point the service was brought in-house and managed by Children's Services, at that time it provided weekend respite only. In 2018 Ty Hapus transferred to Adult Services and subsequently service was increased to 6 nights a week. Additional Welsh Government grant funding is being sought in 2021/22 to increase service to 7 nights per week at Ty Hapus.
- 5.3 Feedback from families is very positive, the service is used very well with occupancy rates in Adult Services being 92%. It supports families to continue to live together within the community.
- 5.4 However, despite refurbishments through the years the buildings are becoming increasingly unfit for purpose and the Covid-19 pandemic has demonstrated this further. The buildings not being Covid-19 compliant necessitated the reduction of individuals who can be supported at any one time safely.
- 5.5 The previous Pontllanfraith Comprehensive School site has become available and would be ideal to co-locate this service in 2 houses whilst still independent of each other. The proximity of the 2 houses will also support transition from children to adult services.

- 5.6 The new adult facility would have 9 beds which corresponds to the current provision, hence no loss of capacity. However, the design would enable more segregation of areas should it be required.
- 5.7 The new children's property would increase bed capacity from 4 to beds 6 to meet the increased demand that is being experienced and is predicted to be required longer-term.
- 5.8 The properties would benefit from a specific increase in designated outdoor space which is essential moving forward to meet the needs of individuals with autism .There will be designated safe play areas for children and garden areas to be enjoyed by all.
- 5.9 Ongoing discussions are taking place with Building Consultancy and drawings have been produced for the external requirements. Discussions are ongoing regarding specifications for internal layouts learning lessons from the pandemic.
- 5.10 A letter was sent to Individuals and their families who use this service in February 2021 informing them of this proposal, as it is part of the Council's place shaping strategy. Overall, this news was received positively with several families contacting the managers stating this was good news.
- 5.11 Staff meetings were also arranged in February 2021 and the proposal was received positively by all staff who will transfer to the new buildings.
- 5.12 In respect of the existing properties it is proposed that Montclaire is returned to council housing stock, creating two family homes. In respect of Ty Gwilym usage will be reviewed closer to the time as it may be suitable for emergency extended stay accommodation for children with disabilities. Ty Hapus will be sold which will generate a capital receipt.

5.13 Conclusion

The development of two purpose-built respite facilities in the centre of the borough is a key element of the Council's place shaping agenda. This provision will provide essential respite services to support parents/families and unpaid carers and meet the increasing needs of individuals.

6. ASSUMPTIONS

- 6.1 There are no assumptions made in this report.

7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT

- 7.1 The completion of the IIA has not identified any negative impacts. Please see full assessment in the link as follows – [Integrated Impact Assessment](#)

8. FINANCIAL IMPLICATIONS

8.1 The latest financial position is summarised below: -

Current estimated cost of project		£4,635,000
Funding originally earmarked for Children's Centre	£3,100,000	
Less expenditure incurred on Children's Centre	-£31,436	
Less contribution required for Trinity Fields	-£647,000	
Add additional funding approved for Respite Centre	£1,212,000	
Total funding currently available		£3,633,564
Current funding shortfall		£1,001,436

8.2 As of 30th July 2021, the Social Services unallocated service reserve balance stood at just under £2.1million. Therefore, the current funding shortfall for the development can be met by earmarking £1,001,436 of unallocated service reserves.

8.3 The combined revenue budgets of the 3 existing facilities amounting to £1,110,300 would transfer to the 2 proposed facilities:-

Table: Combined Revenue Budgets				
	Ty Gwilym	Montclair	Ty Hapus (6 nights)	Total
Staff Costs	£337,490	£339,118	£356,978	£1,033,586
Premises Costs	£11,506	£8,979	£14,234	£34,719
Food	£6,155	£9,164	£10,872	£26,191
Travelling Expenses	£101	£703	£486	£1,290
Other Costs	£1,551	£8,728	£4,235	£14,514
Total	£356,803	£366,692	£386,805	£1,110,300

9. PERSONNEL IMPLICATIONS

9.1 There are no HR implications associated with this report as staff will transfer to the proposed new facilities.

10. CONSULTATIONS

10.1 All comments have been included in this report

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SOCIAL SERVICES SCRUTINY COMMITTEE – 13TH SEPTEMBER 2021

**SUBJECT: APPOINTMENT OF CO-OPTED MEMBER SOCIAL SERVICES
SCRUTINY COMMITTEE**

REPORT BY: CORPORATE DIRECTOR EDUCATIONS AND CORPORATE SERVICES

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1. PURPOSE OF REPORT

- 1.1 To seek endorsement of the proposed candidate for appointment to the vacant co-opted Members position.

2. SUMMARY

- 2.1 The Social Services Scrutiny Committee are asked to endorse the candidate recommended by the Social Services Co-opted Member Appointments Sub-Committee.

3. RECOMMENDATIONS

- 3.1 That Patricia Cook is appointed to the vacant co-opted member position (without voting rights) on the Social Services Scrutiny Committee until May 2022, subject to her acceptance of the members code of conduct.
- 3.2 That Judith Pritchard is retained as reserve co-opted member should the position become vacant in future.

4. THE REPORT

- 4.1 Council agreed a process for the appointment of non-voting co-opted members to Health Social Care and Wellbeing Scrutiny Committee (now Social Services Scrutiny Committee) at the Annual General Meeting held on 18 May 2017. It was agreed that this process would be adopted to fill the vacant positions on the committee.
- 4.2 In the report to Social Services Scrutiny Committee on 4th February 2020 Members were advised of the resignation of one of the co-opted members and approval was sought to recruit for a replacement. Unfortunately, the Covid 19 Pandemic had a significant impact on this process and a subsequent report to Social Services Scrutiny Committee on 15th June 2021 sought new members to sit on the Social

Services Co-opted Member Appointments Sub-Committee. As a result, the following Members were appointed:

Councillor Carmen Bezzina, Vice Chair Social Services Scrutiny Committee
Councillor Mark Evans, Member of Social Services Scrutiny Committee
Councillor Charlotte Bishop, Member of Social Services Scrutiny Committee

- 4.3 Following the approval to recruit in February 2020, a letter was sent to GAVO asking that it be circulated to organisations representing users and carers in the county borough, seeking nominations for the vacant position. A total of three nominations were received. The three nominees were all shortlisted for interview by the subcommittee on 29th June and interviewed on 20th and 22nd July 2021.
- 4.4 The three candidates were nominated by the 50+ Forum and the Carers Network, and the appointments subcommittee were asked to consider their experience skills and knowledge whilst balancing against the range of skills and knowledge already represented on the scrutiny committee. After full consideration the subcommittee unanimously recommend that Patricia Cook is appointed to the vacant co-opted member position due to her long-standing experience as a carer and an understanding of social care sector.
- 4.5 The Social Services Co-opted Member Appointments Sub-Committee was also permitted to suggest unsuccessful interviewees as reserves, should future vacancies arise. In view of the very close interview result the subcommittee unanimously agreed that a recommendation is made to retain Judith Pritchard as a reserve, should a future co-opted member vacancy arise. Mrs Pritchard demonstrated a wide range of experience and understanding of Health and local community service.
- 4.6 The report to scrutiny committee on 4th February 2020 highlighted that the vacant position was due to expire in May 2022, as per the decision by Council on 24th October 2017. Council agreed that co-opted members would be on a fixed term and aligned to run concurrently with the term of office for each respective administration. It should be noted that all three existing co-opted members may be considered for appointment alongside other nominees in May 2022.

4.7 **Conclusion**

The report sets out the recommendation of the Social Services Co-opted Member Appointments Sub-Committee to appoint Patricia Cook to the vacant co-opted member vacancy and Judith Pritchard as reserve.

5. **ASSUMPTIONS**

- 5.1 It is a matter for the scrutiny committee to decide if it wishes to appoint to the vacant co-opted member position.

6. **SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

- 6.1 This report does not require an Integrated Impact Assessment as it relates to a procedural matter agreed by Council on 18th May 2017.

7. **FINANCIAL IMPLICATIONS**

- 7.1 There are no financial implications not contained in the report

8. PERSONNEL IMPLICATIONS

8.1 There are no personnel implications not contained in the report.

9. CONSULTATIONS

9.1 There are no consultation responses not contained in the report.

10. STATUTORY POWER

10.1 Section 21 of the Local Government Act 2000.

10.2 Local Government (Wales) Measure 2011

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Rob Tranter, Head of Legal Services and Monitoring Officer
Lisa Lane, Deputy Monitoring Officer and Head of Democratic Services
Councillor Donna Cushing, Chair Social Services Scrutiny Committee
Councillor Carmen Bezzina, Vice Chair Social Services Scrutiny Committee
Councillor Mark Evans, Member of Social Services scrutiny appointments subcommittee
Councillor Charlotte Bishop, Member of Social Services scrutiny appointments subcommittee

Background Papers: Report to Annual Council 18th May 2017 Co-opted Scrutiny Committee Members Agenda Item 16

Appendices:

Appendix 1 Co-opted Member Role Description

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Outline Role Description for co-opted members

General

- To ensure the needs, views and experiences of service users and citizens are represented in overview and scrutiny work as a means to help promote mutuality and joint approaches to the improvement of local services.
- To contribute to a shared understanding of the roles and responsibilities of the organisation, community or stakeholder group represented by the co-optee and the relevant overview and scrutiny committee.

Specific

- To be involved in the overview and scrutiny committee forward work programme planning, delivery and review process as follows:
 - (i) To share perspectives about local issues and service delivery to help identify priorities for the work programme;
 - (ii) To share information about the organisation, user group or community of interest represented by the co-optee in order to identify opportunities for:

Informal sharing of information

Complementary review activity

Joint working

Joint briefing and/or training

Helping to ensure that public service providers are fulfilling their duties to engage and that they hear a diversity of views from local people

Co-ordination of input to, consultation on, and regulation and assessment of local services

Following up on the implementation of scrutiny recommendations/outcomes of consultation to find out what difference has been made

Joint communication with local people to seek views in connection to planned programmes of scrutiny review or policy development and to demonstrate the opportunities provided by the scrutiny process to influence local service delivery.

- When involved in review activity, to put forward evidence-based views/comments/suggestions on a given topic on the basis of knowledge or experience.
- To help establish where the organisation/community of interest/user group represented by the co-optee and the overview and scrutiny committee will work separately.
- To be involved, or identify the right person to be involved, in scrutiny review activity if requested.
- To report on progress and constraints with the delivery of respective work programmes, including presenting the Committee with annual reports where relevant.
- To share good practice and organisational learning.
- To help identify the support needed for an effective working relationship between the organisation or stakeholder group represented by the co-opted member and the relevant scrutiny committee.

Suggested competencies to consider for co-opted members

Please note that these competencies have been provided to assist councils develop their own individual arrangements to co-option and should not be considered as prescriptive or exhaustive.

Essential

Co-opted members should:

- Be able to contribute to the work of the Scrutiny Committee as a whole in terms of debate, local knowledge and insight into issues of local concern;
- Have a working knowledge and/or experience in the subject matter intended to be investigated.

AND/OR

Co-opted members should:

- Have experience of working with local communities and or other agencies;
- Be a good communicator;

- Be committed to the values of accountability, probity, openness and equality of opportunity;
- Be available to attend committee meetings and possibly Task and Finish Group meetings;
- Have the ability to understand complex issues;
- Live or work in the county borough.

Desirable

- Have experience of serving the local community in or in partnership with local government or some other public sector organisation in a similar capacity.
- Have experience of working with locally elected councillors.
- Be able to offer relevant specialist skills, experience or knowledge relevant to the work of the Overview and Scrutiny Committee.
- Be supported by one or more community organisations or service user groups within the borough.

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