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For all enquiries relating to this agenda please contact Joanne Thomas
(Tel: 07714 600912 Email: thomaj8@caerphilly.gov.uk)

Date: 8th June 2022

To Whom It May Concern

A multi-locational meeting of the **Social Services Scrutiny Committee** will be held in Penallta House, and via Microsoft Teams on **Tuesday, 14th June, 2022 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. A simultaneous translation will be provided on request.

Members of the public or Press may attend in person at Penallta House or may view the meeting live via the following link: <https://civico.net/caerphilly>

This meeting will be live-streamed and a recording 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 Council's 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.	

A greener place Man gwyrddach



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.

To approve and sign the following minutes: -

- 3 Social Services Scrutiny Committee held on 8th March 2022. 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 - 14
- 6 To receive and consider the following Cabinet report*: -

1. Social Care Provider Fee Increases 2022/2023 – 6th April 2022.

**If a Member of the Scrutiny Committee wishes for any of the above Cabinet report to be brought forward for discussion at the meeting please contact Joanne Thomas, Committee Services Officer, Tel no. 07714 600912 by 10.00am on Monday, 13th June 2022.*

To receive and consider the following Scrutiny reports: -

- 7 Annual Corporate Safeguarding Report 2021-2022. 15 - 24
- 8 Annual Review of Complaints Received under the Social Services Complaints Policy During 2021/2022. 25 - 36
- 9 2022/23 Social Services Revenue Budget. 37 - 50

Circulation:

Councillors: C. Bishop, A. Broughton-Pettit, D. Cushing (Chair), M. Chacon-Dawson (Vice Chair), R. Chapman, Mrs P. Cook, K. Etheridge, M. Evans, D.C. Harse, T. Heron, L. Jeremiah, D.W.R. Preece, Mrs D. Price, J.A. Pritchard, J. Rao and S. Skivens

Users and Carers: Mr C. Luke

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 8TH MARCH 2022 AT 5.30 P.M.

PRESENT:

Councillor D. Cushing –Chair

Councillors:

A. Angel, C. Bezzina (Vice Chair), D. Cushing (Chair), M. Evans, A. Gair, A. Leonard, C. Thomas, W. Williams.

Cabinet Member: S. Cook (Cabinet Member for Social Care and Housing).

Together with:

Officers: D. Street (Corporate Director- Social Services and Housing), G. Jenkins (Assistant Director–Children’s Services), J. Williams (Assistant Director- Adult Services), S. Issacs (Rents Manager), S. Richards (Head of Education Planning and Strategy), S. Jones (Supporting People Manager), T. McMahon (Community Regeneration Manager), I. Richards (Business Improvement Officer), C. Forbes-Thompson (Scrutiny Manager), M. Harris (Committee Support Officer), J. Thomas (Committee Services Officer).

Users and Carer: C. Luke, J. Pritchard

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, K. Etheridge, V. James, L. Jeremiah, J. Stone, C Bishop, D. Harse, S. Skivens and Co- Opted Member P. Cook.

2. DECLARATIONS OF INTEREST

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

3. MINUTES – 25TH JANUARY 2022.

RESOLVED that the minutes of the meeting of the Social Services Scrutiny Committee held on 25th January 2022 (minute nos. 1-6) be approved and signed

as a correct record.

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

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

5. SOCIAL SERVICES SCRUTINY COMMITTEE FORWARD WORK PROGRAMME

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

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

RESOLVED that the Forward Work Programme as appended to the meeting papers be published on the Council's website.

6. CABINET REPORT

There had been no requests for the Cabinet report to be brought forward for discussion at the meeting.

REPORTS OF OFFICERS

Consideration was given to the following reports.

7. DIRECTORATE PERFORMANCE ASSESSMENT SIX MONTH UPDATE

The Cabinet Member introduced the report which informed Members the Performance Assessment is the Directorate's self-assessment and forms part of the Council's overall self-assessment activity. It provides information and analysis for the 6-month period April – September 2021.

A Co-Opted Member expressed their concerns regarding the number of people who were waiting provision of a care packages. Clarification was sought on the types of care packages that are currently not being provided.

The Corporate Director advised the Members, staff resources are limited, therefore all referrals are risk assessed and prioritised. Therefore, lower-level support needs and users that have family support are the areas that are currently being affected due to lack of capacity.

The Assistant Director of Adult Services expanded on the points raised by the Corporate Director in order to provide greater clarity to the Scrutiny Committee. It was explained the numbers of users awaiting care packages changes on a regular basis with 80% being in the community and 20% in hospitals. Officers recognised the impact on those families that are currently supporting individuals on the waiting list and assurances were given that work is being carried out to address these issues. Members were asked to note that the allocation of packages can only be provided in the geographical area that the hours become available. Members were advised that the domiciliary care sector as a whole was struggling with limited resources and that this was a national issue. Officers explained that this is a very difficult and challenging time and work is underway with the independent sector.

Further information was sought by the Chair on whether the private sector was experiencing the same recruitment issues. It was confirmed this was the case and with the added issue regarding the rise in fuel prices this was causing a greater problem.

Discussion took place and queries raised by Members on the impact the pandemic has had on children and young people being referred to Children's Services. Members also discussed staff absence figures and whether it was area of concern for the service area.

The Assistant Director of Children Services advised Members that no packages within Children Services were not being given. However, the complexity needs of the children that the service is being presented with and the challenges that they're presenting have increased significantly. As a result, the costs of their care are increasing. The impact on young people during the pandemic has had a negative effect on them, as they have lost the social networks around them.

The Corporate Director advised Members in relation to staff sickness absence the issue is being monitored closely. Short term sickness absence is lower than long term sickness absence. Members were assured Managers are working closely with affected staff to support them and get them back into the work environment. The Council work closely with the Care First programme and staff are encouraged to use this service along with their unions.

Following consideration and discussion the report was noted.

8. HOUSING SUPPORT PROGRAMME STRATEGY

The Cabinet Member introduced the report which informed the Scrutiny Committee Members of the current Housing Support Programme Strategy for the period 2022-2026 as required by Welsh Government to outline the single strategic view of Caerphilly's approach to Homelessness Prevention and Housing Support Services. The purpose of the report was to seek Scrutiny Members views prior to Cabinet. Members were requested to consider the strategy and agree with its single strategic direction for housing related support and homelessness prevention.

The Supporting People Manager Shelly Jones provided the Members with an in-depth presentation on the Housing Support Programme Strategy. The Members were given information on the history of Supporting People and Housing Support explaining there are on average 4000 people being supported at any one time. Members were informed there were 247 units currently in place. These are broken down into 7 different types of units which are, Temporary/Supported Accommodation, Mental Health, Substance and/or alcohol abuse, Refuge provision, young people, a property for larger families fleeing domestic abuse and Emergency Accommodation.

Members were advised the 4 principles of the programme are:

1. Access to support services is swift and transparent and partners will work to prevent homelessness where possible.
2. Working to ensure everyone has access to fair suitable accommodation that is affordable sustainable and energy efficient.
3. Access to advice and assistance is readily available across a number of platforms for people to be able to understand what Housing related rights they have and what support services are available to allow them to have access to good quality housing and related support.
4. Relevant pathways for signposting are in place to allow access to information so people are empowered to, where viable, support themselves.

The presentation also covered the Strategic Priorities which Members were informed are:

1. Adopt a Rapid Rehousing Approach
2. End Rough Sleeping
3. Increase Early Intervention and Targeted Prevention
4. Invest in workforce Development.

Members were advised feedback from Stakeholders identified there is a lack of accommodation in several areas including housing stock, specifically one and two bed properties and supported accommodation for people in various areas. There is also a lack of gender specific supported accommodation for women with multi trauma including exploitation. The Stakeholder feedback also identified there was an issue with staffing due to it becoming increasingly more difficult to attract and retain staff in the area of support.

The presentation also highlighted up to the end of 2021 the service has helped to reduce debt within our communities by £302,374 and increased income by £2,065,424. These figures show the hard work that the service providers put in with individuals to help them maintain their homes and to prevent homelessness.

Members noted there has been a total of 4872 outcomes reported for the period July-December 2022, which was an increase of 160 outcomes for the same period in 2019. Following analysis, it has been identified there are increases in support to several client groups. Two of these groups included families with support needs has increased from 167 to 183 and people with chronic illness has increased from 79 to 94. The analysis had also identified reductions in several areas of client groups such as people with learning disabilities and people with substance misuse issues – Drugs and Alcohol.

The Chair thanked the Officer, and the presentation was noted.

Discussion took place regarding methods of modular constructions. A Co-opted Member asked whether they had been considered as solution to the issue of the lack of one and two bed accommodation. Members were advised there are currently 4 units within the land of one of the emergency and supported accommodation developments. More of these types of units are currently being considered for the future.

A Member sought clarification and further information on a section of the report which read;

‘Caerphilly has an above average proportion of Lower Super Output Areas with three wards in the top 7 (increased crisis and geographical support workers)’.

The Officer stated a lot of this information was pulled from a wider data source. Therefore, would forward the information on following the meeting.

Mr C. Luke wanted to thank the team for all the work hard work they are undertaking.

Members requested the presentation be circulated following the meeting.

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

RESOLVED that for the reasons contained in the Officer's report, Members consider the strategy and agreed with its single strategic direction for housing related support and homelessness prevention.

9. CAERPHILLY CARES YEAR ONE EVALUATION

The Cabinet Member introduced the report which provided the Scrutiny Committee Members with an update on progress and a first-year evaluation of the Caerphilly Cares Service as a follow up to the report received by Scrutiny Committee on the 2nd February 2021.

The Community Regeneration Manager Tina McMahon provided the Members with a presentation which gave Members a brief outline on Caerphilly Cares advising Members the primary purpose of the programme is engaging with residents to provide help and support. Since being launched in April 2021 there have been several processes established to promote the service such as Member's seminars, a community services directory has been created and a 'What Matters' briefing session has been developed for staff.

The Members noted the purpose of Caerphilly Cares being in place and how it has evolved into three key interconnected areas which are:

- Caerphilly Cares Gateway – Direct Support for Vulnerable People
- Strengthening communities – where approaches involve building on community capacities to take action together
- Volunteering, including corporate volunteering

Members noted Caerphilly Cares Gateway has received over 1200 calls and 500 emails asking for help. The team has made 330 referrals to the appropriate partners and services. Over 850 of the calls received have been direct from residents who would not have normally contact the Council and have learned about the Service over the past several months. This is important as it shows the message of Caerphilly Cares is getting out into the communities. There have been several key themes identified over the past year from the people who have been supported such as financial insecurity, mental health, bereavement, drug and alcohol dependencies, fibromyalgia, obesity, isolation and domestic abuse.

Members were advised to date the focus has predominately been within the Housing and Social Services area. This is due to the pandemic and the issues that have been presented since January 2021. The Housing Team have supported 788 eligible residents in gaining additional income in-excess of £3,000,000. The Rents Manager Mrs Sandra Isaacs advised Members the Service operates a proactive approach to maximise income. The Service providers have access to several systems which can identify people that are not claiming all they are entitled to. The additional income that residents do not realise they are entitled to can be life changing and prevent them moving into a crisis situation.

Members were advised Caerphilly Cares works closely with the Community Connectors, IAA Duty Team, Mental Health Multi- Disciplinary Teams and Customer Service Team to ensure that people receive the appropriate support at the appropriate time.

Caerphilly Cares also supports all the volunteering agenda such as the Buddy Scheme which was set up at the beginning of that pandemic this has now been handed over to Caerphilly Cares to transfer into a volunteering programme which has progressed into a successful programme with both staff and community volunteers.

Members were advised if Caerphilly Cares had not been implemented the pressure on Council Services is likely to have been far greater. Over 1700 people are likely to have 'slipped through the net', 788 people would not have had their income maximised and over 2000 people would not have had food.

The Chair thanked the Officer for the presentation. Discussion ensued.

Discussions took place around the work being carried out by Caerphilly Cares traditionally being carried out by voluntary organisations such as GAVO and organisations such as the

Citizen Advice Bureau. A Co-opted Member sought clarification on whether Caerphilly Cares were now carrying out those roles and examples of what services are provided. Members were advised Caerphilly Cares do not directly provide the service they are in place to ensure all the Services are aware of each other. When developing the Service, it identified people at numerous interventions across the Council and Partner Organisations each not being aware of the services that were being provided to an individual from the other which can be very confusing to the individual. Caerphilly Cares is essentially a single point of contact to look at the holistic support.

The Service will maintain contact with an individual who is referred to either a voluntary sector or possibly the Citizens Advice Bureau to ensure they have engaged with the service they have been referred. Members were advised GAVO are a key partner who have a part funded post with Caerphilly Cares.

Discussion also took place regarding food banks and whether there were any located in the Upper Rhymney Valley area. Members were advised there are a considerable number of food banks or fareshare distribution centres. There are also social supermarkets across the County Borough. In the North of the Borough there is the Rhymney food bank, White Rose Centre and there's also the fareshare in St Gladys Church, Bargoed.

Members were also informed, at the beginning of the pandemic they found it helpful to have a link to all the food banks. Therefore, there is now an Officer in post through funding from the Food Security Grant from Welsh Government to bring all the food projects together.

Following consideration and discussion the report and presentation were noted.

Members were advised that the Chair had lost connectivity and in the absence of the Vice Chair, nominations were sought for a presiding Chair to formally close the meeting, it was moved and seconded that Councillor W. Williams act as Chair and by show of hands this was unanimously agreed.

Councillor Williams declared the meeting closed.

The meeting closed at 7.19 pm.

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on the 14th June 2022.

CHAIR



SOCIAL SERVICES SCRUTINY COMMITTEE – 14TH JUNE 2022

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 8th March 2022. The work programme outlines the reports planned for the period April 2022 until March 2023.

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. The 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 May 2022. 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 Marina Chacon-Dawson, 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
14/06/22 17:30	Annual Corporate Complaints Report	To provide Scrutiny Committee with information and analysis on the operation of the Social Services Directorate's Representations and Complaints procedure from 1 April 2021 to 31 March 2022.	Street, Dave;	Cllr. Cook, Shayne;
14/06/22 17:30	Annual Corporate Safeguarding Report	To provide an update on progress made by the Corporate Safeguarding Board during the 2021/22 financial year.	Street, Dave;	Cllr. Cook, Shayne;
14/06/22 17:30	2022/23 Social Services Revenue Budget	Confirmation of inflationary uplifts, growth and savings included in the Social Services budget.	Jones, Mike J;	Cllr. Cook, Shayne;
14/06/22 17:30	Information Item - Social Care Grants 2022/23	Confirmation of funding awarded to the Directorate to be used for solely for the purposes specified by the funding body.	Jones, Mike J;	Cllr. Cook, Shayne;
26/07/22 17:30	Development of Children's Residential Care and Accommodation Services	To provide an overview of existing children's residential accommodation services in Children's Services and outline proposals for further development in line with the strategic plan to both increase in-house provision in response to growing demands and to address Welsh Government's 'rebalancing care' policy agenda.	Jenkins, Gareth;	Cllr. Cook, Shayne;
26/07/22 17:30	Regional Partnership Update		Street, Dave;	Cllr. Cook, Shayne;
06/09/22 17:30	MyST Presentation		Welham, Jennie;	Cllr. Cook, Shayne;
06/09/22 17:30	Social Services end of year 2021-22 DPA report		Roberts, Ros;	Cllr. Gordon, Colin J;
11/10/22 17:30	Annual Report of the Director of Social Services		Street, Dave;	Cllr. Cook, Shayne;

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15/06/2022 14:00	Welsh Language Standards Annual Report 2022	For Cabinet to note the content of the annual report and endorse the publication of the information as a record of progress towards, and compliance with, the relevant Welsh Language Standards. Once approved the report will be published on the Council's website by the statutory deadline of 30 June 2022.	Cullinane, Anwen;	Cllr. George, Nigel;
29/06/2022 13:00	Caerphilly County Borough Council Round 2 Levelling Up Fund Submissions	To update Cabinet on the UK Government's recent announcements of Round 2 of the UK Government's Levelling Up programme and to outline the opportunities and constraints for the Council presented by this new round of funding.	Williams, Mark S;	Cllr. Pritchard, James;
29/06/2022 13:00	Shared Prosperity fund	To provide Cabinet with an update on the Shared Prosperity Fund from UK Government.	Kyte, Rhian;	Cllr. Pritchard, James;
29/06/2022 13:00	Plateau 4 Oakdale - Draft Heads of Terms	To seek Cabinet approval to agree to the sale of the remaining undeveloped land at Oakdale Business Park Plateau 4 to facilitate the relocation of an existing company to the site to accommodate their growth and expansion plans and retain highly skilled and well paid jobs in the county borough.	Kyte, Rhian;	Cllr. Pritchard, James/Cllr. George, Nigel;

<p>29/06/2022 13:00</p>	<p>Regeneration Project Board - Project Proposals</p>	<p>To consider the allocation of £60,000 of the Non-Community Council Community Infrastructure Levy funding for the Penmaen Ward to the Engineering Projects Group to implement a car park extension at Oakdale Sports Pavilion.</p>	<p>Kyte, Rhian;</p>	<p>Cllr. Pritchard, James;</p>
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Scrutiny Committee Forward Work Programme Prioritisation



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SOCIAL SERVICES SCRUTINY COMMITTEE – 14TH JUNE 2022

SUBJECT: ANNUAL CORPORATE SAFEGUARDING REPORT 2021 - 2022

REPORT BY: CORPORATE DIRECTOR – SOCIAL SERVICES AND HOUSING

1. PURPOSE OF REPORT

- 1.1 To present Scrutiny Committee with the 2021-2022 Annual Corporate Safeguarding Report and the Corporate Safeguarding Board's Forward Work Programme.

2. SUMMARY

- 2.1 Scrutiny Committee will be aware that the Wales Audit Office (now Audit Wales) undertook a follow up Review of Corporate Safeguarding Arrangements for Children in Caerphilly in May 2019. In response, the Corporate Safeguarding Board (the Board) developed an Action Plan to address both the strategic recommendations made and the areas of good practice for consideration identified in the Review. This Action Plan was completed during 2021 and agreement given for it to be replaced by a Forward Work Programme.
- 2.2 The Annual Corporate Safeguarding Report, attached at Appendix 1, provides valuable assurance in relation to the Council's corporate safeguarding arrangements and provides updates on the progress made in implementing the Forward Work Programme, attached at Appendix 2.

3. RECOMMENDATIONS

- 3.1 Scrutiny Committee are requested to note the content of the Annual Corporate Safeguarding Board Report and the progress made in implementing the Forward Work Programme.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 To ensure Scrutiny Committee is fully aware of the Council's arrangements for corporate safeguarding and is satisfied that these arrangements are effective.

5. THE REPORT

5.1 The Wales Audit Office 2019 Review concluded that;

Although the Council has made some progress in addressing our previous recommendations, the Council needs to further strengthen its corporate safeguarding oversight and assurance arrangements

5.2 It is really important to note that this was a review of the corporate governance of safeguarding arrangements and did not consider operational safeguarding practice and procedures for children which is the responsibility of Care Inspectorate Wales (CIW).

5.3 The Review identified 5 key areas for improvement along with several areas of good practice that the Council could consider going forward. The Board agreed that both the required improvements and the suggested good practice should be included in the Action Plan.

5.4 In turn, the Board provided appropriate governance arrangements that supported the implementation of the Action Plan and progress has been reported to Scrutiny Committee through the Annual Report process.

5.5 Board members acknowledged the inevitable impact that the global pandemic had on timescales for achieving a number of the actions however, progress was made and the Board approved the Action Plan as being completed at their meeting on 13th September 2021.

5.6 The Board agreed that a new Forward Work Programme would be introduced for the remainder of 2021-2022 to ensure continued monitoring of arrangements and oversee future areas of service development and improvement.

6. ASSUMPTIONS

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

7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT

7.1 This report is for information purposes only, so the Council's full Integrated Impact Assessment process does not need to be applied.

8. FINANCIAL IMPLICATIONS

8.1 There are no funding implications arising from this report.

9. PERSONNEL IMPLICATIONS

9.1 There are no personnel or HR implications arising from this report.

10. CONSULTATIONS

10.1 The report is for information purposes and reflects the views of consultees.

11. STATUTORY POWER

11.1 Social Services & Well Being (Wales) Act 2014

Author: Gareth Jenkins, Head of Children's Services
jenkig2@caerphilly.gov.uk

Consultees: Dave Street, Corporate Director – Social Services and Housing
streed@caerphilly.gov.uk
Councillor Elaine Forehead, Cabinet Member for Social Services
forehe@caerphilly.gov.uk
Councillor Donna Cushing, Chair – Social Services Scrutiny Committee
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Councillor Marina Chacon-Dawson, Vice Chair – Social Services Scrutiny
Committee
chacom@caerphilly.gov.uk
Nicola Barrett, Service Manager with responsibility for safeguarding
barren@caerphilly.gov.uk
CCBC Corporate Safeguarding Board
Social Services Senior Management Team
Children's Services Divisional Management Team

Appendices:

Appendix 1 Annual Corporate Safeguarding Report 2021 – 2022
Appendix 2 Corporate Safeguarding Board Forward Work Programme

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CORPORATE SAFEGUARDING BOARD – 6TH JUNE 2022

SUBJECT: ANNUAL CORPORATE SAFEGUARDING REPORT 2021/22

REPORT BY: SERVICE MANAGER FOR SAFEGUARDING

1. PURPOSE OF REPORT

- 1.1 To provide an update on progress made by the Corporate Safeguarding Board (the Board) during the 2021/22 financial year.

2. SUMMARY

- 2.1 The Board was established in February 2015 following a review by Audit Wales, formally the Welsh Audit Office (WAO) of Caerphilly County Borough Council's (the Council) assurance and accountability arrangements for ensuring that safeguarding policies and procedures were in place and being adhered to. On 17th November 2015, the Corporate Safeguarding Policy was ratified at full Council.
- 2.2 Audit Wales subsequently undertook a follow-up review of arrangements in 2019 and identified a number of areas for improvement and consideration. A comprehensive Action Plan was developed in response which was monitored by the Board and has now been signed off as completed. A Forward Work Programme was then developed to progress work under the auspice of corporate safeguarding.
- 2.3 This is the 7th Annual Report which provides an overview of the progression of the Forward Work Programme during 2021/2022 and safeguarding practices across the Council.

3. RECOMMENDATIONS

- 3.1 The Board is requested to
- note the content of this Annual Report and the recommendations
 - note the progress made regarding the Forward Work Programme
 - approve this Report to be presented to Social Services Scrutiny Committee and Audit Committee in due course

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 To ensure the Board is fully aware of the Council's arrangements for corporate safeguarding and is satisfied that these arrangements are effective.

5. THE REPORT

- 5.1 During 2021/22, the Covid-19 pandemic has continued to impact on the Council's ability to provide services, balancing the need for service provision with public and employee safety. However, the need to safeguard children and adults has continued to be one of the biggest considerations for the Council and operational safeguarding practices have continued to operate across Social Services. In order to offer assurances to the Board, the management structures for safeguarding in both Children and Adult Services have remained consistent and relevant staff have been available to support corporate safeguarding practice and development.
- 5.2 The 2020/21 Annual Report was agreed by Board on the 13th of September 2021 and reported progress in relation to several key achievements which included:
- Corporate Safeguarding Board Meetings and Designated Safeguarding Officers (DSO's) Development Group moved to a virtual platform
 - Audit Wales Action Plan was fully implemented
 - Safeguarding in the Procurement Process was developed for implementation Council wide
- 5.3 The following recommendations were agreed to continue the positive work into 2021/22:
- HR Department to liaise with Regional Safeguarding Outreach Officer for the Disclosure and Disbarring services to look at the role out of safe recruitment training
 - Corporate Management Team (CMT) to approve the Safeguarding in the Procurement Process Protocol so this can be implemented Council wide
 - Continue the implementation of the Corporate Safeguarding Training Framework via the DSO Development Group, with data collection from service areas on an annual basis
 - Review of Internal Audit findings when available
 - Self-assessments to be reviewed and updated annually by DSO's
 - Review of the Corporate Safeguarding Training Framework based on changes to training delivery
 - Develop a Safeguarding Media Campaign to link with Safeguarding Week in November 2021, to include consideration of promotion of the DSO role within service areas
 - Progress the Tier 1 Corporate Safeguarding Training video, along with Welsh translation and make this available to all volunteers, contractors etc
 - Deliver updated training to CMT and Elected Members via the Tier 1 basic awareness video when available
 - Monitor the progress of the regional Learning Management System Project
 - Progress work on a consistency of corporate safeguarding practices across Gwent, including development of a comparator key data set
 - Continue to invite speakers to attend the DSO Development Group regarding relevant safeguarding topics to continue to increase knowledge and understanding issues
 - Based on the Board's approval, the Action Plan to be closed down and replaced with a Forward Work Programme for 2021/22.

Overall progress to date

- 5.4 The DSO Development Group has continued to meet on a quarterly basis via virtual platform (MS Teams). Attendance has continued to be positive. The knowledge base of the DSO's has continued to be supported via presentations and discussions on

relevant safeguarding matters which will be an ongoing recommendation. The group has met virtually on the following dates:

- 17.05.2021
- 14.07.2021
- 18.10.2021
- 07.03.2022

In addition, the Board has met on 2 occasions, rather than quarterly on the following dates:

- 13.09.2021
- 28.02.2022

- 5.5 The Board was scheduled to meet on the 6th of December 2021, however this meeting was postponed until the February date above due to the on-going progress of the work in the Forward Work Programme. For the past 2 years the Board has met twice per year, this has been for a variety of reasons including Covid 19 however, it is evident that this has not impacted on the progress of work and therefore it is recommended that the Board continues to meet twice yearly moving forward.
- 5.6 The recommendations for future work relating to corporate safeguarding have been captured in the Forward Work Programme. This was reviewed in March 2022 and is attached as Appendix 1. The following points are noteworthy regarding the Red/Amber/Green (RAG) rating status:
- a. Recommendation 2: (RAG rated Red) Relates to the National Training Framework which has not yet been implemented – implementation is planned for November 2022. Further consideration of corporate safeguarding training is considered later in this report.
 - b. Recommendation 4: (RAG rated Amber). Internal Audit have started to roll out the corporate safeguarding audit. This has been impacted by Covid 19, IT systems issues and employee availability. The report for Education and Corporate Services is due shortly and the audit will be sent out to Environment and Economy Directorate next. The outcomes from the audit can be considered via the DSO Development Group and fed into updated service area self-assessments and resulting actions plan. This can also be incorporated to the Forward Work Programme.
 - c. Recommendation 6: (RAG rated Amber). Work to acquire a Learning Management System (LMS) is moving forward with the consortium of four LA's (Caerphilly, Blaenau Gwent, Merthyr, and Carmarthenshire). Currently, a report on a Caerphilly basis has been prepared and is with the Head of HR for review ahead of further consultation prior to submission to CMT. The purpose of the report is to update CMT on the progress of identifying and procuring a fit for purpose LMS for multiple partner local authorities, to gain agreement and secure the financial investment to proceed.
 - d. Recommendation 8: (RAG rated Red). This relates to regional corporate safeguarding developments and this work has been delayed due to changes in personnel across the Local Authorities (LA's), Covid 19 and differences in the development stages in each of the LA's. However, this developmental work does not have a direct impact on the safeguarding practices for the Council, rather this work would seek to strengthen existing practices and provide consistency across Gwent.

- 5.7 The Corporate Safeguarding Training framework was implemented in November 2019 however, since that time the progress of delivery of safeguarding training has been impacted by Covid 19. The recording and monitoring of safeguarding training, the delivery training and the 3 year refresher training were all raised in a number of Self Assessments completed by DSO's across service areas and recorded as Amber. This could leave the Council at risk due to being unable to monitor and track safeguarding training consistently across all service areas. It is evident that this is being completed in some smaller service areas e.g. Libraries however, for larger service areas such as Housing, this is a task that requires further consideration. However, the Corporate Safeguarding Training Framework has made considerable progress in tracking training under specifically designed codes within Itrent and has raised the profile of safeguarding training across the Council. This of course, is dependent on training facilitators, managers and employees ensuring training is updated onto Itrent via the process outlined in the Corporate Safeguarding Training Framework.
- 5.8 As noted in 5.6 (c) above, work is ongoing regarding an LMS system which could help support and track training and produce reliable data regarding employees' completion of safeguarding training across all service areas. Discussions have been held with the Workforce Development Team who are now supporting the recording and delivery of training under the VAWDASV National Training Framework and how the team can support the recording of training via better use of Itrent and the use of Learning@Wales system to deliver Group A eLearning training from the National Safeguarding Training Framework.
- 5.9 In addition to this, from an Education safeguarding perspective, an audit process is in place to ensure appropriate safeguarding practices. It is positive that out of the 45 education settings that received a safeguarding audit during 2021/22, only 2 settings required further action (Appendix 2 Key Data Set). The audit process is continually reviewed to ensure that it is robust and in line with Keeping Learners Safe and the requirements of Estyn model of auditing. As well as the training delivered to schools via Head Teachers on a 3 yearly basis (30 Head Teachers received training this year, 21 of whom have delivered to all school staff during the reporting year), 158 Designated Safeguarding Leads in secondary and primary schools received specific training and sessions for school Governors via the Governors Network has also been delivered.
- 5.10 The Corporate Safeguarding Board agreed to implement a Safeguarding Self-Assessment, which is completed on an annual basis by DSO's and requires the DSO to RAG rate some of the areas. All DSO's returned self-assessments for 2021/2022 and there were no RED areas in terms of safeguarding. It's also positive that 2 service areas highlighted themselves as all GREEN, being confident regarding their safeguarding practices. The majority of service areas highlighted some AMBER areas which are summarised as follows:
- Ensuring the role of the Designated Safeguarding Officer (DSO) and the Corporate Safeguarding Policy is promoted routinely across the service area at regular intervals
 - Acknowledgment that undertaking the role of the DSO is an additional responsibility on top of their operational duties

- Delivery of training in the 3 tiers of the Corporate Safeguarding Training Framework has been impacted by Covid 19. The tracking of training and refresher requirements, pressures of work and managers' access to Itrent to input training were highlighted as particular areas of concern
 - Storing safeguarding information confidentially with only relevant person having access needs further work in some service areas
 - Ensuring all commissioned services are aware of safeguarding requirements and training (this is now in place via the Procurement Safeguarding protocol for all newly commissioned providers)
 - Ensuring that safeguarding is considered as part of all strategic planning across all service areas
 - Ensuring that the corporate safeguarding responsibility is included in all Job descriptions, regardless of the role, across all service areas in line with the Council employees' duty to report.
 - Safe recruitment training was identified by some service areas. Safe recruitment sessions regarding DBS have been delivered via the Management Network however service areas felt that training for managers across service areas should be provided. Its understood that HR will be considering this as part of their review of HR policies
 - Safeguarding in buildings was highlighted in some areas as requiring further work, this is due to restrictions being lifted after covid 19 and employees returning to agile working and citizens being able to access building based on covid recovery plans
- 5.11 Despite the above AMBER areas that require further action, safeguarding practices across the Council continue to be strong and well embedded. Training has been supported for all services areas. The self-assessment process highlighted My Time as an opportunity to raise safeguarding matters with employees and it was clear that DSO's know who seek to advice from when required with positive links with the Adult Safeguarding Team Manager, Child Protection Coordinator and Safeguarding Service Manager. DSO's also value the DSO Development Group.

Planned Future Work

- 5.12 The following recommendations are made for 2022/23:
- Implement the National Safeguarding Training Framework in November 2022 and, in response, review the training currently under the Corporate Safeguarding Training Framework
 - Make Group A, eLearning Module available on the Learning@Wales website under the Caerphilly page, alongside VAWDASV Ask and Act Group 1 eLearning Module as well as Caerphilly's Tier 1 Corporate Safeguarding Video (Welsh and English)
 - Review of Internal Audit's findings, when available
 - Incorporate AMBER issues noted in point 5.10 into the Forward Work Programme
 - Self-assessments to be reviewed and updated annually by DSO's
 - The Safeguarding Media Campaign to be implemented
 - Deliver Tier 1 Safeguarding Training to CMT and Elected Members the 2022 Elections
 - Continue to monitor the progress of the LMS Project
 - Progress work on developing a consistent approach to corporate safeguarding practices across Gwent, including development of a comparator key data set and a regional self-assessment tool

- Continue to invite speakers to attend the DSO Development Group regarding relevant safeguarding topics
- Reduce Board meetings from quarterly to twice per year (6 monthly) with the DSO Development Group continuing to meet quarterly.

6. **ASSUMPTIONS**

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

7. **INTEGRATED IMPACT ASSESSMENT**

7.1 This report is for information purposes only, so the Council's full Integrated Impact Assessment process does not need to be applied.

8. **FINANCIAL IMPLICATIONS**

8.1 As noted in the previous Annual Reports, safeguarding awareness training has been provided within existing resources and this has continued to date.

8.2 The National Safeguarding Training Framework is due to be launched in November 2022, this may require consideration of who facilitates training for safeguarding leads and those roles within the safeguarding process. Such training may need to be commissioned.

8.3 The progression of the LMS is now supported via Workforce Development in conjunction with Digital Services and Welsh Government Transformation and is still on going. Future costs continue to be unknown however, a report is due to be presented to CMT.

9. **PERSONNEL IMPLICATIONS**

9.1 There are no personnel or HR implications arising from this report.

10. **CONSULTATIONS**

10.1 The report is for information purposes and reflects the views of consultees.

11. **STATUTORY POWER**

11.1 Social Services & Well Being (Wales) Act 2014

Author: Nicola Barrett, Service Manager – Children's Services

Consultees: Gareth Jenkins, Head of Children's Services
Cllr Elaine Forehead, Cabinet Member for Social Services
The Corporate Safeguarding Board
The DSO Development Group

Appendix 1: Forward Work Programme

**CAERPHILLY COUNTY BOROUGH COUNCIL
CORPORATE SAFEGUARDING BOARD
FORWARD WORK PROGRAMME 2021/22 – Reviewed March 2022**

Appendix 2

	Recommendation	Action	Who	Progress / Completion	RAG Status
1	Delivery of Safe Recruitment Training	Human Resources to finalise training via the Regional Safeguarding Outreach Officer for the Disclosure and Disbarring Service (DBS) and training dates are made available	Human Resources	DBS Disclosure Briefing Session took place via Management Network on the 01.02.22, this will link in with Caerphilly's Safe Recruitment Policy. A Barring Workshop for Managers took place on the 16.03.22	GREEN
2	Corporate Safeguarding Training	Corporate Safeguarding Framework to be updated in line with revisions to available training	Nicola Barrett	Framework has been updated to reflect changes in training delivery and requires sign off by Board. Due to changes with training packages, this links to codes in Itrent and liaison is taking place with Human Resources for the codes to be amended to reflect the updated framework	AMBER
		Designated Safeguarding Officers to complete safeguarding training data collection feedback sheets on an annual basis to inform Annual Report	Designated Safeguarding Officers	Submission date for 2021/2022 was 08.04.22. All Designated Safeguarding Officers are aware of this.	AMBER
		Tier 1 basic safeguarding awareness video to be fully available in Welsh and English	Nicola Barrett	English and Welsh versions are now available on the Intranet under the safeguarding tab.	GREEN

**CAERPHILLY COUNTY BOROUGH COUNCIL
CORPORATE SAFEGUARDING BOARD
FORWARD WORK PROGRAMME 2021/22 – Reviewed March 2022**

Appendix 2

	Recommendation	Action	Who	Progress / Completion	RAG Status
				The video needs to be accessed via Edge and not internet explorer.	
		Updated basic awareness training to Corporate Management Team, Elected Members, Management Network via Tier 1 video	Nicola Barrett	This will be delivered after the elections in May 2022.	RED
		Consider delivery of Tier 3 training as this has not been available due to covid 19	Designated Safeguarding Officers / Nicola Barrett	<p>Advanced Adult Safeguarding Training- Tier 3, is being consistently delivered via the Adult Safeguarding Team. This is being delivered through a virtual basis.</p> <p>Tier 3 for Children’s safeguarding is now available virtually via Gwent Safeguarding Board and this can be accessed by all employees who require Tier 3 training. Dates for this training are sent out via the Gwent Safeguarding Board Information exchange which is sent to all Designated Safeguarding Officers on a weekly basis.</p>	GREEN

**CAERPHILLY COUNTY BOROUGH COUNCIL
CORPORATE SAFEGUARDING BOARD
FORWARD WORK PROGRAMME 2021/22 – Reviewed March 2022**

Appendix 2

	Recommendation	Action	Who	Progress / Completion	RAG Status
		Monitoring of training delivery via all Tiers under the framework and any issues raised at DSO development group	Designated Safeguarding Officers	<p>The ongoing Covid 19 pandemic and staffing pressures have impacted service areas delivery of training relating to Tier 2. A further 4 dates have been agreed for Tier 2 training to be delivered via Deb Lewis Child Protection Coordinator and Mike Portlock Team Manager to assist service areas.</p> <p>Consideration is also being given to setting up sessions via Teams to deliver Tier 1 training, using the Basic Awareness video.</p> <p>Tier 3 training has already been outlined as above.</p>	AMBER
		WG implementation of a National Safeguarding Training Framework	Corporate Safeguarding Board/ Nicola Barrett/ Designated Safeguarding Officers	WG have advised of the development of a framework akin to the VAWDASV training framework, this is due to be implemented in November 2022, with consultation in April 2022 This sets out training standards across all agencies.	RED

**CAERPHILLY COUNTY BOROUGH COUNCIL
CORPORATE SAFEGUARDING BOARD
FORWARD WORK PROGRAMME 2021/22 – Reviewed March 2022**

Appendix 2

	Recommendation	Action	Who	Progress / Completion	RAG Status
				<p>WG, in association with Social Care Wales have made available Group A which is an eLearning module, which is in line with CCBC's Tier 1 training. This has not been rolled out or made available in Caerphilly to date. Further work is required to consider the framework and how this can be implemented in Caerphilly.</p> <p>Mike Portlock and Deb Lewis have completed the eLearning package for Group A and have provided positive feedback. This is aligned to the current Tier 1 training, however is more general rather than Caerphilly specific.</p>	
3	Self-Assessment Tool	Designated Safeguarding Officers to review action plan for service area on a quarterly basis within service area	Designated Safeguarding Officers / Nicola Barrett	<p>Updated Self Assessments for 2021/22 to be submitted by the 8th of April 2022 to inform the annual report.</p> <p>All Designated Safeguarding Officers are aware of this and</p>	AMBER

**CAERPHILLY COUNTY BOROUGH COUNCIL
CORPORATE SAFEGUARDING BOARD
FORWARD WORK PROGRAMME 2021/22 – Reviewed March 2022**

Appendix 2

	Recommendation	Action	Who	Progress / Completion	RAG Status
				should include a review of the action plans	
		Designated Safeguarding Officers to update self-assessment on an Annual Basis to feed into the Corporate Safeguarding Board Annual Report	Designated Safeguarding Officers	Self-assessment submission date is the 8.4.2022	AMBER
		Designated Safeguarding Officers to raise any issues in the quarterly Development Meetings	Designated Safeguarding Officers	This matter is ongoing. No specific issues being raised currently, however the completion of the updated self-assessments will raise any issues that need further consideration.	AMBER
		Self-Assessment tool to be reviewed in line with Regional Corporate Safeguarding Work	Nicola Barrett	A regional self assessment tool is to be considered as part of ongoing work across the regional leads meetings	RED
4	Corporate Safeguarding Internal Audit	Findings of internal audit to be fed back to Corporate Safeguarding Board and actions considered by all Designated Safeguarding Officers	Internal Audit / Nicola Barrett / Designated Safeguarding Officers and service areas	Corporate Safeguarding Internal audit is in the process of being rolled out. Outcome of the audit will feed into the forward work plan once	AMBER

**CAERPHILLY COUNTY BOROUGH COUNCIL
CORPORATE SAFEGUARDING BOARD
FORWARD WORK PROGRAMME 2021/22 – Reviewed March 2022**

Appendix 2

	Recommendation	Action	Who	Progress / Completion	RAG Status
				available and will be made available to Board.	
5	Media Campaign	Discussions with Communications about use of a media campaign to promote safeguarding across the Council	Communications Team / Nicola Barrett	Media campaign regarding safeguarding was rolled out via social media and internally communication during safeguarding week in November 2021. Further discussion will be held with Communications Team to consider on going media campaign for 2022/23	GREEN
6	Learning Management System	Monitor progress of the project linked with Welsh Government regarding implementation of a new Learning Management System in order to record all safeguarding training undertaken by all staff	Digital Services/ Workforce Development Team/ Nicola Barrett	Project is ongoing, Jane Haile provides updates as the project progresses. A product has been identified to meet the needs identified with a demonstration taking place on the 1.3.22. This will have financial implications for the Council as a whole. Updates will be provided to Board members when available to support safeguarding training.	AMBER

**CAERPHILLY COUNTY BOROUGH COUNCIL
CORPORATE SAFEGUARDING BOARD
FORWARD WORK PROGRAMME 2021/22 – Reviewed March 2022**

Appendix 2

	Recommendation	Action	Who	Progress / Completion	RAG Status
7	Increase knowledge of the Designated Safeguarding Officers in respect of Safeguarding	Invite speakers on safeguarding topic's to Development Group	Nicola Barrett	<p>Presentation on the 12th of January 2022 via Mike Portlock regarding the Gwent Regional To Report Or Not To Report Threshold Guidance in relation to submitting DTR's.</p> <p>Presentation from Nicola Wadley the National Referral Mechanism Pilot Coordinator is due to take place on the 7.3.2022.</p>	GREEN Ongoing
8	Corporate Safeguarding on a regional basis	Links with Corporate Safeguarding Leads in Gwent Region to look at consistency of practice.	Nicola Barrett/ Corporate Safeguarding regional counterparts	Initial Meeting took place on the 27.1.2022, with a further meeting planned for the 24.3.22	RED
		Consider regional self-assessment tool	Nicola Barrett	A regional self assessment tool is to be considered as part of ongoing work across the regional leads meetings	RED
		Consider aligning corporate safeguarding training for consistency	Nicola Barrett	Yet to be actioned	RED
		Develop comparison key data set.	Nicola Barrett	To be reported to the Board	RED

**CAERPHILLY COUNTY BOROUGH COUNCIL
CORPORATE SAFEGUARDING BOARD
FORWARD WORK PROGRAMME 2021/22 – Reviewed March 2022**

Appendix 2

	Recommendation	Action	Who	Progress / Completion	RAG Status
9	Corporate Safeguarding Policy	Policy to be updated to reflect changes in Gwent Safeguarding Board, current safeguarding issues e.g. Child Exploitation and once updated to be agreed by Board and published.	Nicola Barrett	The Policy has been updated, is available on the intranet and has been translated into Welsh.	GREEN



SOCIAL SERVICES SCRUTINY COMMITTEE – 14TH JUNE 2022

SUBJECT: ANNUAL REVIEW OF COMPLAINTS RECEIVED UNDER THE SOCIAL SERVICES COMPLAINTS POLICY DURING - 2021/2022

REPORT BY: CORPORATE DIRECTOR – SOCIAL SERVICES AND HOUSING

1. PURPOSE OF REPORT

- 1.1 To provide Scrutiny Committee with information and analysis on the operation of the Social Services Directorate's Representations and Complaints procedure from 1st April 2021 to 31st March 2022. The report also includes a summary of the compliments received in the same period.

2. SUMMARY

- 2.1 Representations and complaints relating to Social Services are dealt with by the Directorate's Complaints and Information Team, who also record compliments received.

3. RECOMMENDATIONS

- 3.1 For Scrutiny Committee to note the content of the report.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 To monitor the complaints process to ensure effective delivery of Social Services.

5. THE REPORT

- 5.1 This report outlines the representations, complaints and compliments processes and provides information on the activity during the period 1st April 2021 to 31st March 2022 as follows:

REPRESENTATIONS

- 5.2 A representation is a request for information or a referral for a service made by a third party (including Elected Members) on behalf of another person.
- 5.3 During 2021/22, the Complaints and Information Team have made every effort to ensure compliance with the Protocol that governs the sharing of information with Councillors, Members of Parliament and Members of the Senedd, ensuring that relevant consent is obtained where necessary.

COMPLAINTS

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

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

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

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

ACTIVITY

AWARENESS RAISING

- 5.5 To ensure that all staff are acting in line with legislation, the Complaints and Information Team delivers awareness raising sessions to all Social Services Teams on the complaints process and data protection, with emphasis on the General Data Protection Regulations (GDPR). Due to the continued impact of the pandemic and reduced office working, the delivery of these sessions has been via Microsoft Teams. During 2021/22 49 online sessions were delivered, reaching 409 members of staff (227 for Adults Services, 182 for Children’s Services).

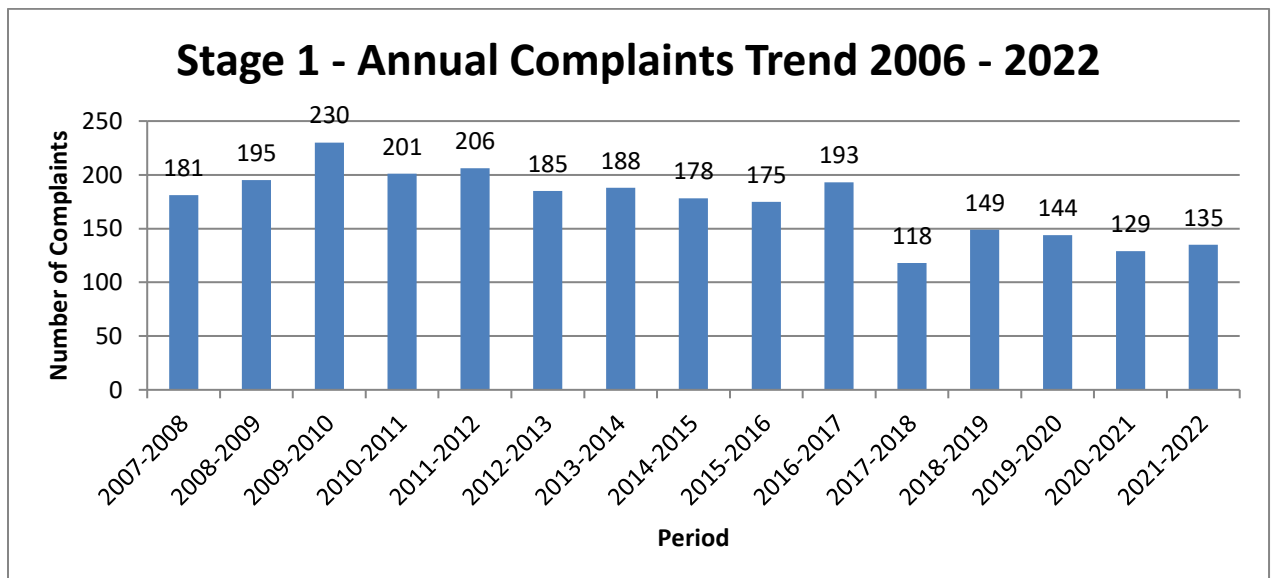
COMPLAINT REPRESENTATIONS

- 5.6 During 2021/22, 98 representations were received. Of these, 86 (88%) related to Adult Services and 12 (12%) to Children’s Services. This is an increase on the previous year where 69 representations were received however, the breakdown between Adults and Children’s Services follows the trend of previous years.
- 5.7 The majority of representations received for Adult Services were on behalf of families wishing to return to accessing day service provision which understandably had been severely impacted by the Covid pandemic restrictions.
- 5.8 The Complaints and Information Team receive representations from a number of sources and these are detailed below for 2021/22:
- Members of the Senedd/Members of Parliament (45)
 - Elected Members (29)
 - Independent Advocates (6)
 - Family Members (18)
- 5.9 Representations have been made through the following routes:
- Email (87)
 - Online webform (2)
 - Letter (4)
 - Telephone (5)

This continues the pattern of previous years whereby email is the predominant form of communication for representations.

COMPLAINTS – STAGE 1

- 5.10 During 2021/22, the Directorate received 135 complaints, of these 5 were progressed to a Stage 2 complaint investigation. The majority of complaints continue to be resolved to the customer's satisfaction at Stage 1 in line with the Local Resolution principles.
- 5.11 Of the 135 complaints received, 21 (15%) related to Adult Services, 53 (40%) to Children's Services and 61 (45%) to Corporate matters. This year's figures are slightly higher than those for 2020/21 when we received 129 Stage 1 complaints and an increase in corporate complaints from 45 to 61 is noted. There has been a continued theme of concerns related to the impact of Covid restrictions upon families, particularly the use of day services and difficulty obtaining packages of care.
- 5.12 During the year, the Complaints and Information Team have recorded the number of potential complaints which were able to be resolved prior to being logged as a formal Stage 1 complaint. Examples of which are; explaining the pressures of a national shortage of carers, asking the person to consider discussing issues directly with the allocated team prior to making a complaint and providing details on how to make a referral if required. This area of work has seen a significant increase from 38 in 2020/21 to 131 in 2021/22 and is a positive indication of successful resolution.
- 5.13 The graph below illustrates the number of Stage 1 complaints received and responded to by the Directorate since the implementation of the statutory Welsh Government complaints guidance in April 2006, with this year showing figures slightly increasing although remaining consistent.



- 5.14 The Complaints and Information Team receives complaints through a number of mediums and these are detailed below for 2021/22:
- Telephone (48)
 - Letter (8)
 - E-mail (55)
 - Website online form (24)

- 5.15 The above information demonstrates the Directorate's continued commitment to ensuring that customers have access to the complaints process in their chosen format. It also confirms the public's continued preference for direct contact with an Officer with whom they can discuss their complaint, although the digital contact continues to increase.
- 5.16 The Complaints and Information Team record whether complaints are upheld, partially upheld or not upheld. This enables the Directorate to note themes, trends and learning from the findings of complaints in order to consider future service and practice improvement.
- 5.17 Of the 135 complaints received at Stage 1 in 2021/22, the following outcomes were noted:
- 7 were closed, 4 being withdrawn by the complainant and 3 signposted to other processes (the legal process)
 - 9 complaints were upheld
 - 1 complaint was partially upheld
 - 117 complaints were not upheld
 - 1 complaint was ongoing at the year end
- 5.18 Of the 9 complaints that were upheld:
- 3 related to Adult Social Services
 - 1 related to Children's Social Services
 - 5 related to the Corporate Complaints procedure – 4 relating to Adult's Services and 1 for Children's Services
- 5.19 A breakdown is provided below in relation to the complaints which have been categorised as upheld along with the recommendations made to improve future practice:
- Upheld complaint Adult Services (1): A Council carer attended the wrong address causing upset and distress to a family member living at the property. A sincere apology was issued, the address on the system updated and clear instruction provided to the carer.
 - Upheld complaint Adult Services (2): Concerns raised about the Children with Disabilities Team and the conduct of some of the staff members. The Service Manager held a meeting with the family, agreed to carry out an audit into the handling of the case and assured the family that conduct issues would be managed through appropriate Human Resources procedures.
 - Upheld complaint Adult Services (3): A service user complained following receipt of an unexpected bill which was linked to a fault with the telecare box. The charges were explained, the fault reported and a goodwill gesture of credit to the account for the unexpected charges was made.
 - Upheld complaint Children's Services (1): A young person living in a Caerphilly residential home told us that they didn't feel safe and were being bullied by other residents. The Manager of the home expressed how difficult the situation was and offered the necessary support in order to openly discuss issues, to support the residents to live together and respect each other.
 - Upheld complaint Corporate Services (1): A complaint was received in relation to a potential breach of confidentiality. The complainants address was shared with a partner's previous partner. A sincere apology was provided, a confidentiality marker updated on the Social Care system and an offer was made to discuss this with the responsible Team Manager.
 - Upheld complaint Corporate Services (2): Complaint received regarding the insensitivity and wording of a response from the Complaints and Information Team Manager following a request regarding amendments to case records. An explanation and apology were provided for the upset caused.

- Upheld complaint Corporate Services (3): Complaint from a resident regarding carers parking and obstructing their property. The car drivers were identified, a detailed apology was provided and assurances made that the incidents would not reoccur.
- Upheld complaint Corporate Services (4): A family member complained that care calls had been cancelled at short notice. An explanation of the national shortage was provided along with an apology and detail of reablement support to continue in the interim until a care package could be sourced.
- Upheld complaint Corporate Services (5): A family member complained regarding the hospital discharge process, the lack of information regarding financial assistance and options for care and a lack of communication from the social worker. A full apology was provided and a new social worker allocated.

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

5.21 During this year, 2 complaints have been referred to POVA, 1 has subsequently been closed with no investigation and 1 has been subject to a safeguarding investigation and the complaint is ongoing.

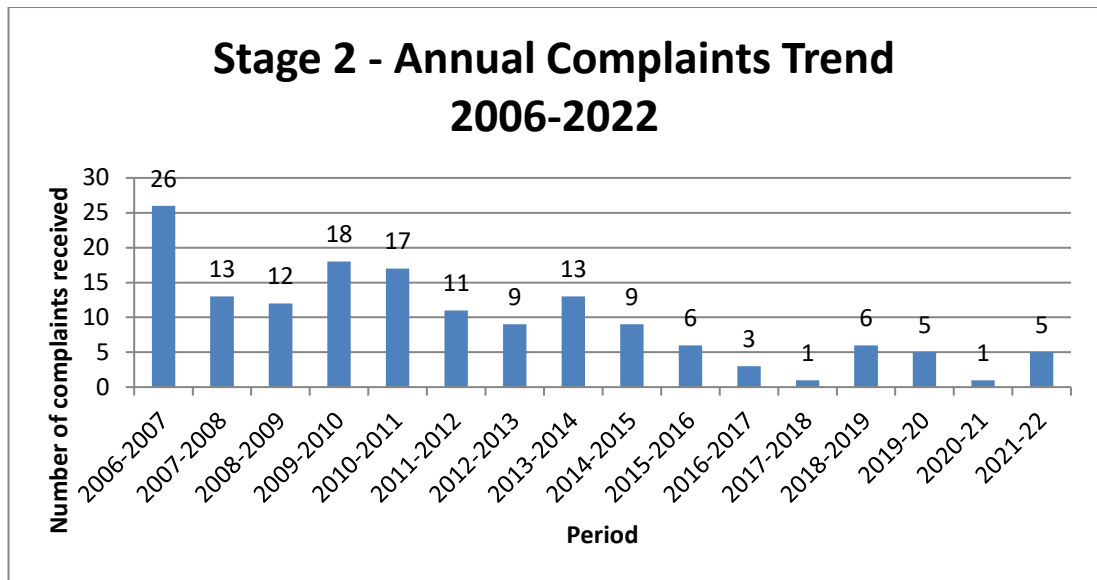
COMPLAINTS – STAGE 2

5.22 During 2021/22, the Directorate received 9 requests to progress the complaint to a Stage 2 formal investigation. Of these requests, 5 actually proceeded to an independent formal Stage 2 investigation under the Social Services complaints procedure.

5.23 Of the 9 requests for a Stage 2 investigation:

- 1 relating to Adult's Services has been carried out and concluded
- 1 relating to Adult's Services is currently in progress and we are awaiting the Investigation Report
- 1 relating to Adult's Services has recently been allocated to Investigating Officers
- 1 relating to an Adult Services persistent complainant was refused and redirected to the Ombudsman who agreed with the Council's decision
- 2 relating to Children's Services have been carried out and concluded
- 1 relating to Children's Services was requested however, the complainant subsequently agreed to work with the Social Work Team to resolve matters
- 2 relating to Children's Services were refused for not meeting the criteria and signposted to the Ombudsman – the decision was upheld by the Ombudsman in one case and the other was referred back with a direction to complete the Stage 2.

5.24 The following graph shows the number of complaints progressing to the formal Stage 2 process for independent investigation since the implementation of the statutory complaints guidance in April 2006.



OMBUDSMAN INVESTIGATIONS

5.25 There were 14 contacts by our customers during this year to the Public Services Ombudsman for Wales (PSOW). This is the same number as 2020/21. The outcomes of the 14 contacts were as follows:

- In 5 cases, initial enquiries undertaken by the PSOW confirmed that Caerphilly had followed due processes and their investigations were therefore closed down
- 1 case was deemed to be out of timescale to be considered by the PSOW
- 1 case was referred back to Caerphilly to complete a Stage 1
- 1 case was unable to be reviewed due to ongoing legal proceedings
- In 1 case, additional information has been provided to the PSOW and it is likely to be a housing related matter and not for Social Services
- In 1 case, the PSOW recommended a redress payment of £125 be issued and a stage 2 investigation be carried out The complainant accepted the redress payment and an internal review of the complaint
- 1 case the PSOW reviewed and recommendations for an updated assessment were agreed
- In 3 cases, the PSOW stated that Caerphilly should conduct a Stage 2 investigation. 2 of these are currently in progress and the 3rd is due to commence.

5.26 The Complaints and Information Team continue to have a positive relationship with the PSOW, having open and transparent dialogue and continue to discuss persistent complainants to agree and provide consistent advice.

5.27 The high standard of evidence available to the Complaints and Information Team in the form of case recordings, copies of correspondence and assessments has supported the quality of the responses to the PSOW office and this has resulted in positive outcomes.

Compliments

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

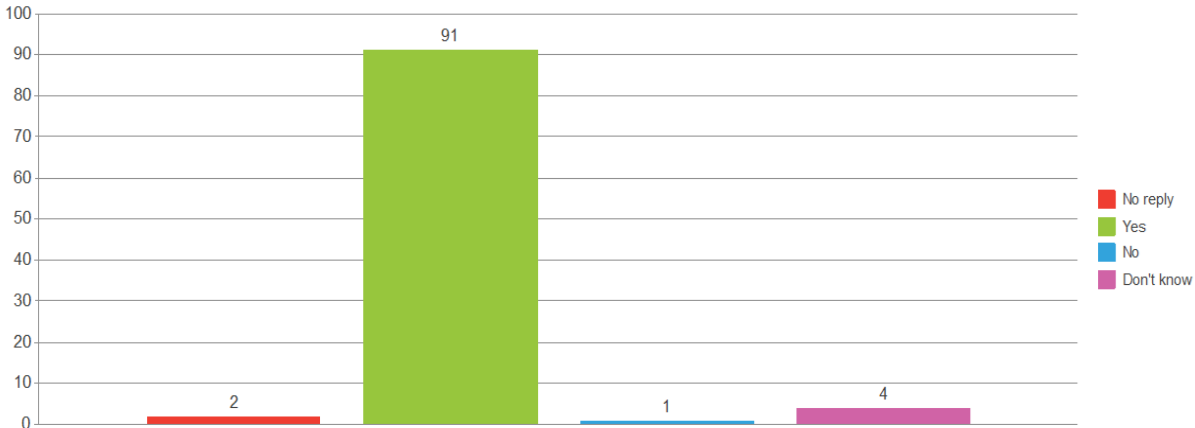
5.29 Praise is received by teams in the form of thank you cards, letters and emails and these are sent to the Complaints and Information Team for them to record. 126 compliments have been logged during the year, 104 (83%) relate to Adult’s Services and 22 (17%) relate to Children’s Services. Whilst this is a lower overall number of compliments received compared to the previous year (153) we recognise the significantly challenging times.

5.30 During the year 16 surveys were sent out, 1 (6%) of these were for Adult Services and 15 (94%) for Children’s Services. At the time of this report 12 surveys are ongoing, 1 Adult Services, 11 Children’s Services.

5.31 As an example for Children’s Services, children/young people and their parents completed a survey in 2021 which sought their feedback on their experience of the Supporting Family Change (SFC) team.

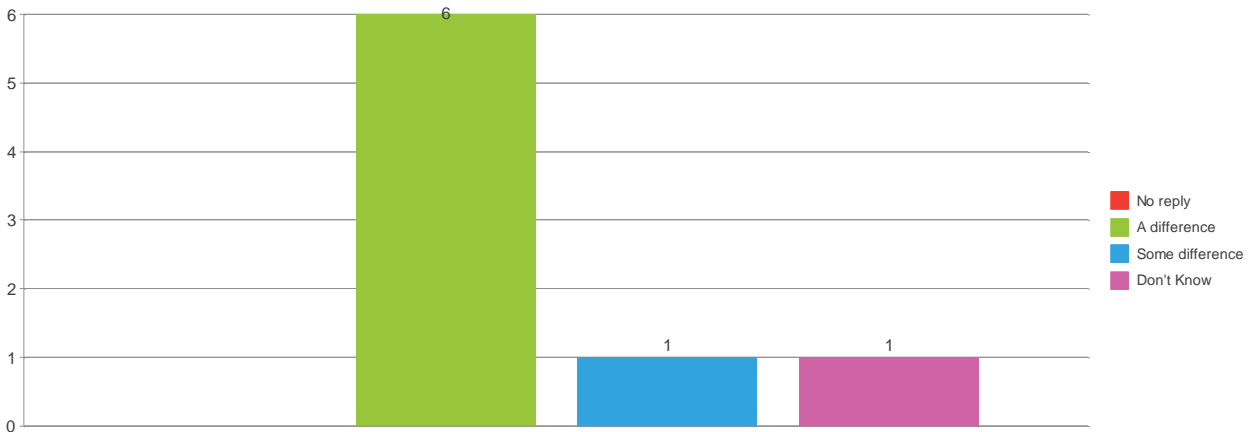
The graph below shows the response to the parents’ survey of which 98 were completed

Did you find Supporting Family Change helpful?



The graph below shows the response to the Children and Young Person survey of which 8 were completed

What difference has the Supporting Family Change Project made to your family



Comments received regarding this survey:

- Fabulous service.
- So grateful, very helpful and made a big difference.
- Amazing, can't thank you enough.
- Very grateful without SFC support I wouldn't have gotten the help I needed.
- Happy with support, it made a big change to us all.
- Felt listened to and good to have someone to chat through situation with and gain alternative options to try.
- Don't think I would be where I am today without their support SFC took time to understand my family needs, nothing too small and I did not feel alone.

- The person who directly helped us and communicated with us, was great. She listened, acted upon and helped us greatly.
- SFC always there to offer support/advice. Felt I could approach for anything.
- I thought you was fantastic and you helped me a lot.
- I was very happy with support we received. I am much better now.
- Worker has been amazing, going above and beyond to help our situation get back on track. She's a credit to your service so thank you!

5.32 Many of the letters and cards received from customers and their families include examples of the positive impact that staff can have on a person's life. Some of these comments are included in Appendix 1, attached to the report.

6. ASSUMPTIONS

6.1 No assumptions have been made in this report.

7. INTEGRATED IMPACT ASSESSMENT

7.1 This report is for information so the completion of an Integrated Impact Assessment is not required.

8. FINANCIAL IMPLICATIONS

8.1 There are no financial implications arising from this report.

9. PERSONNEL IMPLICATIONS

9.1 There are no personnel implications arising from this report.

10. CONSULTATIONS

10.1 All responses from consultees have been incorporated within the report.

11. STATUTORY POWER

- Welsh Assembly Government's "A Guide to Handling Complaints 2014"
- Social Services and Well Being (Wales) Act 2014
- Fostering Services (Wales) Regulations 2003
- General Data Protection Regulations 2018

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Consultees: Social Services Senior Management Team

Councillor Donna Cushing, Chair of Scrutiny Committee
Councillor Marina Chacon-Dawson, Vice Chair of Scrutiny Committee

Appendices:
Appendix 1 Comments from customers and families

Adults:

- **Feedback from family of resident of Min y Mynydd Care Home**

“The care my husband has received has been absolutely brilliant. His needs are seen to carefully and professionally, he feels safe and secure. As his wife, I feel confident that he is well looked after but they also take the time to check that I and my son and daughter understand what is going on keeping us informed and making us feel welcome. I have nothing but praise for them and would like you to know that.”

- **Compliments to a Social Worker in the North Older People’s Team**

“Such a short time of knowing this lady but she is someone who made a BIG impact on a very much loved mother and a family that was in need of support ! X is a credit to the profession of social work and Caerphilly Borough should be proud to have her as an employee. She has walked beside us supporting and helping us as a family, many times in the background, pushing buttons that we were not aware of Mum was always her priority, X was/is empathetic, understanding and always professional. We were always kept in the loop as to when and who she was contacting. Her promptness on answering our questions was so reassuring, nothing was too much trouble, this I attribute to her knowledge of knowing her job and capabilities.”

- **Compliments to a Social Worker in the South Older People’s Team**

“we were resigned to the prospect of never achieving adequate care for our mother....that was, until we ‘met’ you. We are encouraged to read of your plans to resolve our heart- breaking and desperate situation. At last we have some hope that our mother’s quality of life will begin to improve.”

- **Compliments to a Social Worker in the East Older People’s Team**

Family member telephoned and explained that X had been out to visit his Dad to complete an assessment. He wanted to say that both he and his brother were very grateful for the Visit. He advised that he and his brother don’t always agree when it comes to their Dad. He felt that X handled this situation really well and that X was amazing !

- **Compliments to a Social Worker in the PDSI Team**

A Son phoned to say how grateful he was for the amazing work that X was doing with his mother and also the service as a whole. He said that “they have recently moved to Wales and the difference in quality of the service provided was over and above what his mother was receiving in England. He stated that the service the family had received was exceptional and asked that the following comments be noted; dedication and commitment to help his mother has been outstanding; the way she spoke to his mother, making her feel at ease and genuinely interested in her; Excellent communication and would go out of her way to find things out to help the family; Very person centred and not task focused”

- **Correspondence from a family member about Brondeg Day Centre**

She stated her mother is much brighter and looks forward to attending. She told me her mother comes home and tells her she has had the best afternoon ever and can’t wait to go back there. She tells staff that she has a wonderful time with us and that she should have thought about this

before as she has been a widow for many years. She enjoys everything we do and is willing to try anything. She asked X if he would dance with her which he did and she smiled all the way through the dance, when the music finished she said " I love it here "

Childrens:

- **Feedback from a young person about to leave the 16+ Team**

"It's been a pleasure having you supporting me through probably the hardest time of my life these last few years. Even though it's been short, it came sweet!" "Much appreciated! Thank your team for me, not sure if these people have been from the start or 16+ but I honestly could say I wouldn't be the person I am today if i didn't leave my mum, some things are done for the best. I hope everything carries on as the way it is, definitely no more girls that's for sure (until I'm stable) 🙏 take care!"

- **Bargood Childrens Services Team**

Phone call from a parent working with the team, he advised that he had mental health issues and thanks to X gathering reports on him that he can now see his daughter. The parent stated that X has been absolutely brilliant, the support she has provided to himself and his daughter has been awesome.

- **Compliments to Caerphilly East Childrens Services Team**

Email received "A few weeks ago my world was absolutely rocked when I received a phone call asking me if I needed any support for myself or my son due to a historical allegation. This was the first I had heard of this and to say I did not take it well was an understatement, X and X, true to their word, provided me with further detail, kept in touch and offered support. I can honestly say they the two of them made this a lot less horrific than it felt originally. I would really like for you to pass on my thanks and more importantly I would like you to know that you have two great, professional persons on your team!!"

- **Feedback from Cafcass regarding Caerphilly West Childrens Services Team**

"I just wanted to say that I think you did really well in evidence this week. You were clear, firm and forthright throughout."

- **Feedback from Childrens Guardian regarding newly qualified Social Worker in Risca Childrens Services Team**

"I would like to thank the social worker X for all her hard work so far. Miss X is newly qualified and these are her first legal proceedings and it is fair to say she has had something of a baptism of fire in this case. Social work is an extremely hard job and one that is so easily and often criticised, it is therefore, in my view, vitally important that good practice should be recognised and newly qualified social workers should be given as much support and encouragement as possible."

- **Feedback from the Police to a member of the Complaints and Information Team**

"Thank you for once again providing a proactive response to the Annex E request. The assistance that you provide us with these requests is second to none."

- **Youth Offending Service**

“I attended a SEN review meeting for a child yesterday at Newbridge School. During the course of the meeting, staff from Newbridge School took the time to recognise all the good work that the YOS does with its pupils”

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SOCIAL SERVICES SCRUTINY COMMITTEE - 14TH JUNE 2022

SUBJECT: 2022/23 SOCIAL SERVICES REVENUE BUDGET

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES AND HOUSING

1. PURPOSE OF REPORT

- 1.1 To provide Members with details of the 2022/23 revenue budget settlement for Social Services.

2. SUMMARY

- 2.1 The report provides details of the 2022/23 revenue budget for service areas within Social Services and outlines the reasons for movements in the revenue budget since 2021/22.
- 2.2 The report also sets out the corporate context within which the 2022/23 revenue budget has been set and considers how the 2022/23 budget has been shaped by the Directorate's financial performance in 2021/22 and Welsh Government's response to the financial pressures faced within the social care sector across Wales.

3. RECOMMENDATIONS

- 3.1 That Members note the content of this report and the 2022/23 budget for Social Services set out in appendix 1.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 To ensure that Members are aware of the content and context of the 2022/23 revenue budget for Social Services.

5. THE REPORT

5.1 The Corporate Context

- 5.1.1 Under normal circumstances, Welsh Government announces details of the Provisional Local Government Financial Settlement in early October each year. However, due to the impact of the Covid-19 pandemic and the delay in undertaking the UK Government spending review, details of the provisional settlement for 2021/22 were not released until the 21st December 2021.

- 5.1.2 The provisional settlement included an 8.5% uplift in Caerphilly's Aggregate External Finance, which amounted to £25.1 million, including £297k in respect of specific grant funding that has transferred into the settlement and passported in to the Social Services budget.
- 5.1.3 The uplift in the settlement for 2022/23 was much higher than in previous years, partially due to the inclusion of funding to meet the additional costs of introducing the Real Living Wage for all care workers. Welsh Government have provided this additional funding with the aim of aiding staff recruitment within the social care sector by ensuring that all staff employed directly by Local Authorities or by independent sector providers are paid at or above the Real Living Wage.
- 5.1.4 The 2022/23 revenue budget was approved by Full Council at its meeting on 24th February 2022 and included a 1.9% increase in Council Tax which coupled with the increase in the Welsh Government Financial Settlement meant that no new savings were necessary to balance the budget. The approved budget also included provision for a 3% pay award for APT&C staff and chief officers, a 4% inflationary uplift for non-staff costs, a 1.25% increase in employer's national insurance contributions and a 1% increase in employer's pension contributions.
- 5.1.5 The proposals also allowed for additional funding of £5.716million to be held initially within the corporate budget to address the impact of introducing the Real Living Wage for all care workers, as well as the increasing demand for social care.

5.2 The Social Services Budget Strategy

- 5.2.1 On 15th June 2021, a total budget of £96,931,994 for Social Services for 2021/22 was reported to the Social Services Scrutiny Committee. This budget did not include any provision for a pay award with effect from April 2021 as the provision was held within corporate budgets pending the agreement of the pay award. That agreement finally came in March 2022 when a 1.75% increase was awarded to APT&C staff and a 1.5% increase was awarded to Chief Officers. In response to this, an additional £796,335 was vired in to the Social Services budget to give a revised Social Services budget of £97,728,329 for 2021/22.
- 5.2.2 The 2022/23 budget proposals approved by Council on 24th February 2022 included the following provision for general fund inflationary pressures:-

	£million
Pay Awards at 3%	4.352
Employer's NI Increase at 1.25%	1.273
Employer's Pension Contributions at 1%	1.017
Living Wage Increases for APT&C staff	0.218
Non-pay inflation at 4.0%	5.322
Transfer in – Social Care Workforce and Sustainability Grant	0.297
Total	12.479

- 5.2.3 The budget provision for the 3% pay award for all staff is initially being held within the Corporate Services budget pending the final pay award settlement for 2022/23 but the Social Services budget for 2022/23 includes the following share of funding to address the other issues identified in paragraph 5.2.2:-

	£
Employer's NI Increase at 1.25%	444,099
Employer's Pension Contributions at 1%	355,282
Living Wage Increases for APT&C staff	23,952
Non-pay inflation at 4.0%	3,393,014
Transfer in – Social Care Workforce and Sustainability Grant	297,432
Total	4,513,779

5.2.4 The issues identified in paragraphs 5.2.1 to 5.2.3 above resulted in an original budget for 2022/23 for Social Services of £102,242,108 as summarised below:-

	Children's Services £	Adult Services £	Business Support £	Total £
Original budget 2021/22	26,485,445	68,290,758	2,155,791	96,931,994
In year virement in 2021/22	232,860	547,493	15,982	796,335
Revised base budget 2021/22	26,718,305	68,838,251	2,171,773	97,728,329
Transfer in-SSW&S Grant	0	297,432	0	297,432
Other Inflationary Pressures	951,226	3,187,615	77,506	4,216,347
Original Budget 2022/23	27,669,531	72,323,298	2,249,279	102,242,108

5.2.5 The Covid 19 pandemic highlighted the fragility within the social care market, with many care providers reporting difficulties in recruiting staff and maintaining a sustainable business model. The Welsh Government Covid Hardship Fund provided some short-term financial respite for care providers throughout 2020/21 and 2021/22 but the Fund ended on 31st March 2022. However, many of the financial pressures faced by providers remain. Not least the wage pressures faced by employers trying to attract sufficient numbers in to caring roles.

5.2.6 Welsh Government responded to these recruitment difficulties by including additional funding within the Local Government Financial Settlement for 2022/23 to enable all care workers to be paid at or above the Real Living Wage. As a result of this additional funding, on 6th April 2022, Cabinet were able to approve the following inflationary uplifts to the fee levels that Caerphilly County Borough Council pays to organisations that provide care to Caerphilly citizens:

Category of Care Provided	Fee Increase from April 2022
Domiciliary Care	15%
Direct Payments	8%
Residential & Nursing Care for Older People	14%
Residential & Nursing Care for Younger Adults	5%
Supported Living	10%
Day Care	10%
Extra Care	10%
Social Care Provision for Children and Adolescents	4%

5.2.7 The above uplifts are likely to cost around £3.756 million more than the 4% non-pay inflationary uplift that was included in the corporate budget settlement and will be funded by a virement from the £5.716million held within the corporate budget for social care pressures. This virement has resulted in a revised Social Services budget for 2022/23 of £105,997,994 as summarised below:-

	Children's Services £	Adult Services £	Business Support £	Total £
Original Budget 2022/23	27,669,531	72,323,298	2,249,279	102,242,108
In year Virement in 2022/23	118,984	3,636,902	0	3,755,886
Revised Budget 2022/23	27,788,515	75,960,200	2,249,279	105,997,994

5.2.8 A detailed analysis of the original and revised budgets for 2022/23 is provided in appendix 1.

5.2.9 The Social Services budget was significantly underspent in 2021/22 but it should be noted that this was due to a combination of temporary staffing vacancies, non-recurring funding

streams, unmet demand due to staff shortages and restrictions to day services and short-term care provision due to Covid-19. These non-recurring underspends masked an increasing demand for care for children and adults with increasingly complex needs. Therefore, it is likely that the £1.960million remaining in the corporate budget to address increasing social care demands will need to be vired in to the Social Services budget during the 2022/23 financial year as we begin to recover from the Covid 19 pandemic.

5.3 Conclusion

The Social Services revised budget for 2022/23 totalling £105,997,994 has been partially realigned to address known commitments as at February 2022 and to provide some financial stability within the social care market. However, it is likely that demand for social care will continue to rise throughout the forthcoming financial year as we continue to emerge from the pandemic. The remaining unallocated growth funding of £1.960million will go some way towards meeting the cost of this increased demand during 2022/23 with some other short-term savings likely to close any funding gap in the forthcoming financial year. However, those short-term savings are unlikely to continue beyond 2022/23 while demand for social care is likely to continue to increase.

6. ASSUMPTIONS

- 6.1 The 2022/23 budget strategy does not include any specific provision for the impact of the pandemic.

7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT

- 7.1 An Integrated Impact Assessment is not needed because the issues covered are for information purposes only.

8. FINANCIAL IMPLICATIONS

- 8.1 As detailed throughout the report.

9. PERSONNEL IMPLICATIONS

- 9.1 Any personnel implications arising from the Social Services budget strategy for 2022/23 will be managed in accordance with the appropriate HR policies and procedures.

10. CONSULTATIONS

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

11. STATUTORY POWER

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

12. URGENCY (CABINET ITEMS ONLY)

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

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Cllr. Donna Cushing, Chair, cushid@caerphilly.gov.uk
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Appendices: Appendix 1 - Social Services Revised Revenue Budget 2022/23 as at 6th April 2022

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Appendix 1 - Social Services Revised Revenue Budget 2022/23 as at 6th April 2022

	Original Budget 2022/23 Before Fee Uplifts	In-Year Virement for Fee Uplifts	Revised Budget 2022/23 as at 6th April 2022
	£	£	£
<u>SUMMARY</u>			
CHILDREN'S SERVICES	£27,669,531	£118,984	£27,788,515
ADULT SERVICES	£72,323,298	£3,636,902	£75,960,200
RESOURCING AND PERFORMANCE	£2,249,279	£0	£2,249,279
SOCIAL SERVICES TOTAL	£102,242,108	£3,755,886	£105,997,994

	Original Budget 2022/23 Before Fee Uplifts	In-Year Virement for Fee Uplifts	Revised Budget 2022/23 as at 6th April 2022
	£	£	£
<u>CHILDREN'S SERVICES</u>			
Management, Fieldwork and Administration			
Children's Management, Fieldwork and Administration	£12,133,086	£0	£12,133,086
Appropriations from Earmarked Reserves	(£685,977)	£0	(£685,977)
Less Wanless Income	(£51,115)	£0	(£51,115)
Regional Integration Fund Grant	(£226,631)	£0	(£226,631)
Regional Integration Fund Grant	(£883,850)	£0	(£883,850)
Sub Total	£10,285,513	£0	£10,285,513
Residential Care Including Secure Accommodation			
Own Residential Homes	£1,685,365	£0	£1,685,365
Gross Cost of Placements	£4,782,794	£111,294	£4,894,088
Contributions from Education	(£82,823)	(£293)	(£83,116)
Sub Total	£6,385,336	£111,001	£6,496,337
Fostering and Adoption			
Gross Cost of Placements	£8,073,431	(£2,304)	£8,071,127
Other Fostering Costs	£102,063	(£121)	£101,942
Adoption Allowances	£61,187	£0	£61,187
Other Adoption Costs	£383,814	£0	£383,814
Professional Fees Inc. Legal Fees	£500,227	£0	£500,227
Sub Total	£9,120,722	(£2,425)	£9,118,297
Youth Offending			
Youth Offending Team	£434,656	£0	£434,656
Sub Total	£434,656	£0	£434,656
Families First			
Families First Team	£202,145	£0	£202,145
Other Families First Contracts	£2,503,513	£0	£2,503,513
Grant Income	(£2,697,747)	£0	(£2,697,747)
Sub Total	£7,911	£0	£7,911
Other Costs			
Preventative and Support - (Section 17 & Childminding)	£61,810	£0	£61,810
Aftercare	£832,176	£5,039	£837,215
Agreements with Voluntary Organisations	£709,216	£0	£709,216
Regional Integration Fund Grant	(£296,624)	£0	(£296,624)
Other	£274,840	£5,369	£280,209
Regional Integration Fund Grant	(£146,025)	£0	(£146,025)
Sub Total	£1,435,393	£10,408	£1,445,801
TOTAL CHILDREN'S SERVICES	£27,669,531	£118,984	£27,788,515

	Original Budget 2022/23 Before Fee Uplifts	In-Year Virement for Fee Uplifts	Revised Budget 2022/23 as at 6th April 2022
	£	£	£
<u>ADULT SERVICES</u>			
Management, Fieldwork and Administration			
Management	£138,829	£0	£138,829
Protection of Vulnerable Adults	£411,198	£0	£411,198
OLA and Client Income from Client Finances	(£385,279)	£0	(£385,279)
Commissioning	£731,305	£0	£731,305
Section 28a Income Joint Commissioning Post	(£17,175)	£0	(£17,175)
Older People	£2,382,796	£0	£2,382,796
Less Wanless Income	(£44,747)	£0	(£44,747)
Promoting Independence	£3,037,128	£0	£3,037,128
Provider Services	£439,638	£0	£439,638
Regional Integration Fund Grant	(£298,444)	£0	(£298,444)
Learning Disabilities	£787,259	£0	£787,259
Appropriations from Earmarked Reserves	(£172,423)	£0	(£172,423)
Contribution from Health and Other Partners	(£44,253)	£0	(£44,253)
Mental Health	£1,469,245	£0	£1,469,245
Section 28a Income Assertive Outreach	(£94,769)	£0	(£94,769)
Drug & Alcohol Services	£398,918	£0	£398,918
Emergency Duty Team	£320,246	£0	£320,246
Sub Total	£9,059,472	£0	£9,059,472
Own Residential Care			
Residential Homes for the Elderly	£7,171,643	£0	£7,171,643
Regional Integration Fund Grant	(£92,563)	£0	(£92,563)
-Less Client Contributions	(£2,230,000)	£0	(£2,230,000)
-Less Section 28a Income (Ty Iscoed)	(£115,350)	£0	(£115,350)
-Less Inter-Authority Income	(£55,161)	£0	(£55,161)
Net Cost	£4,678,569	£0	£4,678,569
Accommodation for People with Learning Disabilities	£2,908,539	£0	£2,908,539
-Less Client Contributions	(£89,641)	£0	(£89,641)
-Less Contribution from Supporting People	(£41,319)	£0	(£41,319)
-Less Inter-Authority Income	(£336,671)	£0	(£336,671)
Net Cost	£2,440,908	£0	£2,440,908
Sub Total	£7,119,477	£0	£7,119,477
External Residential Care			
Long Term Placements			
Older People	£11,496,439	£1,514,596	£13,011,035
Less Wanless Income	(£303,428)	£0	(£303,428)
Less Section 28a Income - Allt yr yn	(£151,063)	£0	(£151,063)
Physically Disabled	£912,050	£21,168	£933,218
Learning Disabilities	£3,978,301	£47,344	£4,025,645
Mental Health	£931,726	£5,095	£936,821
Substance Misuse Placements	£64,273	£0	£64,273
Social Care Workforce & Sustainability Grant	(£1,032,639)	£0	(£1,032,639)
Net Cost	£15,895,659	£1,588,203	£17,483,862

	Original Budget 2022/23 Before Fee Uplifts	In-Year Virement for Fee Uplifts	Revised Budget 2022/23 as at 6th April 2022
	£	£	£
Short Term Placements			
Older People	£271,511	£0	£271,511
Carers Respite Arrangements	£42,917	£0	£42,917
Physical Disabilities	£44,901	£0	£44,901
Learning Disabilities	£17,747	£0	£17,747
Mental Health	£44,032	£0	£44,032
Net Cost	£421,108	£0	£421,108
Sub Total	£16,316,767	£1,588,203	£17,904,970
Own Day Care			
Own Day Opportunities	£3,694,613	£0	£3,694,613
-Less Attendance Contributions	(£37,560)	£0	(£37,560)
-Less Inter-Authority Income	(£24,986)	£0	(£24,986)
Mental Health Community Support	£817,809	£0	£817,809
Appropriations from Earmarked Reserves	(£18,818)	£0	(£18,818)
Regional Integration Fund Grant	(£87,100)	£0	(£87,100)
-Less Section 28a Income (Pentrebane Street)	(£81,366)	£0	(£81,366)
Sub Total	£4,262,592	£0	£4,262,592
External Day Care			
Elderly	£39,683	£2,322	£42,005
Physically Disabled	£132,298	£9,248	£141,546
Learning Disabilities	£1,525,205	£120,875	£1,646,080
Section 28a Income	(£72,659)	£0	(£72,659)
Mental Health	£25,393	£1,015	£26,408
Sub Total	£1,649,920	£133,460	£1,783,380
Supported Employment			
Mental Health	£73,776	£0	£73,776
Sub Total	£73,776	£0	£73,776
Aids and Adaptations			
Disability Living Equipment	£684,482	£0	£684,482
Appropriations from Earmarked Reserves	(£100,000)	£0	(£100,000)
Adaptations	£231,781	£0	£231,781
Chronically Sick and Disabled Telephones	£7,511	£0	£7,511
Sub Total	£823,774	£0	£823,774
Home Assistance and Reablement			
Home Assistance and Reablement Team			
Home Assistance and Reablement Team (H.A.R.T.)	£4,618,394	£0	£4,618,394
Wanless Funding	(£67,959)	£0	(£67,959)
Regional Integration Fund Grant	(£32,306)	£0	(£32,306)
Regional Integration Fund Grant	(£138,501)	£0	(£138,501)

	Original Budget 2022/23 Before Fee Uplifts	In-Year Virement for Fee Uplifts	Revised Budget 2022/23 as at 6th April 2022
	£	£	£
Independent Sector Domiciliary Care			
Elderly	£6,670,101	£620,007	£7,290,108
Physical Disabilities	£1,066,481	£107,089	£1,173,570
Learning Disabilities (excluding Resettlement)	£329,948	£35,090	£365,038
Mental Health	£144,004	£12,966	£156,970
Social Care Workforce & Sustainability Grant	(£1,235,943)	£0	(£1,235,943)
Gwent Frailty Programme	£2,516,819	£0	£2,516,819
Sub Total	£13,871,038	£775,152	£14,646,190
Other Domiciliary Care			
Shared Lives			
Shared Lives Scheme	£1,803,855	£0	£1,803,855
Regional Integration Fund Grant	(£173,790)	£0	(£173,790)
Net Cost	£1,630,065	£0	£1,630,065
Supported Living			
Older People	£203,794	£15,194	£218,988
-Less Contribution from Supporting People	(£2,457)	£0	(£2,457)
Physical Disabilities	£1,733,132	£98,944	£1,832,076
-Less Contribution from Supporting People	(£17,769)	£0	(£17,769)
Learning Disabilities	£11,594,969	£757,056	£12,352,025
Less Section 28a Income Joint Tenancy	(£28,987)	£0	(£28,987)
-Less Contribution from Supporting People	(£233,440)	£0	(£233,440)
Mental Health	£1,998,454	£121,839	£2,120,293
-Less Contribution from Supporting People	(£7,372)	£0	(£7,372)
Social Care Workforce & Sustainability Grant	(£408,304)	£0	(£408,304)
Net Cost	£14,832,020	£993,033	£15,825,053
Direct Payment			
Elderly People	£95,577	£4,730	£100,307
Physical Disabilities	£800,467	£32,031	£832,498
Learning Disabilities	£765,044	£28,825	£793,869
Section 28a Income Learning Disabilities	(£20,808)	£0	(£20,808)
Mental Health	£3,856	£147	£4,003
Net Cost	£1,644,136	£65,733	£1,709,869
Other			
Extra Care Sheltered Housing	£705,154	£42,259	£747,413
Net Cost	£705,154	£42,259	£747,413
Total Home Care Client Contributions	(£1,993,772)	£0	(£1,993,772)
Sub Total	£16,817,603	£1,101,025	£17,918,628
Resettlement			
External Funding			
Section 28a Income	(£1,020,410)	£0	(£1,020,410)
Sub Total	(£1,020,410)	£0	(£1,020,410)

	Original Budget 2022/23 Before Fee Uplifts	In-Year Virement for Fee Uplifts	Revised Budget 2022/23 as at 6th April 2022
	£	£	£
Supporting People (including transfers to Housing)			
People Over 55 Years of Age	£455,516	£0	£455,516
People with Physical and/or Sensory Disabilities	£35,880	£0	£35,880
People with Learning Disabilities	£494,176	£0	£494,176
People with Mental Health issues	£1,135,696	£0	£1,135,696
Families Supported People	£547,144	£0	£547,144
Generic Floating support to prevent homelessness	£2,728,444	£0	£2,728,444
Young People with support needs (16-24)	£946,998	£0	£946,998
Single people with Support Needs (25-54)	£427,095	£0	£427,095
Women experiencing Domestic Abuse	£521,808	£0	£521,808
People with Substance Misuse Issues	£454,313	£0	£454,313
Alarm Services (including in sheltered/extra care)	£270,299	£0	£270,299
People with Criminal Offending History	£144,040	£0	£144,040
Contribution to Social Services Schemes	£343,957	£0	£343,957
Newport CC funding transfer	(£70,000)	£0	(£70,000)
Less supporting people grant	(£8,435,366)	£0	(£8,435,366)
Sub Total	£0	£0	£0
Services for Children with Disabilities			
Ty Hapus	£455,234	£0	£455,234
Residential Care	£906,700	£31,734	£938,434
Foster Care	£499,485	£1,555	£501,040
Preventative and Support - (Section 17 & Childminding)	£10,091	£0	£10,091
Respite Care	£80,780	£0	£80,780
Direct Payments	£146,940	£5,773	£152,713
Sub Total	£2,099,230	£39,062	£2,138,292
Other Costs			
Telecare Gross Cost	£744,588	£0	£744,588
Section 28a Income	(£6,539)	£0	(£6,539)
Less Client and Agency Income	(£399,931)	£0	(£399,931)
Agreements with Voluntary Organisations			
Children with Disabilities	£305,272	£0	£305,272
Elderly	£73,590	£0	£73,590
Learning Difficulties	£63,815	£0	£63,815
Section 28a Income	(£52,020)	£0	(£52,020)
Mental Health & Substance Misuse	£46,334	£0	£46,334
MH Capacity Act / Deprivation of Libert Safeguards	£118,604	£0	£118,604
Other	£58,761	£0	£58,761
Gwent Enhanced Dementia Care Expenditure	£144,863	£0	£144,863
Gwent Enhanced Dementia Care Grant	(£144,863)	£0	(£144,863)
Caerphilly Cares	£1,078,374	£0	£1,078,374
Appropriations from Earmarked Reserves	(£196,724)	£0	(£196,724)
Children & Communities Grant	(£584,065)	£0	(£584,065)
Sub Total	£1,250,059	£0	£1,250,059
TOTAL ADULT SERVICES	£72,323,298	£3,636,902	£75,960,200

	Original Budget 2022/23 Before Fee Uplifts	In-Year Virement for Fee Uplifts	Revised Budget 2022/23 as at 6th April 2022
	£	£	£
<u>SERVICE STRATEGY AND BUSINESS SUPPORT</u>			
Management and Administration			
Policy Development and Strategy	£186,481	£0	£186,481
Business Support	£872,536	£0	£872,536
Appropriations from Earmarked Reserves	(£117,822)	£0	(£117,822)
Sub Total	£941,195	£0	£941,195
Office Accommodation			
All Offices	£375,330	£0	£375,330
Less Office Accommodation Recharge to HRA	(£124,681)	£0	(£124,681)
Sub Total	£250,649	£0	£250,649
Office Expenses			
All Offices	£144,486	£0	£144,486
Sub Total	£144,486	£0	£144,486
Other Costs			
Training	£349,294	£0	£349,294
Staff Support/Protection	£10,018	£0	£10,018
Information Technology	£59,697	£0	£59,697
Management Fees for Consortia	(£51,869)	£0	(£51,869)
Insurances	£264,543	£0	£264,543
Other Costs	£281,266	£0	£281,266
Sub Total	£912,949	£0	£912,949
TOTAL RESOURCING AND PERFORMANCE	£2,249,279	£0	£2,249,279

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