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For all enquiries relating to this agenda please contact Sharon Kauczok  
(Tel: 01443 864243 Email: [kaucz@caerphilly.gov.uk](mailto:kaucz@caerphilly.gov.uk))

**Date: 4th February 2015**

Dear Sir/Madam,

A meeting of the **Health Social Care and Wellbeing Scrutiny Committee** will be held in the **Sirhowy Room, Penallta House, Tredomen, Ystrad Mynach** on **Tuesday, 10th February, 2015** at **5.30 pm** to consider the matters contained in the following agenda.

Yours faithfully,

A handwritten signature in blue ink that reads 'Chris Burns'.

**Chris Burns**  
INTERIM CHIEF EXECUTIVE

## A G E N D A

	Pages
1 To receive apologies for absence.	
2 Declarations of Interest. Councillors and Officers are reminded of their personal responsibility to declare any personal and/or prejudicial interest (s) in respect of any item of business on this agenda in accordance with the Local Government Act 2000, the Council's Constitution and the Code of Conduct for both Councillors and Officers.	
To approve and sign the following minutes: -	
3 Special Health, Social Care & Wellbeing Scrutiny Committee held on 16th October 2014.	1 - 6
4 Health, Social Care & Wellbeing Scrutiny Committee held on 2nd December 2014.	

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5 Consideration of any matter referred to this Committee in accordance with the call-in procedure.

6 To receive a verbal report from the Cabinet Member for Social Services.

To receive and consider the following Cabinet reports\*:-

7 Local Authority Arrangements to Support Safeguarding of Children - 10th December 2014.

8 The National Assistance Act 1948, as Amended - Removal of Persons in Care. Designation of Proper Officer - 10th December 2014.

\*If a member of the Scrutiny Committee wishes for either of the above Cabinet reports to be brought forward for discussion at the meeting please contact Sharon Kauczok, Tel. No. 01443 864243 by 10.00 am on Monday, 9th February 2015.

To receive and consider the following Scrutiny reports: -

9 Presentation - ABUHB Annual Performance Evaluation for 2013-14.

10 CSSIW Annual Performance Evaluation for 2013-14.

13 - 26

11 Budget Monitoring Report (Month 9).

27 - 40

12 Wales Audit Office Review of Local Authority Arrangements to Support Safeguarding of Children.

41 - 72

13 To record any requests for an item to be included on the next available agenda.

To receive and note the following information items\*:-

14 Improvement Objective 1 - 2014-15 Six Month Update.

73 - 78

15 Summary of Members' Attendance - Quarter 3 : 1st October 2014 - 31st December 2014.

79 - 82

*\*If a member of the Scrutiny Committee wishes for any of the above information items to be brought forward for discussion at the meeting please contact Sharon Kauczok, Committee Services Officer, Tel. No. 01443 864243, by 10.00am on Monday, 9th February 2015.*

#### **Circulation:**

Councillors: L. Ackerman (Chair), Mrs E.M. Aldworth, A. Angel, Mrs G. Bevan, L.J. Binding, Mrs P. Cook (Vice Chair), Ms J. Gale, L. Gardiner, N. George, C.J. Gordon, Mrs P. A. Griffiths, G. J. Hughes, S. Morgan, J.A. Pritchard and A. Rees

Users and Carers: Mr C. Luke, Mrs J. Morgan, Miss L. Price and Mrs M. Veater

Aneurin Bevan Health Board: Mrs B. Bolt (Divisional Director Primary Care and Networks)

And Appropriate Officers

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## SPECIAL HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN,  
YSTRAD MYNACH ON THURSDAY, 16TH OCTOBER 2014 AT 5.30 P.M.

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PRESENT:

Councillor L. Ackerman - Chair  
Councillor Mrs P. Cook - Vice Chair

Councillors:

Mrs E.M. Aldworth, L. Binding, Mrs E.J. Gale, C. Gordon, S. Morgan, J.A. Pritchard, A. Rees

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

Together with:

D. Street (Corporate Director Social Services), G. Jenkins (Assistant Director Children Services), J. Williams (Assistant Director Adult Services), M.J. Jones (Senior Accountant), C. Forbes-Thompson (Scrutiny Research Officer), C. Evans (Committee Services Officer)

Users & Carers: Mr C. Luke, Mrs J. Morgan and Mrs M. Veater MBE

### 1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors A.P. Angel, Mrs. G. Bevan, Mrs. P. Griffiths, G.J. Hughes, Miss L. Price (Users and Carers) and Mrs. B. Bolt (ABUHB).

### 2. DECLARATIONS OF INTEREST

Councillors L. Ackerman and Mrs E.M. Aldworth declared an interest in Agenda Item 4- Day Services (in that they have close family members who receive this service) and left the meeting during its consideration.

### 3. SHOPPING SERVICE

The report provided additional information on the discretionary shopping services along with an update on the optional ceasing of provision of the service, (unless there are exceptional circumstances) prior to being presented to Cabinet.

At a previous Scrutiny Committee on 17th July 2014, Members requested to receive further information on the development of options to provide low/ no cost services to meet people's needs for a shopping service and for consideration to be given to an option of tendering for a specific shopping service.

Members noted that, subsequently, work was conducted to validate the number of people in receipt of a shopping service. The previous information gained from the SWIFT IT database, which indicated 976 people were in receipt of the service, was incorrect. The data demonstrated that only 125 were in receipt of a commissioned service, the remainder were service users with an identified need for shopping. Therefore, proposals would generate lower levels of savings and impact on a smaller number of people.

In addition, a fixed term Engagement Officer has been appointed until 31 March 2015. Their role will be to gather knowledge of local communities and the services available from local shops, large supermarkets and local eateries to provide individuals with a range of options to meet their needs.

Officers highlighted that, those people currently in receipt of a shopping service would be reviewed and assisted to utilise other networks to meet their needs. If there were exceptional circumstances shopping could still be commissioned on a spot contract.

Members expressed their disappointment that the original report demonstrated such significant inaccuracies for potential savings. Assurances were given that officers endeavour to provide accurate information; the reason for the discrepancy came as a result of manual validation of the data. This highlighted that the Swift system had also provided information on Service users having shopping provided through other means.

The Scrutiny Committee discussed the User Survey, and it was noted that the survey was conducted anonymously, across a large number of Service Users, in receipt of various discretionary services, provided by the department. Members raised concerns that the survey results could not identify responses from users in receipt of the shopping services. It was felt that, in order to form a decision and make a recommendation about the future of the shopping service, the impact of ceasing a service to those users should be ascertained. Officers explained that a service would be provided to those with an identified need, and would not be withdrawn unless an alternative provision was in place. In addition, service users with exceptional circumstances may continue to be able to receive the shopping service.

Discussions ensued in which a Member suggested that reviews be conducted with each of the service users in receipt of the service. Concerns were raised that conducting a full review of each of the 125 service users, in receipt of the service would be hour intensive, costly and impractical and would not be concluded before the decision was required for the budget. It was clarified that Members felt that they could not make a recommendation about ceasing a service until an assessment had been conducted to demonstrate the impact of withdrawal of service on the service user.

Following consideration, it was moved and seconded that consideration of the proposal be deferred pending an assessment being conducted. By a show of hands, and in noting there was one abstention, this was agreed by the majority present.

RESOLVED that consideration of the proposal for the discretionary service to cease and people to be sign posted to appropriate options (unless there are exceptional circumstances), be deferred pending an assessment being undertaken to determine the impact of withdrawal of service on the 125 Service Users.

#### **4. DAY SERVICES**

Councillor L. Ackerman left the meeting during consideration of this item having declared an interest at the beginning of the meeting in that she has a close family member who receives this service. Councillor Mrs. E. Aldworth also left the meeting for this item in that she has a close relative who receives this service. Councillor Mrs P. Cook, Vice Chair, took the chair for this item only.

Following this, Mr C. Luke, queried the quorum of the committee and was advised that, with the 6 remaining Councillors present, the meeting remained quorate; therefore the item and any recommendations could be fully considered by the Committee.

The report provided, as part of the agreed budget strategy for 2015/16 and as requested at a previous Scrutiny Committee on 17th July 2014, additional information on the option to reconfigure the provision of day services by reducing the number of bases used and ceasing to use the satellite bases at Glyn –Sifi, Ffwrn-Bryn and Fitzroy Lodge. The bases would be reconfigured geographically by combining centres in one location. Thereby resulting in economies of scale through reduced building and staffing costs and enabling services to continue to be provided for individuals and their carers at their current levels.

The report proposed that Llanfabon, in the south of the county borough and Min-Y-Mynydd in the north of the county borough would become the main centres for provision of day services. Members noted that the current day services provided at Llanfabon would continue and Caerphilly Day Centre and the Retirement Group would relocate to this centre. Min-Y-Mynydd would provide services for people with learning disabilities and services for older people would be centralised at the Rhymney Integrated Health Centre.

Members noted that some minor adaptation works would be required to ensure that facilities at both centres were suitable for the increase in users level of need and by making the residential homes the hub for day service provision, the model becomes sustainable in the longer term. All other day services would remain in their current locations and format at this time.

The report highlighted that the proposed relocations for the north of the county borough would save around £10k in non-staff costs and £94k in staff costs, and the proposed relocations for the south of the county borough would save around £19k in non-staff costs and £162k in staff costs. In total, these proposals would result in a saving of £285k. However, only £255k of this saving would be released in the 2015/16 financial year as around £30k is required to deliver the balance of a £100k savings target for direct care management that was built into the 2014/15 budget for strategy for Social Services.

Members thanked the officer for the report and discussions ensued.

In relation to the location of the centralised day centres, Members raised concerns around the additional travelling distance and accessibility to the sites. Officers took on board the concerns, however it was noted that some of the current sites were in a poor state of repair or required considerable work to accommodate additional users. Members were asked to note that in respect of transport the maximum additional distance anyone would travel is 1.4 miles and some people will travel less.

Members sought clarification on the integration of service provision at the day centres, highlighting that there are varying needs between groups, which would cause significant issues for integration. Officers highlighted that like for like provision would be integrated where possible and meeting the needs of the service users remains paramount in all decision making.

Members sought further information on the personnel implications of the proposal. Officers highlighted that a net reduction of 280 care hours (10-15 posts) across the county borough would be expected, however, this would not impact on the level of care provided to service users. It was noted that vacancies have been held across provider services to assist with any potential redeployment requirements and any staff affected by the changes would be fully supported by the authority using appropriate policies and procedures.

The Scrutiny Committee was pleased to note the public consultation conducted, which included comments from carers and service users. Concerns were raised around the

increased pressure on local authorities to maintain levels of care provision with significantly reduced budgets. It was noted that officers have worked hard to identify the savings levels required with minimal impact to service users.

Following consideration, it was moved and seconded that the recommendations in the report be approved. By a show of hands this was agreed by the majority present.

RESOLVED that for the reasons contained in the officer's report Members of the Scrutiny Committee considered and commented upon the option to centralise day services as set out in part 4 of the officers report.

## **5. REVIEW OF MEALS DIRECT**

The report provided members with additional information on the discretionary Meals Direct Service and potential increases in charges, as part of the agreed budget strategy for 2015/2016.

The Scrutiny Committee noted that meals are currently provided to 336 individuals (85 receive Meals Direct Services only) in their own homes following an assessment by Social Services.

The Scrutiny Committee were asked to consider a variety of options for increasing the current charge of £2.60 for the provision of Meals Direct and Members were mindful that an increase in charges could result in Service Users seeking alternative meal providers, thus impacting on financial sustainability. Consideration was given to the following increases and savings amounts: -

- Increasing the charge from £2.60 to £3.10, a rise of 50p would generate income of £44k at existing meal numbers
- Increasing the charge from £2.60 to £3.60, a rise of £1.00 would generate income of £88k at existing meal numbers
- Increasing the charge from £2.60 to £4.10, a rise of £1.50 would generate income of £131k at existing meal numbers
- Increasing the charge from £2.60 to £5.10, a rise of £2.50 would generate income of £217k at existing meal numbers
- Increasing the charge from £2.60 to the full cost of providing a meal at £5.40 would generate income of £243k at existing meal numbers.
- Any price increase may meet resistance and could mean some existing customers may choose not to continue with this provision which could impact up on the financial viability of the Meals Direct Service as economies of scale are reduced.

The Scrutiny Committee thanked the officer for the report and discussion ensued.

Members sought further information on the average number of meals purchased by service users. Officers highlighted that this was dependent on the needs of the users as some will have family providing meals or attend centres etc.

Concerns were raised as to the potential impact on the savings proposals as a result of the Governments increase in minimum wage. Members were assured that, as a result of the Authorities commitment to pay a Living Wage rate, there is no impact to the Local Authority with the increase.

Members discussed expansion of the service to other Local Authorities and it was noted that Caerphilly currently has contract to provide frozen meals to Blaenau Gwent, which is due to expire in March 2015. Members noted that such contracts would have an impact on the decision-making process and viability of the service, however Officers from the Directorate of the Environment are looking for various options to sustain the service.



Following consideration of the report, it was moved that the preferred option of increasing the charge from £2.60 to £3.60, a rise of £1.00 would generate income of £88k at existing meal numbers, this was not seconded. It was then moved that an increase of £1.50 for the Meals Direct Service be applied, this was seconded and by a show of hands, was agreed by the majority present.

RESOLVED that for the reasons contained in the officer's report, it be recommended to increase charging from £2.60 to £4.10 (a rise of £1.50), which would generate income of £131k at existing meal numbers.

## 6. SAVINGS PROPOSALS FOR 2015/16

The Scrutiny Committee were presented with a report for consideration, which provided details of a range of 2015/16 savings proposals within the Directorate of Social Services to support the Authority's Medium-Term Financial Plan (MTFP), prior to being presented to Cabinet.

Members noted that the Divisional Management Teams and Senior Management Team within Social Services have reviewed budgets in detail to identify a range of savings options to support the MTFP. Savings proposals were presented specifically for the 2015/16 financial year and were categorised into the following areas: -

- Discretionary Service Reviews
- Budget Realignment
- Structural Reviews
- Service Redesign
- Demand Management

In addition, Members noted that the MTFP that was agreed by Members covering the financial years 2014/15 to 2016/17 included £1m of growth money in each year to respond to demographic changes. However, as a result of anticipated cuts in Welsh Government funding, the growth previously earmarked for 2015/16 is unlikely to be affordable.

The Chair thanked the Officer for her report and full discussion ensued.

Members discussed the Budget Realignment proposals and sought reassurances that budget reductions would not significantly impact on service provision, which would continue to meet the needs of the Service Users. Officers highlighted that the proposed reductions removed any surplus places within the services and members were assured that the needs of the Service Users are paramount and therefore would continue to be met.

A Member sought further information on the income from Service Users. Officers highlighted that the figure is obtained from the payments made by Service Users for the non-residential services they are in receipt of. It was added that Welsh Government Guidance and the decisions taken by a Task and Finish Group to increase the maximum charges for the services determine the costs of these services.

Members were asked to note that a percentage saving amount has been applied to each of the service areas, with an expectation that the units will find the savings, thereby reducing budgets to a minimum level with more direct cuts anticipated in coming years. Members queried whether budgets have been over generous in previous years, in order for savings to be found, whether it would have been more effective to regularly review the service and spends. Officers highlighted that there have been changes to funding and expenditure this year, with the reduction in the demographic growth funding and the Luncheon club budget changes. The Director credited staff for working hard to determine the level of savings with little impact to services.

A Member added that the report does not show what is discretionary and what isn't. This was clarified for the Members.

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

RESOLVED that for the reasons contained in the officer's report: -

1. Members of the Scrutiny Committee considered and commented upon the range of savings proposals outlined in the report.
2. Members of the Scrutiny Committee noted the anticipated withdrawal of demographic growth funding for 2015/16.

The meeting closed at 7.29pm.

Approved as a correct record subject to any amendments agreed and recorded in the minutes of the meeting held on 10th February 2015.

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CHAIR



## HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN,  
YSTRAD MYNACH ON TUESDAY, 2ND DECEMBER 2014 AT 5.30 P.M.

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PRESENT:

Councillor L. Ackerman - Chair  
Councillor Mrs P. Cook - Vice Chair

Councillors:

Mrs E.M. Aldworth, L. Binding, Ms E.J. Gale, L. Gardiner, N. George, C.J. Gordon,  
G.J. Hughes, A. Lewis, S. Morgan, J.A. Pritchard, A. Rees.

Cabinet Member: Councillor R. Woodyatt.

Together with:

D. Street (Corporate Director Social Services), G. Jenkins (Assistant Director Children Services), J. Williams (Assistant Director Adult Services), M. Jones (Finance Manager), S. Howells (Service Manager for Older People), J. Jones (Democratic Services Manager), S.M. Kauczok (Committee Services Officer).

Users & Carers: Mr C. Luke.

### 1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors A.P. Angel, Mrs G. Bevan, Mrs P.A. Griffiths, Ms L. Price, Mrs J. Morgan, Mrs M. Veater MBE and Sarah Glyn Jones (CSSIW).

### 2. DECLARATIONS OF INTEREST

Councillor C. Gordon declared a personal interest in agenda item 8 in that a close relative used to be in receipt of the shopping service.

### 3. MINUTES

RESOLVED that the minutes of the following meeting be approved as a correct record and signed by the Chairman: -

1. Health, Social Care and Wellbeing Scrutiny Committee held on 21st October 2014 (minute nos. 1-12).

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

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

**5. REPORT OF THE CABINET MEMBER**

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

It was hoped that representatives of CSSIW would be attending the meeting to present the Annual Performance Evaluation for 2013-2014 for Caerphilly. Unfortunately they were unable to attend and had tendered their apologies. It was noted that the report recognises the improvements made during the last financial year and identifies areas for further development.

Members were asked to note that there would be discussion on the current performance management information under agenda Item 10 which is a timely reminder of the consistent performance of the Directorate. Reports would also be presented providing updates on the MTFP proposals previously discussed at Committee. In addition, a report would be received on a recent Supreme Court Judgement in relation to Deprivation of Liberty, which will have an impact on working practices within Adult Services.

Since the last Scrutiny Committee, Councillor Woodyatt had attended the Celebration of Achievement Awards in partnership with Blaenau Gwent. This was a wonderful opportunity to recognise the achievements of staff at all levels and to publicly thank them for their hard work and commitment. Councillor Woodyatt had also had the pleasure of starting the "Walk a Mile in her Shoes" walk around Caerphilly Castle, drawing attention to the White Ribbon Campaign against domestic violence against women.

In addition, it was noted that Carers from the South East Wales Adult Placement Scheme managed by Caerphilly had recently won a National Gold Award at the Care Forum Wales Awards. Earlier in the day Councillor Woodyatt had visited Bon Bon Buddies in Oakdale to receive a donation of Christmas goodies for the Santa Appeal.

Finally, the Scrutiny Committee received the news that following her secondment to Merthyr Tydfil, Lisa Curtis-Jones had been appointed to the permanent Head of Service post. The Scrutiny Committee extended their congratulations to Lisa and wished her every success in her new role.

The Chair thanked Councillor Woodyatt for his report and invited questions. Members sought confirmation that the post vacated by Lisa Curtis-Jones at CCBC would be filled on a permanent basis in the future and looked forward to discussing the Annual Performance Evaluation for 2013-14 with CSSIW in February 2015.

**6. CABINET REPORTS**

There had been no requests for the Cabinet report - Charging for Telecare Services - dated 12th November 2014 to be brought forward for discussion at the meeting.

**SCRUTINY REPORTS**

Consideration was given to the following reports.

## **7. CSSIW ANNUAL PERFORMANCE EVALUATION 2013-2014**

It was noted that CSSIW had tendered their apologies for the meeting. The report was therefore deferred to the next meeting of the Health Social Care and Wellbeing Scrutiny Committee in February 2015.

## **8. SHOPPING SERVICE**

Councillor C. Gordon declared a personal interest in this item as he has a close relative who used to receive the service.

The Assistant Director Adult Services presented the report, which provided additional information on the discretionary shopping service, as part of the agreed budget strategy for 2015/2016.

At the special meeting of the Scrutiny Committee on 16th October 2014 members requested additional specific information on the shopping service which is provided as part of a care package. Since that time the survey had been re-run and sent to the 124 users of the shopping service only. A total of 42 questionnaires were returned which equates to a 34% response rate.

It was noted that one full time employee had been appointed to a fixed term Engagement Officer post until 31st March 2015. The Officer is developing knowledge of local communities and services available from local shops, supermarkets, local eateries that deliver meals and independent agencies that provide shopping services.

Care providers currently undertake the shopping service for individuals, with this service primarily being commissioned from the independent sector at a cost of circa £13.50 per hour. In 12 cases the service is provided by the in-house Home Assistance Reablement Team (HART), as part of a care package. A review of a range of providers has indicated prices to individuals for this service vary and on average would be £12.00 per hour.

During the course of the ensuing discussion clarification was sought on the criteria that would be applied to assess whether an individual would require the service. Officers advised that social workers would carry out the assessments and the situation would be kept under constant review under the care package. Assurances were given that the Authority would meet a person's need for a shopping service if necessary.

Following consideration and discussion it was moved and seconded that the recommendation to withdraw the service be endorsed and people be sign posted to other appropriate options, on the understanding that if none of these options are suitable for an individual, the Authority will ensure that the service continues to be provided to that person and kept under constant review as part of the care package. By a show of hands this was unanimously agreed.

## **9. DRAFT SAVINGS PROPOSALS**

The report, which was presented to Cabinet on 29th October 2014, provided details of the Provisional 2015/16 Local Government Settlement along with an updated Medium Term Financial Plan for the period 2015/16 to 2017/18. Details were received of the proposed savings for 2015/16 totalling £12.208m and a proposal to increase Council Tax for 2015/16 by 3.9%.

The Scrutiny Committee noted the report.

## **10. PERFORMANCE MANAGEMENT 2014/15**

The Corporate Director Social Services presented the report, which informed the Scrutiny Committee of the position in relation to the performance management figures for both Adult Services and Children's Services for the period up to September 2014.

Both the Adult Services and Children's Services Divisions have a range of national and local indicators that oversee the work of the Divisions. The targets are set at the start of each financial year and managed via the Authority's Ffynnon system. The targets are a mix of national indicators set by Welsh Government (SCA's and SCC's) and local indicators (ASPI's). Performance figures for Adult and Children's Services as at September 2014 are attached at Appendix 1 of the report.

Adult Services has a total of 15 national and local indicators several of which justified further comment. Members were aware that delayed transfers of care continues to be a challenging area for the Authority. The position at September 2014 is showing improved performance but it is accepted that the Authority is entering a particularly challenging time of year and this would need to be monitored closely. In terms of ASPI 02, delays in this area were primarily due to the Occupational Health Team, which was carrying two vacancies. Members were advised that these two posts had now been filled. Other areas are Older People Mental Health and Substance Misuse where delays are currently being examined in more depth. Members were reminded of the difficulty in validating performance against ASPI 17 and 18 as the Adult Mental Health Teams are putting the information into Epex (the Health System).

Children's Services have a total of 47 national and local indicators, several of which required further comment. It was noted that SCC/025 is currently Amber due to incorrect recording. In terms of CSPI 01, 186 children were 0-4 and were not seen alone. Therefore out of a possible 519 children, 258 were seen alone by a worker, which equates to 69%.

During the course of the ensuing discussion further information was sought with regard to ASPI 02 and ASPI 17. Officers advised that two Occupational Therapists had since been recruited which should improve the figures for ASP1 02 and in relation to ASP1 17, a lot of work was being undertaken on the validation which should result in more accurate information being provided in the future.

The Scrutiny Committee noted the report.

## **11. DEPRIVATION OF LIBERTY**

Mr S. Howells, Service Manager for Older People, presented the report, which had been requested by a Member of the Scrutiny Committee. The report informed Members of the changes in case law involving authorising deprivations of liberty for people in care homes and in the community.

In March 2014 the Supreme Court considered two cases concerned with potential deprivations of liberty. The judgement known as the "Cheshire West" case has introduced a revised test about the meaning of a deprivation of liberty. The Supreme Court has now clarified that there is a deprivation of liberty for the purposes of Article 5 of the European Convention on Human Rights when the person is: under the continuous supervision and control (and the care provided is imputable to the state); is not free to leave; the person lacks the capacity to consent to these arrangements. The five guiding principles in considering whether people lack mental capacity are listed in paragraph 4.4 of the report.

It was noted that there are different processes when considering deprivation of liberties depending on where the person lives. For people who live at home or in community settings deprivations of liberty can only be authorised by the Court of Protection. For people who live in care homes or are currently occupying a bed on a hospital ward, the deprivation can be

authorised by a Supervisory Body. This Authority is both a Supervisory Body and a Managing Authority under Deprivation of Liberty Safeguards.

To respond to deprivations of liberty in care homes Caerphilly is part of a Pan Gwent Consortium where assessments are coordinated through a small DoLS Team managed by ABUHB. Before the Supreme Court judgement the Team comprised 2 Best Interest Assessors (BIS's) supported by casual staff and administration. The original funding for the Team was via grant funding for DoLS from Welsh Government. Subsequent to the judgement authorisation was given to recruit 2 additional BIA's from existing resources. Further funding has recently been agreed to increase the staffing by 6 FTE with agreement for each statutory body to contribute funding for a further BIA including associated training costs.

The Supreme Court judgement is recognised as having a significant increase in the demand for assessing for potential deprivation of liberty. This has significant implications for current social work practice specifically in increased complexity and time management should numbers increase substantially. A screening tool has been implemented to identify those individuals at greatest risk in order to prioritise their assessment over those who would normally not have fallen within the criteria of the safeguards. The level of required advice and activity around cases will also have implications for Legal Services.

Members expressed concerns in relation to the financial implications for Local Authorities together with the likelihood of increased workloads for staff. Officers estimated that there would be significant financial and staffing implications and had estimated that Caerphilly would need 8 BIA's. Mr Street advised that a steering group of directors meets on a regular basis and extensive representations had been made to Welsh Government in terms of the financial impact.

Arising from the ensuing discussion, It was agreed that an update would be brought back to the Scrutiny Committee in six months. In addition, following a Member's request, Officers would forward details of the two cases referred to in paragraph 2.1 of the report to all members of the Scrutiny Committee.

Following consideration and discussion, it was moved and seconded that the recommendation in the report to note the changes in the case law and the implications for practice and resources, be endorsed. By a show of hands this was unanimously agreed.

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

Councillor E.J. Gale referred to a previous request regarding the feasibility of Members visiting private residential care homes. The Assistant Director Adult Services advised the Scrutiny Committee of a recent meeting she had attended during which providers had confirmed that they would welcome ward members visiting their establishments.

## **13. ITEMS FOR INFORMATION**

The following item was received and noted without discussion.

1. Summary of Members' Attendance - Quarter 2 - 1st July 2014 - 30th September 2014.

## **14. ANNUAL REPORT FOR MENTAL HEALTH**

A Member of the Scrutiny Committee had requested that this information report be brought forward for discussion at the meeting. Officers were requested to make representations to the Health Board in terms of the dark background colours used within the report, which made the text difficult to read in places.

The Annual Report had been co-produced between people who have a mental health issue and those who provide services that support good mental health and well-being. The report covers the whole of Gwent via 6 statutory organisations and 5 unitary authority areas. It highlights some aspects of the work of the Mental Health and Learning Disability Partnership Board over the past year. The report also reflects the priorities and areas of preferred updates from people who use the service and their carers and finally, it presents areas of good practices that staff have selected to be included within the Annual Report.

During the course of the ensuing discussion, officers responded to the various issues raised by Members in relation to the report. In terms of information that was sought regarding the CAMHS (Child and Adolescent Services) strategy, Mr Street pointed out that the Health Board, who had tendered their apologies for the meeting, would be in the best position to respond to this matter. He agreed to discuss the matter further with the Member concerned following the meeting.

The Scrutiny Committee noted the report.

The meeting closed at 6.56 pm.

Approved as a correct record subject to any amendments agreed and recorded in the minutes of the meeting held on 10th February 2014.

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CHAIR





## HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - 10TH FEBRUARY 2015

**SUBJECT: CSSIW ANNUAL PERFORMANCE EVALUATION FOR 2013-14**

**REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES**

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

- 1.1 To advise elected Members of the Annual Performance Evaluation Report for 2013/14, which has been completed by the Care and Social Services Inspectorate (CSSIW) as part of the Inspectorate's response to the Annual Council Reporting Framework.

### **2. SUMMARY**

- 2.1 As Members will be aware from previous reports, in June 2009 the then Welsh Assembly Government issued Statutory Guidance on the Role and Accountabilities of the Director of Social Services. The Guidance sets out a requirement for the Director of Social Services to report annually to the Council on the performance of Social Services functions and plans for further improvement.
- 2.2 The Annual Council Reporting Framework, which governs the production of the Annual Director's Report, requires CSSIW to review each local authority and provide an analysis of the Annual Director's Report and its supporting evidence.

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

- 3.1 Statutory Guidance on the Role and Accountabilities of the Director of Social Services (Welsh Assembly Government, June 2009).
- 3.2 Annual Council Reporting Framework (Social Services Improvement Agency 2009).
- 3.3 Local Authority Social Services Inspection, Evaluation and Review Framework (Care and Social Services Inspectorate, April 2009).

### **4. THE REPORT**

- 4.1 The introduction of the Annual Council Reporting Framework placed a responsibility on local authorities to analyse the effectiveness of the Social Services that they provide. In order to do so, it is an expectation of the Framework that CSSIW will review and analyse each local authority's Annual Report and its supporting evidence.
- 4.2 CSSIW have produced the appended Annual Performance Evaluation Report to summarise the conclusions that the Inspectorate has reached following analysis of the Annual Director's Report produced by Caerphilly County Borough Council for 2013/14. Within the report,

CSSIW has identified what it believes are the key areas for improvement and areas for improvement for the local authority.

- 4.3 The areas for improvement in the report will be included in the respective Service Delivery Plans for 2014/15 and progress will be reported to Scrutiny committee as part of our performance management updates.

## **5. EQUALITIES IMPLICATIONS**

- 5.1 There are no equalities implications arising from this report.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 The Annual Performance Evaluation Report 2013/14 does not have any specific financial implications for the local authority.

## **7. PERSONNEL IMPLICATIONS**

- 7.1 There are no specific personnel implications arising from the Annual Performance Evaluation Report 2013/14.

## **8. CONSULTATIONS**

- 8.1 All consultation feedback was incorporated into our response to the Draft Performance Annual Evaluation Report.

## **9. RECOMMENDATIONS**

- 9.1 Elected Members are requested to note the contents of the Annual Performance Evaluation Report 2013/14.

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

- 10.1 Statutory guidance requires the Director to present the Annual Performance Assessment Report to Elected Members.

## **11. STATUTORY POWER**

- 11.1 Statutory Guidance on the Role and Accountabilities of the Director of Social Services (WAG June 2009).

Author: Dave Street, Corporate Director Social Services  
Consultees: Social Services Senior Management Team

Appendices:  
Appendix 1 Annual Performance Evaluation Report 2013/14

## **Annual Review and Evaluation of Performance 2013 - 2014**

**Local Authority: Caerphilly County Borough Council**

**This report sets out the key areas of progress and areas for improvement in Caerphilly County Borough Council Social Services for the year 2013- 14**

### **Summary**

In 2013-2014 Caerphilly Social Services built on its previous good performance and explored opportunities to further develop services to reflect local need and respond to national legislative change.

There were new appointments to the senior management team and the council achieved permanent appointments to the posts of director and assistant director for both children's and adult services. This has provided a more secure platform on which the department can make progress and develop services.

The director's report provides a comprehensive picture of the current status of social services in Caerphilly. This includes reflection on the previous year's priorities and achievements and areas for development in the year ahead. The report sets out how priorities within the council's single integrated plan align with the Social Services and Wellbeing (Wales) Act 2014 and describes how the council will continue to develop its services to meet the requirements of the Act. This is reflected in the priorities identified for the coming year.

A review of services has started and there has been a focus on beginning to make the transition to new working arrangements. This included exploration of new ways of working to meet demographic change, future legislative requirements and financial challenges. There is continuing commitment to consolidating and improving the quality of current provision.

Consultation about change and development has been undertaken and the council continues to develop methods for seeking people's views regarding services.

The report outlines plans for integration of health and social care services in relation to services for older people with complex needs in a general context, as well as specific areas of collaboration highlighted for further development.

Links to the corporate policy to support equality and the Welsh language are provided within the report and there is evidence of progress towards meeting the

requirements of "More than Just Words", the Welsh Government's strategic Framework for Welsh Language Services in Health and Social Care.

The director reports that social services managed to end 2013-14 with an under spend of £1.9m and is planning for further savings of 2.06m in 2014-15. The council reports that these savings will be achieved through efficiency savings and a review of discretionary services.

### Response to last year's areas of improvement

Area for improvement	Progress
Continue to develop awareness with practitioners of the options available for use of the shared lives project.	Inspection of the adult placement service provided evidence that this service was being extended to include people with a range of needs. This included people outside the traditional learning disability services including older people and sessional support.
Continue to seek out and develop methods to identify and engage carers.	The council has continued to develop methods for engaging with carers although performance indicators demonstrate a slight dip in persons offered an assessment. There has however been an increase in young carers provided with a service.
Identify and collate resources for staff to signpost and continue to develop citizen centred care	The council has commenced compilation of resources for signposting and appointments secured to drive this forward.
Ensure statutory visits to looked after children take place as required	Performance indicators demonstrate that the percentage of statutory visits that have taken place within statutory timescales increased from 74% to 95.5%.
Secure a permanent appointment to the post of director of social services	A permanent appointment was made in Autumn 2013

### Visits and inspections undertaken during the year

- National Review of Commissioning for Social Care in Wales 2013.
- National Inspection of Safeguarding and Care Planning of Looked after Children and Care Leavers who exhibit vulnerable or risky behaviours 2014, ('looked after children inspection').

- CSSIW met with senior officers via quarterly engagement meetings to review performance and progress against areas identified in the 2012/13 ACRF evaluation.
- Site visit to the Joint Workforce Development Team.
- Site visit to the Childrens Contact and Referral Team.
- Meeting with carers groups.
- Attendance at provider meetings.
- Observation of scrutiny and corporate parenting meetings.

#### **Areas for follow up by CSSIW next year**

- Review progress on the development of new systems, teams and structures.
- Mechanisms for quality and audit and monitoring outcomes
- Integration and joint initiatives with health
- CSSIW will contribute to a WAO led review to examine whether councils are effectively supporting older people to live independently, including through joined up working across health and social care.

## **Performance**

### **Shaping services**

The council has developed a single integrated plan 'Caerphilly Delivers 2013 - 2017' in conjunction with local and regional partners. This includes analysis of current and projected needs within the borough and sets out a range of strategies for improving and developing services.

The development of signposting for people to alternative support and advice has continued. Additional resources have been secured for a limited period (a year) which have been used to appoint two community connector posts to develop neighbourhood networks. This should strengthen local knowledge and resources and the director indicates that this will contribute to development of the council website to provide wider public information.

### **Adults**

In line with local and national strategies there has been a focus on reviewing services to ensure that people are supported to maximise their independence and a drive to ensure that people are enabled to remain within their own community. This has included a regional approach with strategies being developed by health and social care partners to meet the needs of people with a learning disability and those with mental health issues. This has identified the need for specialist support and education to improve care provision. The analysis highlights the specialist needs of the aging population of persons with learning disability. The need for

additional support and education is highlighted to ensure these needs can be met locally. Progress with implementation of these strategies has been slow. However, a joint systems review of mental health services across the Gwent area was undertaken to explore how this agenda can be taken forward. Discussion with partners across health and social care in Gwent continue about the potential for integration and a pilot for this has started in Caerphilly. The results of this will be monitored through CSSIW's engagement meetings and site visits.

While there are commissioning strategies in place for mental health, learning disability and physical and sensory impairment services, the council's self assessment for CSSIW's national review of commissioning advised that there is not a similar strategy in place for older people's services.

The authority has however, included provision for older people as part of a wider systems review undertaken early in the year. This has resulted in the establishment of a locally based multi disciplinary team with close links to health. The inclusion of a community connector within this team has resulted in development of local networks to promote independence. Early anecdotal evidence about the impact of this development is positive. This has also included exploring new ways of working with independent providers to provide flexible user led service. The successful initial pilot is being extended for a further 6 months and the team is to become part of the wider locality team for older person services.

The decrease in older people supported in the community from 151.7 to 121 per 1000 of the population may indicate early success of promoting independence.

The recent development of an integrated health and social care centre in Rhymney for both health and council staff will provide an opportunity to continue to build on and develop integrated working. Measures should be put in place to monitor the success of this.

## **Children**

The year 2013-2014 saw the continued development of children's services. This included the co location of preventative services alongside the contact and referral team. Staff reported this to be a positive move for communication between teams during CSSIW's site visit.

Restructuring of children's services has seen the development of a 16 plus team to improve the focus of work with care leavers. This included strengthening relationships with housing and third sector partners. CSSIW'S inspection of looked after children found that young people found this to have been a positive step in supporting them. The council will need to monitor the outcomes achieved.

The council's children's residential home was moved to a, purpose built building which provides a semi independent flat enabling young people to be supported

towards becoming independent. CSSIW's regulatory inspection of this service was positive.

Work continued throughout the year to take forward the development of the new regional adoption service (hosted by Blaenau Gwent) which came to fruition in March 2014. The council will need to work closely with the regional partners to review and develop the service provided.

The council set targets to increase the number of foster carers recruited to the in-house fostering service. Whilst there was success in this ongoing campaign the target wasn't fully achieved.

### **Areas of progress**

- The council has successfully worked with others to implement the regional adoption service.
- Commencing pilot of mental health strategy.

### **Areas for improvement**

- The council should develop the commissioning strategy for older people.

### **Getting help**

The council's website provides a wide range of information regarding social services and provides links for additional advice and support including clear contact details.

The five authorities within the region (previously Gwent) have in conjunction with Aneurin Bevan University Health Board developed a carer's strategy and this has included producing carer's information packs for each council. These were readily available at events within the borough and adult carers have used services and advice from this resource. The council had also developed a carer identity card in case of emergency, although assessment of the effectiveness of this had not yet been undertaken. A designated support worker for carers was employed and has worked with social work teams to improve carer awareness. The director's report is clear in setting out the department's goals in recognising and continuing to develop support carers in their roles.

### **Adults**

Arrangements for getting help from adult services are clearly set out on the council's website. This includes an outline of the range of services provided. The director's report indicates that development of the local resources for this site is underway to reflect development of neighbourhood networks.

Work has been undertaken in the last year to review the structure and systems within adult services including referral and assessment. The review has resulted in the new local service (referenced previously). This team is using new rationalised methods of referral and assessment. This is being kept under close review to inform service and system development.

The council has maintained the previous year's performance in terms of assessment and review, adult care plan reviews slightly decreased in number, but remains above the national average.

The numbers of delayed transfers of care due to social care reasons has increased and the council remains in the lower quartile in Wales. The reasons for this have been discussed in engagement meetings and include the challenge of having to liaise with several different acute hospitals. While closer working relationships with the health service have been forged to provide community based services, further consideration of how to improve performance in the timely discharge of people from hospital should be undertaken. A task and finish group with representatives from health and social services has recently been set up to examine this and develop communication between discharging hospitals and social services.

## **Children**

The way to get help from children's services is clear- with a single point of access. CSSIW's site visit to the contact and referral team found clear systems and processes for referral to locally based teams. Staff had identified options for signposting people for alternative advice and support. The co-location of preventative services offered potential to further develop mechanisms for support.

Childrens services have seen continued strong performance in assessment and plans for permanence (100% performance maintained from the previous year). The year 2013-2014 saw a drop in performance in relation to statutory visits undertaken to looked after children, there has been good progress made in improving this to 99.2% completed within timescales. While there has been an overall decrease in referrals to children's services those that proceed to allocation for initial assessment have increased from 67.1% to 79.9%. In addition, the number of open cases allocated to someone other than a social worker has decreased significantly from 32% to 19.9%. Case management oversight by qualified staff may be having an impact on re-referrals as these have decreased by 2.5%.

CSSIW's review of looked after children's services found that care and pathway planning was positive and inclusive of children and young people as well as a range of professionals involved in their support. This in turn contributed to the development of an outcomes based approach for this group.



## **Areas of progress**

The council has:

- improved performance in undertaking statutory reviews of looked after children within timescales; and
- Developed a 16 plus team to provide a focus on longer term outcomes for young people leaving care services.

## **Areas for improvement**

The council should:

- Interrogate the reasons for delayed discharge and put in place strategies to monitor and improve the progress of this.

## **The services provided**

The council retains a number of in house services for children and adults as well commissioning services from external providers.

The director's report references the drive to collaborate with a range of partners to develop current services and explore new ways of working.

A clear policy and procedure for complaint management is in place and this is reported departmentally and at corporate level. Good quality of complaint investigation was illustrated by two referrals to the Ombudsman that were not progressed as the council was viewed to have investigated appropriately.

The council has strategies in place to support people to receive services in their language of need. Staff training and support for Welsh learners is available and this was evident at CSSIW's site visit to the joint learning development team.

## **Adults**

Quality of internal and commissioned services is monitored closely by the contracts monitoring team and regular meetings for service providers are facilitated. These have provided an opportunity to share new service developments and provide a platform to improve quality of provision for example continued roll out of education regarding dementia care.

Regulatory inspections of the council's own services has been generally positive, notably the provision of dementia care and the adult placement service (Shared Lives) which the council hosts on behalf of the wider Gwent region. Inspection of commissioned services for older persons – particularly for those requiring nursing

care has illustrated some areas of poor quality. This is monitored closely by the commissioners via their provider performance process and the council has taken strong action where services have failed to improve.

While there is a decrease in the numbers of people receiving care within care home settings the council retains some internal care provision including care homes for older people the director is clearly sighted on the increasingly complex needs of older people. The lack of specialist provision is an area which has been considered more widely with both health and regional local authority partners.

## **Children**

The council maintains nursery provision providing Flying Start services, regulatory inspection of these services provided positive feedback regarding the quality of the services provided and support available from the council to develop this.

The council recognises the valuable role played by carers. The director's report references collaborative work undertaken to raise awareness of carers resulting additional young carers being identified. A review of support for young carers had been undertaken and this year saw an increase of assessments offered to young carers, back to 100% from a dip last year at 96.9%. In addition to this, the number of carers provided with a service has increased. Maintaining this performance will assist in maintaining peoples independence while recognising the need for supporting for young carers in their own right.

Performance indicators demonstrate that the number of placement changes for children and young people looked after by the council has increased and CSSIW's inspection of looked after children's services also identified this as an area for improvement. This was an area that social services had already noted for priority in 2013-2014. CSSIW's inspection found that, although there was a range of foster placements, the carers did not always have the skills to effectively safeguard the young people who exhibit vulnerable and risky behaviours. The council has made the continued recruitment of foster carers as a priority, including consideration of a regional marketing strategy led by South East Wales improvement Collaborative. The council need to consider methods to support and enhance the skills of carers to meet the needs of this small but complex group.

## **Areas of progress**

The council has:

- Put in place measure to identify carers and improve carer support mechanisms.

## **Areas for improvement**

The council should:

- Continue to develop methods for supporting and developing skills of foster carers.

## **Effect on people's lives**

### **Adults**

Local arrangements for adult safeguarding are well established with clear pathways for referral. The addition of a permanent appointment of registered nurse to the team has increased capacity for investigation of referrals which include health care concerns (there has previously been delay in this).

The council falls in to the lower quartile for of referrals where risk has been managed and the council needs to explore, understand and respond to the reasons for this performance. Oversight of adult safeguarding has moved into regional arrangements. The Gwent Wide Adult Safeguarding Board includes five regional authorities aligned to the health board footprint and a broad range of partners and this is currently chaired by the council.

The current sub groups of the board have provided a drive for training staff across five local authorities as well as independent sector providers. The Board has undertaken a review of its terms of reference, structures and membership and recently appointed a development officer to support progress with this. Making progress with the actions arising from this review should be made a priority. This should provide a firm foundation to support new safeguarding legislation from Welsh Government and drive forward the development of new opportunities for shared learning between partners and promote consistency in determining thresholds and management of risk.

Contract monitoring has been developed to include consideration of the outcomes for people using services. Ongoing development of methods for collating and measuring outcomes for people receiving new services is an area which will need to evolve alongside the development of new provision.

### **Children**

In children's services there is a commitment to improvement of the quality of safeguarding and services provided to support children and young people. Oversight of children's safeguarding has moved into new regional arrangements. The South East Wales Children Safeguarding Board has now been established for

over a year. The board has a comprehensive strategic plan in place along with the structure to support this. Locally this includes learning and development groups. The last year has seen the council improve performance in its response to safeguarding with group meetings held increasing from 95% to 98 %.

There has been a significant rise in the number of children on the child protection register from 167 last year to 216 in 2013-14. Review of the contributory factors to this should be undertaken.

CSSIW's inspection of looked after children established that structures were in place to support safeguarding and staff were skilled and aware of their responsibilities.

The council has focussed and been successful in enhancing educational achievement for young people although there was a slight dip in school attendance for secondary school pupils. Evidence that there is a longer term strategy to continue to drive up achievement was demonstrated by increased numbers of and young people with personal education plan in place (up by 10% from the previous year).

### **Areas of progress**

The council has:

- continued to improve educational progress for children and has strategies in place to maintain this; and
- Developed methods for assessing outcomes for older people.

### **Areas for improvement**

The council should:

- examine factors contributing to the rise in children placed on the register; and
- Continue to develop outcome measure for new services.

## **Capacity**

### **Delivering Social Services**

The director's report provides clear information regarding departmental finances and the implications for future service provision.

The report describes the 2013-14 underspend of 1.9m and puts this in the context of future changes in that this provides a basis of a better position for future savings. This includes the need for continued savings set out for the current year (2014-2015) at 2.06m.

Reconfiguring services and exploration of new ways of working to deliver social services has started to reflect national and local strategies. The director has identified potential areas for savings in the future and provides clear direction in his report regarding this.

The establishment of the joint workforce development team with Blaenau Gwent has provided an opportunity to build a platform for staff learning and development for the full range of staff employed by social services, as well as providing support to the independent sector. CSSIW received positive feedback from social work staff and external employees that we met during our reviews and regulatory inspection regarding access to ongoing education and training. Ongoing development of the service based on a training needs analysis was evident from site visits and provider meetings we attended. The director highlights the need for ongoing review and workforce development within his report.

Recruitment to key positions to underpin new strategies supporting the prevention agenda had been undertaken and successful bids for additional funding sought to pursue this further.

CSSIW's inspection of looked after children found that staff were well motivated, skilled and well supported by the management structure to deliver the service. The inspection found that quality assurance arrangements could be improved to fully capture learning from independent reviews. The director reflects this as an area for continued improvement in his report.

### **Areas of progress**

The council has:

- commenced reconfiguration of services in line with national strategies; and
- Implemented the joint workforce development team.

### **Areas for improvement**

- The council should continue to develop method/frameworks for quality review.

### **Providing direction**

The permanent appointment to director and assistant director posts has brought stability to the department's senior management team. Internal appointments to cover these posts in the interim provided a level of consistency through what could potentially have been an unstable period.

CSSIW's looked after children inspection and other site visits have found that in general there is clarity regarding roles and responsibilities at all levels within social services.

In addition, there is evidence of clear lines of communication between education and social services with staff on the ground and at director level.

The wider need to make progress with integrated working between health and social care is reflected at a corporate level with a joint scrutiny committee for health and social care.

There is corporate commitment towards social services. This is demonstrated by the regular attendance of the member at engagement meetings with the CSSIW. Performance management systems are in place; these include regular reporting to scrutiny committee and council. Work has been undertaken to drive up the challenge and participation within scrutiny meetings and to strengthen corporate parenting.

The findings of CSSIW's inspection of looked after children indicated that while at a corporate level there was oversight and commitment to children and young people, additional work should be undertaken to collate a specific profile of those with risky behaviours.

The corporate parenting panel includes representation from a range of internal and external partners. This commitment, alongside the newly formed Childrens and Families partnership board (led by health and including education), should provide a strengthened approach to managing information for all partners in meeting children and young people's needs.

Social services work constructively with the regulator and responded constructively to the verbal feedback from the inspection of looked after children -putting in place measures for improvement prior to the report being issued.

#### **Areas of progress**

- The council has responded positively to recommendations from inspection.

#### **Areas for improvement:**

- The council should continue to develop mechanisms to improve corporate oversight.



## HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - 10TH FEBRUARY 2015

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

**REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES**

### 1. PURPOSE OF REPORT

- 1.1 To inform Members of projected revenue expenditure for the Directorate for the 2014/15 financial year.
- 1.2 To update Members on the progress made against the savings targets built in to the 2014/15 revenue budget for the Directorate.

### 2. SUMMARY

- 2.1 The report summarises the projected financial position for the Social Services Directorate for the 2014/15 financial year based on information available as at month 9 (December 2014). Full details are attached at Appendix 1.
- 2.2 The report also identifies the 2014/15 savings targets that have been achieved by the Directorate and identifies the progress that has been made towards delivering the targeted savings that have not yet been achieved.

### 3. LINKS TO STRATEGY

- 3.1 The expenditure of the Directorate is linked directly to its ability to shape and deliver its strategic objectives, which in turn assists the achievement of the Authority's stated aims.

### 4. THE REPORT

- 4.1 The 2014/15 month 9 position is a projected Directorate underspend of £2,984k as summarised in the table below: -

Division	2014/15 Current Budget (£000's)	2014/15 Projection/ Commitment (£000's)	2014/15 Over/(Under) Spend (£000's)
Children's Services	19,591	18,459	(1,132)
Adult Services	52,673	50,877	(1,796)
Service Strategy & Business Support	3,025	2,969	(56)
<b>Totals: -</b>	<b>75,289</b>	<b>72,305</b>	<b>(2,984)</b>

- 4.2 Full details of the month 9 budgets and projections are provided in Appendix 1 and the following paragraphs summarise the key issues arising.
- 4.3 This projected underspend must be viewed in the context of a 3.4% cut in Welsh Government funding for the authority for 2015/16 which is likely to translate into a savings target in excess of £3m for the directorate for the year ahead.

#### 4.4 **Children's Services**

- 4.4.1 The Children's Services Division is currently projected to underspend by £1.132m as summarised in the following table: -

	2014/15 Current Budget (£000's)	2014/15 Projection/ Commitment (£000's)	2014/15 Over/(Under) Spend (£000's)
Management, Fieldwork & Administration	8,381	7,973	(408)
External Residential Care	1,099	1,150	51
Fostering & Adoption	7,334	6,870	(464)
Youth Offending	421	330	(91)
Other Costs	2,356	2,136	(220)
<b>Totals: -</b>	<b>19,591</b>	<b>18,459</b>	<b>(1,132)</b>

##### *Management, Fieldwork and Administration*

- 4.4.2 A structural review has been undertaken within the Children's Services Division in order to deliver the required savings for 2014/15 and beyond while minimising the impact on frontline services and reducing the risk of redundancies. As a result, a number of vacant posts within the Division have remained unfilled for significant periods to pave the way for any redeployment of staff that may be necessary in moving to a new structure. This prudent approach has led to a projected underspend of £408k against Management, Fieldwork and Administration posts within the Division.

##### *External Residential Care*

- 4.4.3 The projected overspend of £56k reflects current committed placements and shows an upward movement of £26k since period 5.

##### *Fostering and Adoption*

- 4.4.4 The projected underspend of £464k reflects current commitments and includes a contingency to meet anticipated future pressures on placement budgets. A focus on early intervention and the promotion of Special Guardianship Orders and Residence Orders instead of foster care placements appears to be limiting the numbers of looked after children within the authority in contrast to national trends. The success of these strategies can assist the Directorate in developing its medium term financial plan although Members will be aware of the volatility in demand for these services.

##### *Youth Offending*

- 4.4.5 Caerphilly Social Services' contribution to the Caerphilly and Blaenau Gwent Youth Offending Service has been agreed at £366k for 2014/15 which is £54k less than the funding set aside by the Division. Furthermore, the Division has received a refund from the Youth Offending Services in respect of surpluses built up in earlier years. This has resulted in a total underspend of £91k for 2014/15. The contributions for 2015/16 and 2016/17 have been agreed at £395k which means that the Division can contribute £25k of savings towards the Authority's medium term financial plan in 2015/16.



## Other Costs

4.4.6 The projected £220k underspend for 'Other Costs' includes a projected underspend of £116k in respect of aftercare services and reflects the strong financial management within the 16 Plus Team. It also includes a projected underspend of £57k resulting from a review of voluntary sector contracts and £21k in respect of speech and language equipment for which there has been no demand to date. Again, these underspends will assist in developing the medium term financial plan.

## 4.5 **Adult Services**

4.5.1 The Adult Services Division is currently projected to underspend by £1,796k as summarised in the following table: -

	2014/15 Current Budget (£000's)	2014/15 Projection/ Commitment (£000's)	2014/15 Over/(Under) Spend (£000's)
Management, Fieldwork & Administration	7,512	7,691	179
Own Residential Care	6,038	5,706	(332)
External Residential Care	11,396	11,179	(217)
Own Day Care	4,420	4,563	143
External Day Care	1,079	841	(238)
Sheltered Employment	69	69	0
Aid and Adaptations	1,089	870	(219)
Home Assistance and Reablement	12,237	11,559	(678)
Other Domiciliary Care	8,562	7,903	(659)
Resettlement	(1,020)	(1,020)	0
Supporting People	257	596	339
Other Costs	1,034	920	(114)
<b>Totals: -</b>	<b>52,673</b>	<b>50,877</b>	<b>(1,796)</b>

### *Management, Fieldwork and Administration*

4.5.2 The £179k overspend in Management, Fieldwork and Administration includes a £77k overspend in respect of structural savings targets for the division that have not yet been delivered within the current financial year. A further £81k of this overspend is attributable to staff expenses, particularly within those teams that provide a county-wide service. The remainder of the overspend in this area can be attributed to the payment of market supplements to social workers within mental health services.

### *Own Residential Care*

4.5.3 The underspend of £332k within our Own Residential Care service is largely due to additional income from residents in our own homes for older people. The projections indicate that the average income of the current cohort of residents is higher than those that were resident at the time that the budget was set.

### *External Residential Care*

4.5.4 The projected underspend of £217k reflects a falling demand for residential and nursing care for older people as more people are supported in their own homes. The underspend for older people's services has enabled additional resources to be invested in short term substance misuse residential placements. The underspend in this area does not include any contingency for additional demand for placements that may occur throughout the winter period or if we fail to maintain the current levels of Continuing Health Care funding.

#### *Own Day Care*

- 4.5.5 The overspend of £143k includes £140k of revenue contributions towards capital outlay. These contributions will be used to fund the replacement of the ageing boilers at Brooklands Day Centre and Ystrad Mynach Day Centre.

#### *External Day Care*

- 4.5.6 The projected underspend of £238k reflects current commitments and is largely due to the end of a small number of expensive care packages for people with learning disabilities.

#### *Aids and Adaptations*

- 4.5.7 The underspend of £219k includes a repayment of £86k from GWICES in respect of unspent funding passed to the service by Adult Services in 2013/14. Most of the balance of the reported underspend is also attributable to the GWICES agreement. The budget earmarked by Adult Services for their contribution towards GWICES for 2014/15 is £735k. However, in light of the underspend experienced in 2013/14, the actual contribution by Adult Services towards GWICES for 2014/15 has been agreed at £603k. This can be a permanent reduction and can assist the Directorate to deliver against its Medium Term Financial Plan.

#### *Home Assistance & Reablement*

- 4.5.8 The projected underspend of £678k is largely attributable to services for older people. An additional £1m was invested in this service for 2014/15 in anticipation of increasing demand from an ageing population. The anticipated rate of increase has not transpired resulting in this sizable underspend. A number of strategies have been deployed within the Adult Services Division in order to counteract the potential increasing demand, such as the introduction of the S.T.A.R.T. Team and Community Connectors along with the continuation of Reablement Services. However, it is too early to determine whether these strategies will be successful in the longer term or simply delay the impact of demographic changes. Furthermore, pressures to minimise delayed transfers of care during the winter months could increase demand for services during the remainder of the year.

#### *Other Domiciliary Care*

- 4.5.9 The projected underspend of £659k includes £406k in respect of additional non-residential charges. This additional income is a result of recommendations from a Members' Task and Finish Group on Non-Residential Charging and an increase in the maximum charge for non-residential care imposed by W.G. The remainder of the underspend reflects current commitments in respect of supported living placements, direct payments and extra care.

#### *Supporting People*

- 4.5.10 An overspend of £339k is currently projected against the Supporting People budget. This is largely attributable to a restructuring of the contract with Valley Support and an increased demand for floating support.

#### *Other Costs*

- 4.5.11 An underspend of £114k is predicted against other Adult Services budgets. This includes a non-recurring underspend of £48k in respect of staff costs within Telecare Services. It also includes £20k in respect of luncheon clubs that have been disbanded, and £46k in respect of agreements with voluntary organisations which have been included in the savings proposals included in the Directorate's budget strategy for 2015/16.

#### 4.6 Service Strategy & Business Support

4.6.1 This service area is currently projected to underspend by £56k as summarised in the following table: -

	2014/15 Current Budget (£000's)	2014/15 Projection/ Commitment (£000's)	2014/15 Over/(Under) Spend (£000's)
Management and Administration	1,447	1,406	(41)
Office Accommodation	482	435	(47)
Office Expenses	236	219	(17)
Other Costs	860	909	49
<b>Totals: -</b>	<b>3,025</b>	<b>2,969</b>	<b>(56)</b>

4.6.2 The knock on effect of the back fill arrangements for senior officer posts have led to savings within the Financial Services Team resulting in an underspend of £41k in respect of Management and Administration .

4.6.3 The underspend of £47k in respect of Office Accommodation includes a refund of service charges in respect of Hawtin Park. While the £49k overspend in respect of Other Costs includes a £67k revenue contribution to capital outlay which will be used to upgrade the social services vehicle fleet.

#### 4.7 Progress Made Against the 2014/15 Revenue Budget Savings Targets

4.7.1 The 2014/15 revenue budget settlement for Social Services included targeted savings of £2.062m. The projected overspends and underspends discussed in the above paragraphs take account of these savings targets. However, for ease of reference, the progress made against the individual savings targets included in the £2.062m is summarised in the following table and paragraph 4.7.2 below:-

Ref:	Description	Savings Target £000s	Achieved in 2014/15 £000s	Details
SS1a	Review of HART structure	299	299	Vacant posts removed
SS1b	Transfer of home care hours to independent sector	31	31	Budget realigned accordingly
SS3	Review of Independent Reviewing Officer Service.	23	23	Vacant post removed
SS6	Retender for Cefn Glas & Plas Hyfryd Extra Care	70	70	Tender completed
SS7a	Increase Meals on Wheels charges	20	20	Price increase implemented
SS8a	Cease domestic support (supporting people contract)	183	137	Contract terminated w.e.f. 30 <sup>th</sup> June. A further saving of £46k will be delivered in 2015/16.
SS12	Review of staff rotas for short break service	48	48	Rotas only reviewed w.e.f. August due to needs of 1 child but additional funding secured from ABUHB for April to July.

Ref:	Description	Savings Target £000s	Achieved in 2014/15 £000s	Details
SS13	Combine Adult Services and Children's Services front door	54	41	Team manager post vacated in June. A further saving of £13k will be delivered against this post in 2015/16.
SS14	Review of Fostering Teams.	92	69	Team manager and Market analyst post vacated in June. A further saving of £23k will be delivered in 2015/16.
SS15	Establish a cross-Directorate Commissioning Team	92	92	Vacant posts deleted
SS16	Review of Children's Services Locality Team structure.	78	78	Posts identified for deletion w.e.f. 1 <sup>st</sup> October that will deliver savings of £78k in 2014/15.
SS17	Review of Administrative support across the Directorate	101	101	Vacant posts deleted
SS18	Review of Performance Management function	50	50	Vacant posts deleted
SS19	Review senior management structure	96	96	Vacant posts deleted
SS20	Review Children's Rights Service	54	54	Vacant post deleted
SS21	Review Direct Care Management Structure	97	19	1 vacant post deleted in 14/15. Second post earmarked for deletion in 2015/16. A further £48k saving will be delivered in 15/16 as a result of these deletions. Proposals have been developed to deliver the remainder of this saving but are dependent on the restructuring of day services.
SS22	Review number of social workers	221	180	6 vacant posts deleted in 2014/15. A further saving of £41k will be delivered in 2015/16 as a result of the full year effect of these 6 posts.
SS23	Charge ABHB for brokerage services	135	135	ABUHB have begun to re-commission this service but in the meantime, ICF grant will be used to fund the residual service provided by Social Services

Ref:	Description	Savings Target £000s	Achieved in 2014/15 £000s	Details
SS25	Termination of contract with Cancercareline.	19	6	Contract initially terminated w.e.f. 1 <sup>st</sup> April but was later re-negotiated at the request of ABUHB. Remaining £13k saving will be replaced by the termination of the Woodlands Day Project which ended 31 <sup>st</sup> July
SS27	Review voluntary sector contracts	99	99	Contracts re-negotiated
SS28	Withdrawal of the provision of staff meals in Community Support Services for Adults with a Learning Disability	11	11	Provision withdrawn
SS29	Review of staffing budgets in Older People Residential & Day Care Establishments	89	89	Budgets re-aligned from 1 <sup>st</sup> April
SS31	Full Year Effect of Enterprise House Closure	100	100	Building no longer in use
	<b>TOTAL</b>	<b>2,062</b>	<b>1,848</b>	

4.7.2 Of the £2.062m directorate savings target for 2014/15, £1.848m will be delivered in 2014/15 with a further £0.184m delivered in 2015/16 as a result of actions already taken. This leaves just £30k of savings within the direct care management structure which can be delivered in 2015/16 if the proposed restructuring of day services is implemented.

4.7.3 Even though the actual savings delivered in 2014/15 fall short of the £2.062m target, there will be no need to draw upon service reserves as other underspends are anticipated in 2014/15.

## **5. EQUALITIES IMPLICATIONS**

5.1 This report is for information purposes, so the Council's Equalities Impact Assessment (EqIA) process does not need to be applied.

## **6. FINANCIAL IMPLICATIONS**

6.1 As identified throughout the report.

## **7. PERSONNEL IMPLICATIONS**

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

## **8. CONSULTATIONS**

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

## **9. RECOMMENDATION**

9.1 Members are asked to note the projected underspend of £2,984k for 2014/15.

9.2 Members are asked to note the progress made against the savings targets included in the 2014/15 budget settlement for the Directorate.

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

10.1 To ensure that the Directorate manages its budget effectively.

## **11. STATUTORY POWER**

11.1 Local Government Acts 1972 and 2000.

Author: Mike Jones, Interim Financial Services Manager  
E-mail: [jonesmj@caerphilly.gov.uk](mailto:jonesmj@caerphilly.gov.uk) Tel: 01443 864618  
Consultees: Social Services Senior Management Team

Appendices:  
Appendix 1 – Social Services 2014/15 Budget Monitoring Report (Month 9)

APPENDIX 1 – Social Services 2014/15 Budget Monitoring Report (Month 9)

Revised Budget 2014/15	Actuals	Projection	Variance
£	£	£	£

**SUMMARY**

CHILDREN'S SERVICES	19,590,489	12,975,147	18,459,321	(1,131,168)
ADULT SERVICES	52,673,344	38,196,255	50,877,077	(1,796,267)
RESOURCING AND PERFORMANCE	3,024,995	1,829,788	2,968,881	(56,114)
<b>SOCIAL SERVICES TOTAL</b>	<b>75,288,828</b>	<b>53,001,191</b>	<b>72,305,279</b>	<b>(2,983,549)</b>

**CHILDREN'S SERVICES**

**Management, Fieldwork and Administration**

Children's Management, Fieldwork and Administration	8,534,570	6,021,879	8,100,968	(433,602)
Intermediate Care Fund Income	(153,550)	0	(127,689)	25,861
<b>Sub Total</b>	<b>8,381,020</b>	<b>6,021,879</b>	<b>7,973,280</b>	<b>(407,740)</b>

**External Residential Care Including Secure Accommodation**

Gross Cost of Placements	1,221,727	912,250	1,471,313	249,586
Contributions from Education	(61,500)	0	(272,058)	(210,558)
Contributions from Health	(61,500)	0	(49,332)	12,168
<b>Sub Total</b>	<b>1,098,727</b>	<b>912,250</b>	<b>1,149,923</b>	<b>51,196</b>

**Fostering and Adoption**

Gross Cost of Placements	6,499,777	4,000,828	6,013,839	(485,938)
Other Fostering Costs	128,060	39,501	130,347	2,287
Adoption Allowances	209,205	188,590	249,644	40,439
Other Adoption Costs	90,130	15,546	90,130	0
Raising Educational Attainment of LAC	20,811	0	0	(20,811)
Professional Fees Inc. Legal Fees	386,259	207,695	386,259	0
<b>Sub Total</b>	<b>7,334,242</b>	<b>4,452,160</b>	<b>6,870,219</b>	<b>(464,023)</b>

**Youth Offending**

Youth Offending Team	420,376	(5,503)	329,546	(90,830)
<b>Sub Total</b>	<b>420,376</b>	<b>(5,503)</b>	<b>329,546</b>	<b>(90,830)</b>

**Other Costs**

Equipment and Adaptations	34,975	16,644	34,975	0
Preventative and Support - (Section 17 & Childminding)	194,818	89,095	194,818	0
Local Safeguarding Children Board	11,043	19,906	0	(11,043)
Aftercare	269,402	2,424	153,559	(115,843)
Respite Care	128,971	121,967	129,572	601
Agreements with Voluntary Organisations	1,402,979	955,377	1,402,979	0
Transport Costs	0	0	0	0
Other	313,936	388,949	220,450	(93,486)
<b>Sub Total</b>	<b>2,356,124</b>	<b>1,594,361</b>	<b>2,136,353</b>	<b>(219,771)</b>

**TOTAL CHILDREN'S SERVICES**

<b>19,590,489</b>	<b>12,975,147</b>	<b>18,459,321</b>	<b>(1,131,168)</b>
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Revised Budget 2014/15	Actuals	Projection	Variance
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## ADULT SERVICES

### Management, Fieldwork and Administration

Management	108,172	85,106	112,541	4,369
Protection of Vulnerable Adults	475,726	414,032	464,053	(11,673)
OLA and Client Income from Client Finances	(151,985)	(90,012)	(159,389)	(7,404)
Commissioning	758,497	520,883	697,697	(60,800)
Section 28a Income Joint Commissioning Post	(17,175)	1,431	(17,175)	0
-Less Contribution from Supporting People Older People	(60,784)	0	(60,784)	0
Older People	2,390,289	1,874,563	2,560,087	169,798
Less Wanless Income	(95,862)	3,729	(95,862)	0
Physical Disabilities	1,512,288	1,121,459	1,424,950	(87,338)
Provider Services	391,295	290,847	391,056	(239)
Learning Disabilities	687,827	509,879	685,028	(2,799)
Contribution from Health and Other Partners	(39,338)	0	(39,177)	161
Mental Health	1,181,648	1,092,239	1,390,352	208,704
Section 28a Income Assertive Outreach	(94,769)	7,897	(94,769)	0
Drug & Alcohol Services	337,050	237,636	335,284	(1,766)
Emergency Duty Team	237,400	256,710	250,737	13,337
Structural Review	(76,875)	0	0	76,875
Vacancy Savings	0	0	(115,976)	(115,976)
Intermediate Care Fund Income	(31,500)	0	(37,173)	(5,673)

**Sub Total** **7,511,904** **6,326,398** **7,691,479** **179,575**

### Own Residential Care

Residential Homes for the Elderly	6,140,723	4,218,290	6,017,095	(123,628)
Intermediate Care Fund Contribution	(73,000)	0	(73,000)	0
-Less Client Contributions	(1,551,988)	(1,582,901)	(1,873,933)	(321,945)
-Less Section 28a Income (Ty Iscoed)	(115,350)	9,613	(115,350)	0
-Less Inter-Authority Income	(134,002)	(38,425)	(73,766)	60,236
Net Cost	4,266,383	2,606,577	3,881,046	(385,337)

Accommodation for People with Learning Disabilities	2,371,934	1,691,132	2,425,685	53,751
-Less Client Contributions	(78,722)	(32,819)	(78,722)	0
-Less Contribution from Supporting People	(273,750)	0	(273,750)	0
-Less Inter-Authority Income	(247,904)	0	(247,904)	0
Net Cost	1,771,558	1,658,313	1,825,309	53,751

**Sub Total** **6,037,941** **4,264,890** **5,706,355** **(331,586)**

### External Residential Care

Long Term Placements				
Older People	7,556,728	5,324,712	7,127,060	(429,668)
Less Wanless Income	(303,428)	27,629	(303,428)	0
Less Section 28a Income - Allt yr yn	(151,063)	12,589	(151,063)	0
Physically Disabled	328,652	227,620	314,870	(13,782)
Learning Disabilities	2,839,995	2,046,198	2,800,974	(39,021)
Mental Health	835,562	631,809	885,935	50,373
Substance Misuse Placements	52,732	61,140	202,732	150,000
Net Cost	11,159,178	8,331,697	10,877,081	(282,097)

Short Term Placements				
Older People	173,559	117,359	173,559	0
Physical Disabilities	31,153	35,348	31,532	379
Learning Disabilities	25,805	42,622	61,703	35,898
Mental Health	6,679	13,733	35,556	28,877
Net Cost	237,196	209,062	302,350	65,154

**Sub Total** **11,396,374** **8,540,759** **11,179,432** **(216,942)**



	Revised Budget 2014/15	Actuals	Projection	Variance
<b>Own Day Care</b>				
Older People	839,803	647,844	851,070	11,267
-Less Attendance Contributions	(16,620)	(17,673)	(16,620)	0
Learning Disabilities	3,050,137	2,139,015	3,226,620	176,483
-Less Contribution from Supporting People	(21,224)	0	(21,224)	0
-Less Attendance Contributions	(20,385)	(10,383)	(12,000)	8,385
-Less Inter-Authority Income	(44,850)	(20,752)	(39,942)	4,908
Mental Health	714,244	471,557	656,140	(58,104)
Less Wanless Income	0	0	0	0
-Less Section 28a Income (Pentrebane Street)	(81,366)	6,781	(81,366)	0
<b>Sub Total</b>	<b>4,419,739</b>	<b>3,216,387</b>	<b>4,562,677</b>	<b>142,938</b>
<b>External Day Care</b>				
Elderly	9,344	14,294	3,339	(6,005)
Physically Disabled	188,512	77,469	140,267	(48,245)
Learning Disabilities	953,540	433,101	761,662	(191,878)
Section 28a Income	(72,659)	12,124	(72,659)	0
Mental Health	0	3,603	7,693	7,693
<b>Sub Total</b>	<b>1,078,737</b>	<b>540,591</b>	<b>840,303</b>	<b>(238,434)</b>
<b>Sheltered Employment</b>				
Mental Health	69,500	28,370	69,500	0
<b>Sub Total</b>	<b>69,500</b>	<b>28,370</b>	<b>69,500</b>	<b>0</b>
<b>Aids and Adaptations</b>				
Disability Living Equipment	742,167	525,113	528,591	(213,576)
Adaptations	331,002	202,673	331,002	0
Section 28a Income	0	0	0	0
Chronically Sick and Disabled Telephones	15,816	6,772	9,952	(5,864)
<b>Sub Total</b>	<b>1,088,985</b>	<b>734,558</b>	<b>869,545</b>	<b>(219,440)</b>
<b>Home Assistance and Reablement</b>				
Home Assistance and Reablement Team				
Home Assistance and Reablement Team (H.A.R.T.)	2,965,631	2,370,814	3,050,295	84,664
Wanless Funding	(67,959)	5,663	(67,959)	0
Independent Sector Domiciliary Care				
Elderly	6,099,821	3,593,341	5,430,197	(669,624)
Intermediate Care Fund Contribution	(115,000)	0	(101,893)	13,107
Physical Disabilities	631,142	437,980	718,106	86,964
Learning Disabilities (excluding Resettlement)	265,747	132,062	199,582	(66,165)
Community Living	81,689	43,140	68,413	(13,276)
Mental Health	241,680	115,579	217,443	(24,237)
Gwent Frailty Programme	2,134,142	1,725,081	2,044,628	(89,514)
<b>Sub Total</b>	<b>12,236,893</b>	<b>8,423,661</b>	<b>11,558,811</b>	<b>(678,082)</b>

	Revised Budget 2014/15	Actuals	Projection	Variance
<b>Other Domiciliary Care</b>				
Supported Living				
Adult Placement Scheme	641,718	401,297	571,837	(69,881)
Intermediate Care Fund Contribution	(41,000)	0	(44,896)	(3,896)
-Less Contribution from Supporting People	(168,385)	0	(159,295)	9,090
Net Cost	432,333	401,297	367,645	(64,688)
Supported Living				
Older People	46,883	31,763	7,099	(39,784)
-Less Contribution from Supporting People	0	0	0	0
Physical Disabilities	363,466	163,580	285,656	(77,810)
-Less Contribution from Supporting People	(73,262)	0	(59,415)	13,847
Learning Disabilities	5,864,312	3,611,208	5,762,850	(101,462)
Less Section 28a Income Joint Tenancy	(28,987)	2,416	(28,987)	0
-Less Contribution from Supporting People	(962,190)	0	(995,144)	(32,954)
Mental Health	1,697,974	1,089,117	1,743,986	46,012
-Less Contribution from Supporting People	(65,180)	0	(66,482)	(1,302)
Net Cost	6,843,016	4,898,084	6,649,563	(193,453)
Direct Payment				
Elderly People	195,191	227,138	237,581	42,390
Physical Disabilities	347,642	330,462	334,723	(12,919)
Learning Disabilities	330,552	274,847	291,297	(39,255)
Section 28a Income Learning Disabilities	(20,808)	0	(20,808)	0
Mental Health	14,920	13,400	14,019	(901)
Net Cost	867,497	845,847	856,813	(10,684)
Other				
Tredegar Court	176,865	143,445	202,801	25,936
Sitting Service	501,523	286,377	481,591	(19,932)
Extra Care Sheltered Housing	505,911	345,256	516,083	10,172
-Less Contribution from Supporting People	(14,308)	0	(14,355)	(47)
Net Cost	1,169,991	775,078	1,186,120	16,129
Total Home Care Client Contributions (net of commission)	(750,495)	(1,350,614)	(1,156,811)	(406,316)
<b>Sub Total</b>	<b>8,562,342</b>	<b>5,569,693</b>	<b>7,903,331</b>	<b>(659,011)</b>
<b>Resettlement</b>				
External Funding				
Section 28a Income	(1,020,410)	82,160	(1,020,410)	0
<b>Sub Total</b>	<b>(1,020,410)</b>	<b>82,160</b>	<b>(1,020,410)</b>	<b>0</b>
<b>Supporting People (including transfers to Housing)</b>				
Elderly Supported People	965,056	296,820	1,028,939	63,883
Physically Disabled Supported People	116,000	66,219	97,976	(18,024)
Learning Disabilities Supported People	508,132	408,188	659,148	151,016
Mental Health Supported People	1,372,034	797,716	1,407,128	35,094
Families Supported People	2,249,320	1,212,002	2,304,505	55,185
Contribution to Independent Sector Supported Living	719,410	0	775,030	55,620
Contribution to In-House Supported Living	273,750	0	273,750	0
Contribution to Resettlement	381,222	0	386,154	4,932
Contribution to Adult Placement	168,385	0	159,295	(9,090)
Contribution to Leaving Care	84,732	0	84,732	0
Contribution to Garden Project	21,224	0	21,224	(0)
Contribution to Extra Care	14,308	0	14,355	47
Contribution to Supporting People Team	60,784	0	60,784	(0)
Less supporting people grant	(6,676,844)	(3,296,000)	(6,676,844)	0
<b>Sub Total</b>	<b>257,513</b>	<b>(515,055)</b>	<b>596,176</b>	<b>338,663</b>

	Revised Budget 2014/15	Actuals	Projection	Variance
<b>Other Costs</b>				
Meals on Wheels	273,322	179,469	253,303	(20,019)
Telecare Gross Cost	566,253	353,094	518,530	(47,723)
Less Client and Agency Income	(331,779)	(194,898)	(331,779)	0
-Less Contribution from Supporting People	(99,216)	0	(99,216)	0
Agreements with Voluntary Organisations				
Elderly	285,870	242,147	242,378	(43,492)
Physically Disabled	22,684	46,450	30,423	7,739
Learning Difficulties	126,042	94,842	117,173	(8,869)
Section 28a Income	(52,020)	0	(52,020)	0
Mental Health & Substance Misuse	139,187	33,521	115,835	(23,352)
MH Capacity Act / Deprivation of Libert Safeguards	60,917	55,121	58,395	(2,522)
Other	42,566	278,944	276,548	233,982
Gwent Enhanced Dementia Care Grant	0	(104,846)	(209,692)	(209,692)
<b>Sub Total</b>	<b>1,033,826</b>	<b>983,844</b>	<b>919,878</b>	<b>(113,948)</b>
<b>TOTAL ADULT SERVICES</b>	<b>52,673,344</b>	<b>38,196,255</b>	<b>50,877,077</b>	<b>(1,796,267)</b>
<b><u>SERVICE STRATEGY AND BUSINESS SUPPORT</u></b>				
<b>Management and Administration</b>				
Policy Development and Strategy	176,608	134,453	176,783	175
Business Support and Learning & Development	1,196,471	897,972	1,155,723	(40,748)
Performance Management Consortium	73,938	(44,914)	73,938	0
<b>Sub Total</b>	<b>1,447,017</b>	<b>987,511</b>	<b>1,406,443</b>	<b>(40,574)</b>
<b>Office Accommodation</b>				
All Offices	556,848	300,813	509,858	(46,990)
Less Office Accommodation Recharge to HRA	(74,859)	0	(74,859)	0
<b>Sub Total</b>	<b>481,989</b>	<b>300,813</b>	<b>434,999</b>	<b>(46,990)</b>
<b>Office Expenses</b>				
All Offices	235,975	99,612	218,604	(17,371)
<b>Sub Total</b>	<b>235,975</b>	<b>99,612</b>	<b>218,604</b>	<b>(17,371)</b>
<b>Other Costs</b>				
Training	275,963	361,585	332,395	56,432
Publicity/Marketing/Complaints	50,573	12,443	50,573	0
Staff Support/Protection	57,499	4,086	9,317	(48,182)
Information Technology	3,290	25,706	25,706	22,416
Management Fees for Consortia	(56,343)	0	(56,343)	0
Insurances	320,933	0	320,933	0
Other Costs	208,099	38,032	226,253	18,154
Integration Project	0	0	0	0
<b>Sub Total</b>	<b>860,014</b>	<b>441,852</b>	<b>908,834</b>	<b>48,820</b>
<b>TOTAL RESOURCING AND PERFORMANCE</b>	<b>3,024,995</b>	<b>1,829,788</b>	<b>2,968,881</b>	<b>(56,114)</b>

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## HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - 10TH FEBRUARY 2015

**SUBJECT: WALES AUDIT OFFICE REVIEW OF LOCAL AUTHORITY  
ARRANGEMENTS TO SUPPORT SAFEGUARDING OF CHILDREN**

**REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES**

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

- 1.1 To inform Scrutiny Committee Members of the findings of the Wales Audit Office (WAO) Review into the local authority arrangements to support the safeguarding of children and the actions being undertaken within the Council as a result.

### **2. SUMMARY**

- 2.1 In the period March to May 2014 the WAO completed a review of Caerphilly County Borough Council's (the Council) assurance and accountability arrangements for ensuring that safeguarding policies and procedures are in place and are being adhered to.
- 2.2 The findings of the Review were published in October 2014. The Review was reported to Cabinet on 10th December 2014 where it was agreed that a cross Directorate group of key Officers would be established to implement the recommendations made by WAO. This report summarises the conclusions and recommendations of the Review (which is attached at Appendix 1) and serves to update Members on the proposals to implement the required actions on behalf of the Council.

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

- 3.1 Safeguarding children and young people is a key statutory duty of the Council.

### **4. THE REPORT**

- 4.1 The WAO Review focused on: Does the Council's governance and management arrangements provide assurance that children are safeguarded?

The main questions that the review sought to answer were:

- Are there clear governance, accountability and management arrangements for overseeing whether the Council is meeting its safeguarding responsibilities to children?
- Is the Council monitoring and evaluating appropriate information, which provides assurance that it is meeting its safeguarding responsibilities to children?
- Are assurance systems operating effectively?

- 4.2 The report concluded that:
- The governance, accountability and management arrangements for overseeing whether the Council is meeting its safeguarding responsibilities to children have some weaknesses which the Council is addressing.
  - The Council's arrangements for monitoring and evaluating its safeguarding responsibilities to children have some weaknesses which the Council must address.
  - The Council's approach to identifying and acting on improvements in its safeguarding arrangements has some weaknesses which the Council is addressing.
- 4.3 It is important for Members to note that the Review does not identify any weaknesses in the operational, day to day safeguarding arrangements for children and young people in Caerphilly. The recommendations relate to the corporate governance of those arrangements.
- 4.4 Following on from the conclusions referred to in paragraph 4.2 above, the Review makes five proposals for improvement. These are:
- Develop a Corporate Safeguarding Policy that clearly specifies roles, responsibilities and procedures for safeguarding.
  - The Council should clarify who designated officers with responsibility for safeguarding are.
  - Improve the range, quality and coverage of safeguarding performance reporting to Members to provide adequate assurance that corporate arrangements are working effectively.
  - Ensure all Elected Members and staff who come into contact with children on a regular basis receive training on safeguarding and child protection issues and the Council's corporate policy on safeguarding. This should also include volunteers.
  - Identify and agree an appropriate internal audit programme of work for safeguarding.
- 4.5 Through discussion at Corporate Management Team and agreement by Cabinet it was proposed that the Assistant Director for Children's Services should lead on the establishment of a cross Directorate Corporate Safeguarding Group to develop and implement an action plan to address the recommendations of the Review.
- 4.6 Membership of the Corporate Safeguarding Group includes the following Service areas that either have a key strategic contribution to make to the agenda or provide direct services to residents of Caerphilly:
- Education and Life Long Learning
  - Regeneration
  - Public Protection
  - Community and Leisure Services
  - Youth Service
  - Housing Services
  - Customer Services
  - Human Resources
  - Legal and Democratic Services
  - Corporate Performance
  - Workforce Development
  - Internal Audit and
  - Social Services including the
  - Youth Offending Service
- 4.7 The first meeting of the Group took place on 2<sup>nd</sup> February 2015 and monthly meetings are scheduled until the Corporate Policy is drafted for ratification. Thereafter it is likely that the Group will continue to meet twice yearly to monitor compliance with the Policy.
- 4.8 Key issues to be considered when responding to the five recommendations are captured in Appendix 2 and include:

- Development and ratification of a Corporate Safeguarding Policy that clearly defines roles and responsibilities of Elected Members, all Officers and volunteers
- The Policy will identify Designated Safeguarding Leads for each Service area who will offer advice and consultation to staff. The Policy will form part of the Induction programme for all new staff.
- The Policy will require each Service area to evidence the arrangements they have in place for safeguarding children and young people, for safe recruitment and for training and development of staff and volunteers.
- The Policy will identify the governance arrangements to confirm compliance with the policy and procedures.

4.9 Progress against the Action Plan will be reported through Audit Committee.

## **5. EQUALITIES IMPLICATIONS**

5.1 This report requires no specific equalities impact assessment.

## **6. FINANCIAL IMPLICATIONS**

6.1 There are no known financial implications associated with this report though it is likely that staff groups will be identified who require training and awareness raising. This will be addressed as the work progresses.

## **7. PERSONNEL IMPLICATIONS**

7.1 There are no direct personnel implications associated with this report however, a review of HR policies to ensure they address safeguarding issues will form a fundamental part of the development of the Corporate Policy.

## **8. CONSULTATIONS**

8.1 The views of those consulted have been included in the report.

## **9. RECOMMENDATIONS**

9.1 That Scrutiny Committee note the conclusions and recommendations contained in the WAO Review.

9.2 That Scrutiny Committee endorse the establishment of the Corporate Safeguarding Group to develop the Action Plan required to address the recommendations.

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

10.1 Compliance with the recommendations from the Wales Audit Office Review will further strengthen the authority's arrangements for the safeguarding of children.

## **11. STATUTORY POWER**

11.1 Local Government Act 2000.

Author: Gareth Jenkins, Assistant Director Children's Services  
Consultees: Social Services Senior Management Team  
Cabinet Member for Social Services  
Corporate Management Team  
Corporate Safeguarding Group (2nd February 2015)

Appendices:

Appendix 1: Wales Audit Office: Local Authority arrangements to support the safeguarding of children.

Appendix 2: Action Plan – Issues for Consideration



# Local Authority Arrangements to Support Safeguarding of Children

## **Caerphilly County Borough Council**

**Audit year:** 2014-15

**Issued:** October 2014

**Document reference:** 331A2014

# Status of report

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The team who delivered the work was Lynn Pamment, Sara-Jane Byrne and Osian Lloyd from PwC.

# Contents

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## Summary report

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Background	4
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Review findings and conclusions	5
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---

Proposals for improvement	10
---------------------------	----

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## Appendices

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Summary of survey findings	11
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# Summary report

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## Background

1. The safeguarding of children is everyone's responsibility. Local authorities have a statutory duty to have in place safeguarding arrangements which include strategic planning, support and guidance for all providers of relevant services in its area, and the direct provision of some services itself. In particular, local authorities have a duty to work in partnership with others to secure the safeguarding and wellbeing of children in their area, including the Local Safeguarding Children Board.
2. Employees and volunteers who work with children have specific safeguarding duties and responsibilities. Local authorities and schools must ensure through their Human Resources (HR) and personnel arrangements that adequate checks are in place to ensure that employees and volunteers are of good character and that their working practices are managed and monitored. Local authorities must also ensure that there are processes in place to investigate and record safeguarding allegations made against staff, teachers and support staff, and volunteers.
3. Members, chief executives and senior managers need to ensure that they have proper oversight of the safeguarding arrangements that are in place across the authority. They should actively seek and gain assurance that arrangements are operating effectively, as without this they will be unable to demonstrate that they have discharged their statutory obligation in respect of safeguarding.
4. During the period March to May 2014, the Wales Audit Office completed a review of Caerphilly County Borough Council's (the Council) assurance and accountability arrangements for ensuring that safeguarding policies and procedures are in place and are being adhered to. The study examined what the Council itself has done to seek assurance that its arrangements to support safeguarding are effective by reviewing how the Council is discharging its safeguarding responsibilities at all levels: Cabinet, Senior Management Team, Scrutiny and individual officers.
5. The study focused on answering the following: **Does the Council's governance and management arrangements provide assurance that children are safeguarded?**  
The main questions that the review sought to answer were:
  - Are there clear governance, accountability and management arrangements for overseeing whether the Council is meeting its safeguarding responsibilities to children?
  - Is the Council monitoring and evaluating appropriate information, which provides assurance that it is meeting its safeguarding responsibilities to children?
  - Are assurance systems operating effectively?

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## Review findings and conclusions

6. We examined policies relevant to safeguarding; reports to Council, Cabinet and Scrutiny; and set out below our conclusions based on the extent to which the Council has put in place, and is operating, effective management and assurance processes and controls for safeguarding. As part of this study we made available an online survey for elected members, senior managers, education, schools and leisure staff to test the Council's arrangements for safeguarding. Surveying is valuable because it provides an insight into the Council from the perspective of the people who make decisions and do the work. It also allows us to determine what the relative strengths or weaknesses of local safeguarding arrangements are and identify where councils can make improvements. The detailed survey findings for the Council are set out in [Appendix 1](#), although we include headline conclusions where relevant in each of the following sections.

### The governance, accountability and management arrangements for overseeing whether the Council is meeting its safeguarding responsibilities to children have some weaknesses which the Council is addressing

7. The Assistant Director of Children's Services represents the Council on the South East Wales Safeguarding Children's Board (SEWSCB) and disseminates key information to senior officers through relevant forums such as team meetings including the Senior Management Team and the Divisional Management Team. The SEWSCB covers the five Gwent councils and was set up in April 2013. The SEWSCB is a multi-agency partnership comprising of representatives from Gwent Police, Social Services and Education Directorates from the five councils, the Voluntary Sector, Youth Offending Services, the All Wales Probation Trust, CAF/CASS Cymru, Housing, Public Health Wales and Aneurin Bevan Health Board. The purpose of SEWSCB is to ensure safeguarding children remains high on the agenda across the region.
8. The SEWSCB is the key body for overseeing safeguarding and child protection policy development. The Council also has its own Learning and Review Group, which is a multi-agency group involving practitioners, police, probation and representatives from head teachers of secondary and primary schools. The Safeguarding Manager in Education also attends the group as a representative of the Directorate of Education and Life Long Learning. The group meets monthly and undertakes themed audits of case files. There is also a Corporate Parenting Board in place which meets quarterly. Membership includes representatives from Social Services, Education, Housing, the Aneurin Bevan Health Board, community safety, foster care, and youth services as well as elected members.

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9. Both Estyn and the Care and Social Services Inspectorate Wales (CSSIW) have been positive about the Council's safeguarding arrangements. The CSSIW's annual review and evaluation of performance 2012-13 stated:

'The performance in children's safeguarding remains within the upper quartile of councils in Wales although the percentage of conferences and core group meetings held within timescales has decreased slightly. The council is a member of the regional safeguarding board and reports that early review has secured change/improvement within some of the subgroups supporting this. The impact of shared arrangements is an area which all members will need to monitor locally as part of the overall governance of the regional arrangement.

Close links are maintained between children's services and education including co-location of safeguarding and working with the team around the family. There is corporate commitment for looked after children, which includes additional funding for educational support.'

10. Estyn noted in its inspection in 2012: 'The authority has clear policy and procedures for safeguarding children and young people. There are effective systems to ensure all education staff are CRB checked, and receive appropriate safeguarding training.'
11. However, the Council does not have a corporate safeguarding policy and uses the All Wales Children Protection Procedures. The lack of a specific local policy to underpin local decision making is a weakness. A separate safeguarding policy is in place for the Education and Life Long Learning Directorate which identifies named officers within this Directorate, but also emphasises the importance of liaising with Social Services.
12. Whilst there is a good working relationship between Social Services and Education staff, the Council lacks a corporate safeguarding policy and the Council has not identified appropriate leads in other services for safeguarding. It is assumed that all members of staff are aware of whom they should raise any issues or concerns with; however, there are no corporate documents specifying who this would be. This weakens corporate accountability and assurance arrangements.
13. There is no written accountability framework in place specifically for safeguarding. Safeguarding is viewed as everyone's responsibility and accountability is reinforced through the Council's standard performance management arrangements including departmental management team meetings, scrutiny, one-to-one appraisals and supervisions. Statutory responsibility lies with the Director of Social Services although the Assistant Director of Children's Services is considered to hold the overall responsibility. However, this is not articulated formally within a corporate policy. Our survey found that 72 per cent of respondents stated they know who the Council's Designated Officer for Child Protection is, higher than our survey average of 67 per cent.

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14. Similarly, there is no lead cabinet member with specific responsibility for safeguarding, although the Cabinet Member for Social Services is recognised by many as holding these responsibilities. This is supported by our survey results which found that only 41 per cent of respondents stated they know who is the Council's lead Councillor for Child Protection, below our survey average of 44 per cent. Indeed, we found that safeguarding is not included in member role descriptions even though the Council is clear that safeguarding is everyone's responsibility. The role description for the Cabinet Member for Social Services identifies this member as being the Child Poverty champion.
  15. Each Service Improvement Plan includes an Equalities Improvement and Monitoring Form which specifically highlights the requirement to consider the safeguarding of children. The Council has a number of related improvement objectives including: 'Ensure children and young people who are looked after are supported to achieve their full potential.' There is regular monitoring of progress against these improvement objectives and specific action plans for each improvement objective have been developed.
  16. The Council has a Corporate Risk Register but no specific risks relating to safeguarding are identified as the risk level for safeguarding is currently considered to be low. Estyn and CSSIW inspections, and other Council reviews have not identified any inherent risks relating to safeguarding. Mechanisms are in place to escalate risks for inclusion in the Corporate Risk Register when necessary. Risks are identified and documented in the Service Improvement Plans and directorate risk registers are currently being developed. However, the Corporate Governance Inspection found that risk management was not successfully embedded across the organisation. A specific recommendation around strengthening risk management was raised and the Council has been taking steps to address this.
  17. Risks are also identified through the various SEWSCB subgroups, such as the Case Review and Practice Development Group, and the Local Learning and Review Group, and actions are identified and implemented to mitigate these risks.

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## The Council's arrangements for monitoring and evaluating its safeguarding responsibilities to children have some weaknesses which the Council must address

18. A Ffynnon scorecard is produced to report performance against a large number of Children's Services indicators including 10 national and two local safeguarding-related performance indicators. Performance against the key national indicators shows that the Council is performing well.
19. There are no indicators on corporate measures, such as training and recruitment checks. The scorecard is reported to the Directorate Management Team and Senior Management Team on a monthly basis; the Corporate Management Team quarterly; and the Health, Social and Wellbeing Scrutiny Committee mid-year and at the year-end.
20. There is a mechanism in place to report to Scrutiny (Health, Social Care and Wellbeing, and Education For Life), Cabinet and Council. There have been no reports presented to these committees specifically on safeguarding, although some other related areas have been subject to scrutiny including Child Neglect (September 2013), Child Sexual Exploitation (June 2013), and Integrated Family Support Services (June 2013). Scrutiny committees also receive updates against relevant improvement objectives every six months. Reporting to committees with regard to safeguarding is therefore limited.
21. Key HR policies have not been updated to reflect key changes in legislation, such as the Disclosure and Barring Services, and there have been no formal reports to members on recent legislative changes which impact on the work of the Council. For example, the Council's recruitment policy is dated 2004. We understand this is now being reviewed. Council HR staff stated that some procedures have been updated such as a safer recruitment policy to schools which was updated in 2012. Systems are in place to ensure checks and balances are undertaken and we were advised that HR does not register new starters on the payroll until all appropriate checks have been undertaken.
22. Our survey found that 98 per cent of respondents in Caerphilly are clear how their job contributes to safeguarding and protecting children and young people, higher than our survey average of 95 per cent. In addition, 86 per cent stated that their responsibilities for safeguarding and protecting children and young people were explained to them when they started in their current role in the Council/school, compared with the Welsh survey average of 75 per cent.



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- 23.** In both the Social Services and Education and Life Long Learning Directorates, there is a clear audit trail of all training courses and attendees along with feedback forms to help identify other areas where further training may be required. There is a database which records who attends each training course and when they are required to attend a refresher course. However, mandated training on safeguarding is not provided to other services. Members interviewed felt that they had been made aware of safeguarding but acknowledged that no specific training has been provided. Safeguarding is not part of the member induction. The Council has no assurance that elected members are adequately trained and supported to deliver this important role. The Council is above the survey average for the number of people who have received training on safeguarding in the last six months – 39 per cent compared with 32 per cent – but has fewer people who have never received safeguarding training, one per cent compared with the all-Wales average of 10 per cent.

### The Council's approach to identifying and acting on improvements in its safeguarding arrangements has some weaknesses which the Council is addressing

- 24.** Mandatory training on data protection is undertaken by staff annually. In addition, mandatory Protecting Information e-learning was launched last year and PC users will be asked to repeat the training annually. Face-to-face training on data protection has also been delivered to a wide cross-section of staff and the Council's Information Unit has also attended a number of team briefings to raise awareness of data protection.
- 25.** A report on the outcome of the schools' audits has also been presented to Scrutiny. Safeguarding is a key element of the audit. A Scrutiny Improvement Action Plan has been developed and is an integral part of the Council's improving governance programme. Changes are currently being made.
- 26.** There are a number of examples where the Council has improved its arrangements regarding children's safeguarding and mechanisms are in place to keep these arrangements up to date. Lessons are learned from a variety of forums including the SEWSCB Case Review and Practice Development Group, as well as the Caerphilly Learning and Reviewing Group. Areas where policies and processes have been improved include the use of social media and transferring records. The Gwent Children Missing Project has also identified good practice within education in the Council and is in the process of replicating this across the South East Wales region.
- 27.** The Education and Life Long Learning and Social Services Directorates have also completed separate Section 28 Children's Act Safeguarding audits and submitted these to the SEWSCB Business Manager for review and quality assurance. However, no assessment of corporate arrangements has been completed.

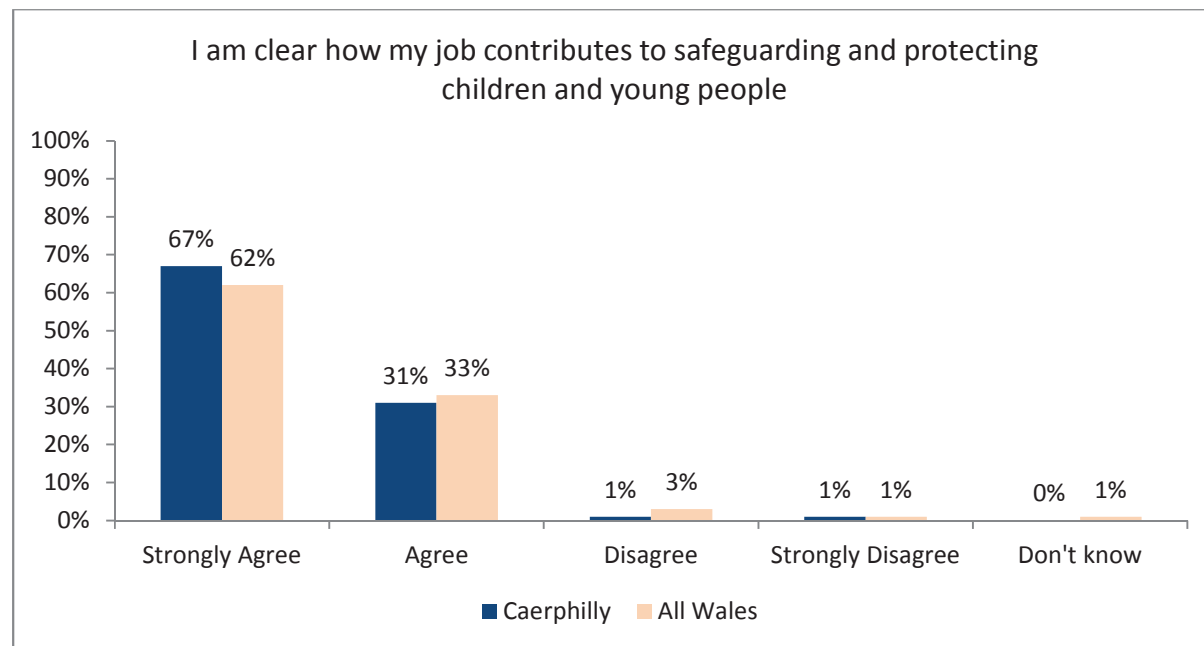
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28. The Information Risk Management Policy has led to the development of Information Risk Registers by all service areas which focus heavily on data protection. The Council has also undertaken a data-mapping exercise to ensure that there are effective controls in place to protect sensitive and confidential information. This is reported to the Policy and Resources Scrutiny Committee.
29. No internal audit or scrutiny reviews on safeguarding have been undertaken in the last five years.

## Proposals for improvement

P1	Develop a Corporate Safeguarding Policy that clearly specifies roles, responsibilities and procedures for safeguarding.
P2	The Council should clarify who designated officers with responsibility for safeguarding are.
P3	Improve the range, quality and coverage of safeguarding performance reporting to members to provide adequate assurance that corporate arrangements are working effectively.
P4	Ensure all elected members and staff who come into contact with children on a regular basis receive training on safeguarding and child protection issues and the Council's corporate policy on safeguarding. This should also include volunteers.
P5	Identify and agree an appropriate internal audit programme of work for safeguarding.

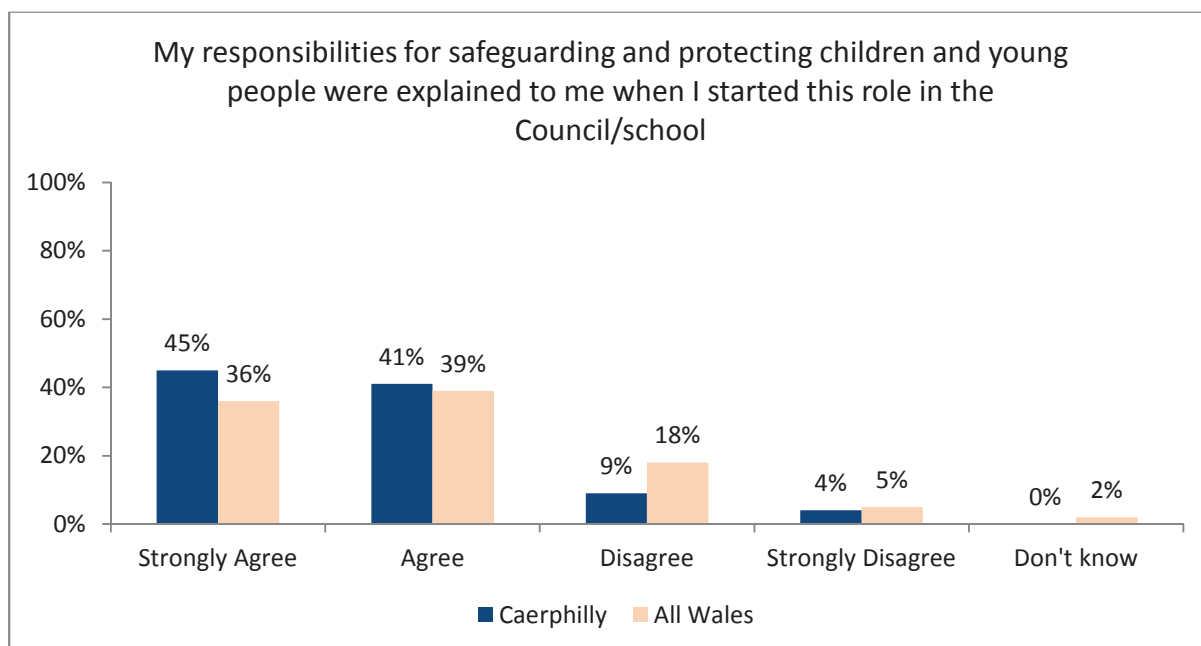
# Appendix 1

## Summary of survey findings



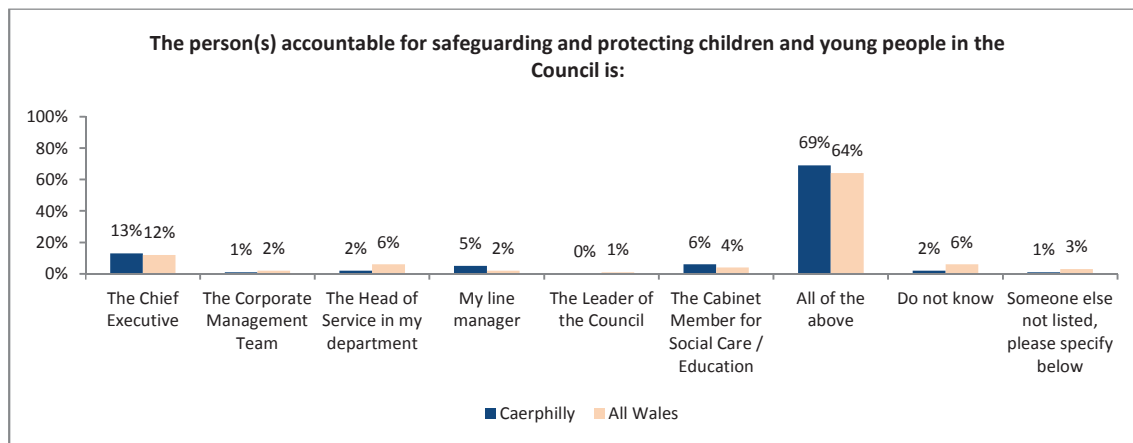
	Total	Not asked	No reply	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
<b>Caerphilly</b>	98	-	-	66	30	1	1	-
<b>Expressed opinion*</b>				67%	31%	1%	1%	
<b>All Wales</b>	1,996	-	6	1,235	664	53	12	26
<b>Expressed opinion*</b>				62%	33%	3%	1%	1%

\* To make the report easier to read, percentages are shown to nearest whole percentage point. It is therefore possible for the individual figures not to total exactly to 100 per cent.



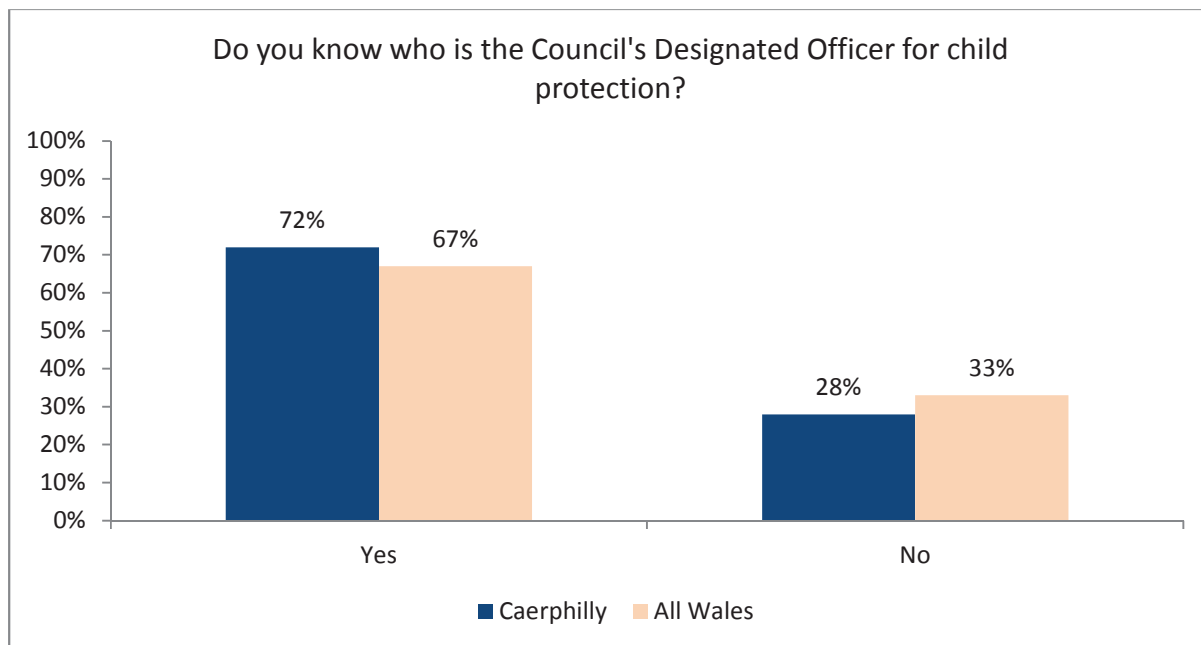
	Total	Not asked	No reply	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
<b>Caerphilly</b>	98	-	1	44	40	9	4	-
<b>Expressed opinion*</b>				45%	41%	9%	4%	
<b>All Wales</b>	1,996	-	10	716	773	358	104	35
<b>Expressed opinion*</b>				36%	39%	18%	5%	2%

\* To make the report easier to read, percentages are shown to nearest whole percentage point. It is therefore possible for the individual figures not to total exactly to 100 per cent.



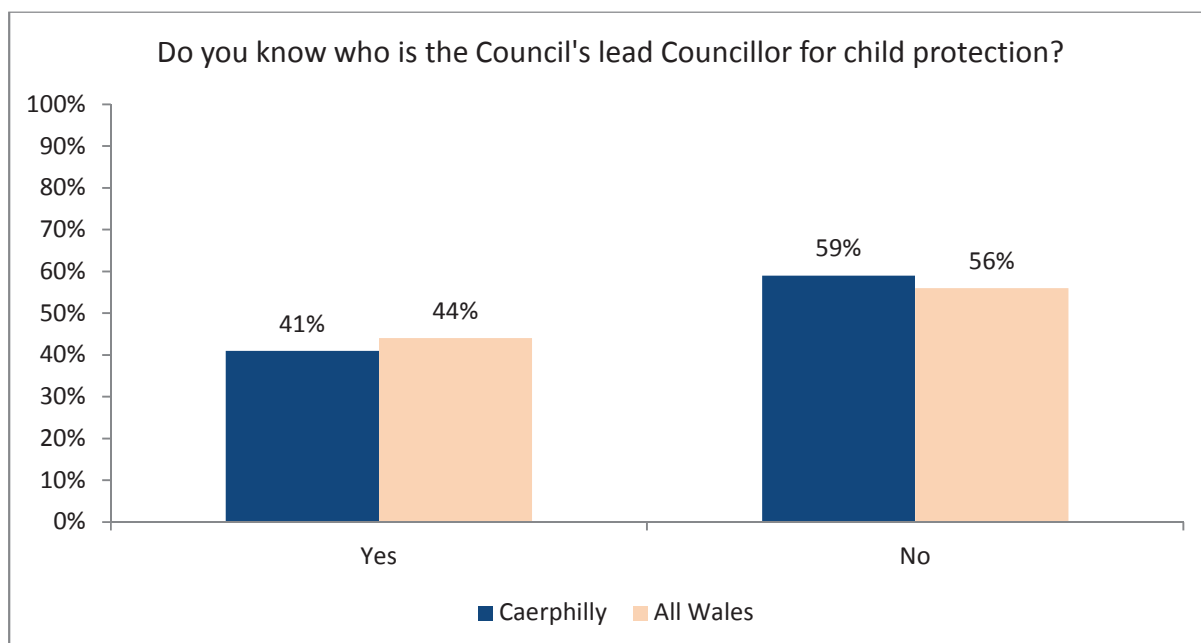
	Total	Not asked	No reply	The Chief Executive	The Corporate Management Team	The head of service in my department	My line manager	The leader of the Council	The Cabinet Member for Social Care/ Education	All of the above	Do not know	Someone else not listed, please specify below
<b>Caerphilly</b>	98	-	4	12	1	2	5	-	6	65	2	1
<b>Expressed opinion*</b>				13%	1%	2%	5%		6%	69%	2%	1%
<b>All Wales</b>	1,996	-	68	223	34	124	47	19	69	1,231	115	66
<b>Expressed opinion*</b>				12%	2%	6%	2%	1%	4%	64%	6%	3%

\* To make the report easier to read, percentages are shown to nearest whole percentage point. It is therefore possible for the individual figures not to total exactly to 100 per cent.



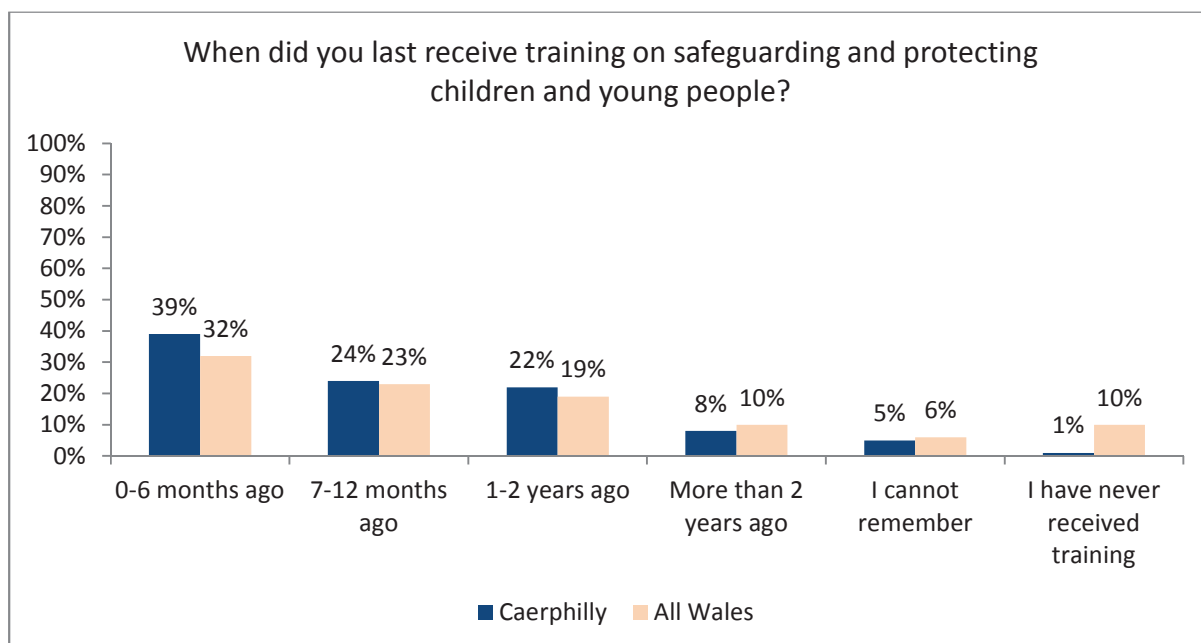
	Total	Not asked	No reply	Yes	No
<b>Caerphilly</b>	98	-	1	70	27
<b>Expressed opinion*</b>				72%	28%
<b>All Wales</b>	1,996	-	13	1,337	646
<b>Expressed opinion*</b>				67%	33%

\* To make the report easier to read, percentages are shown to nearest whole percentage point. It is therefore possible for the individual figures not to total exactly to 100 per cent.



	Total	Not asked	No reply	Yes	No
<b>Caerphilly</b>	98	-	-	40	58
<b>Expressed opinion*</b>				41%	59%
<b>All Wales</b>	1,996	-	13	881	1,102
<b>Expressed opinion*</b>				44%	56%

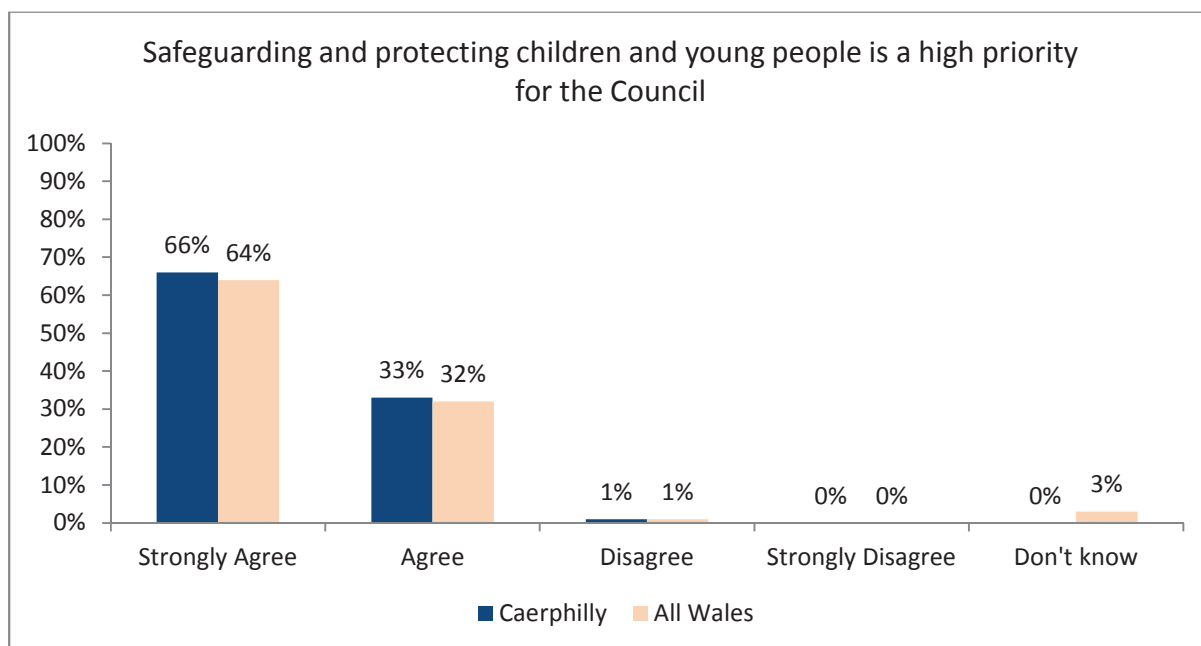
\* To make the report easier to read, percentages are shown to nearest whole percentage point. It is therefore possible for the individual figures not to total exactly to 100 per cent.



	Total	Not asked	No reply	0-6 months ago	7-12 months ago	1-2 years ago	More than 2 years ago	I cannot remember	I have never received training
<b>Caerphilly</b>	98	-	-	38	24	22	8	5	1
<b>Expressed opinion*</b>				39%	24%	22%	8%	5%	1%
<b>All Wales</b>	1,996	-	4	644	462	374	199	121	192
<b>Expressed opinion*</b>				32%	23%	19%	10%	6%	10%

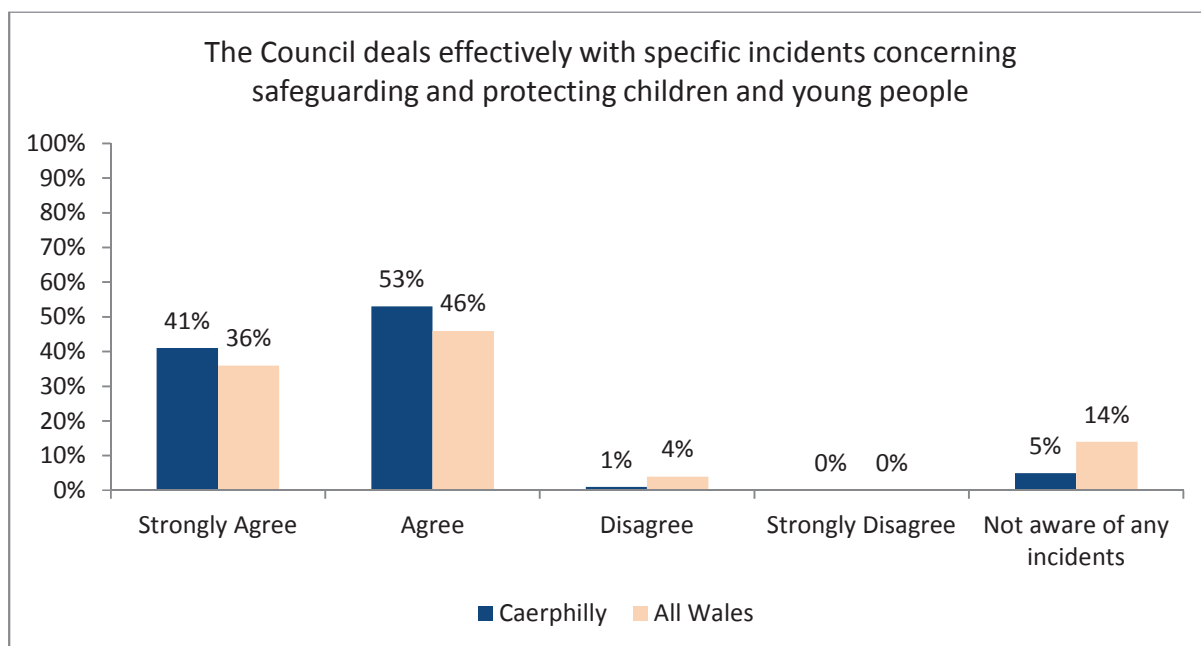
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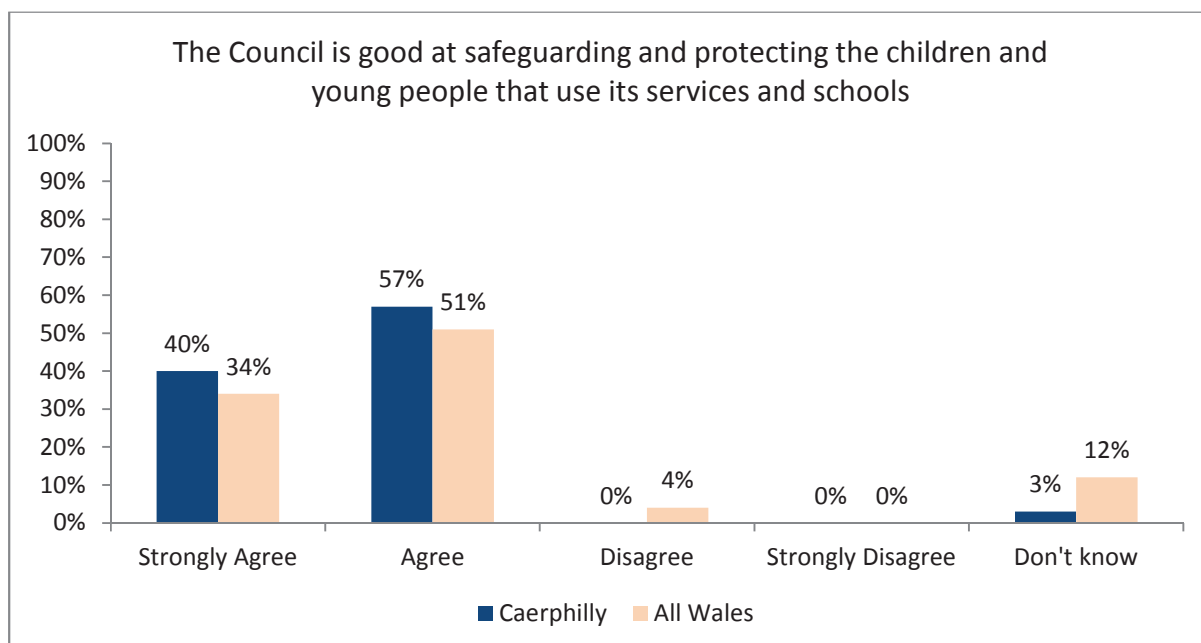
	Total	Not asked	No reply	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
<b>Caerphilly</b>	98	-	-	65	32	1	-	-
<b>Expressed opinion*</b>				66%	33%	1%		
<b>All Wales</b>	1,996	-	10	1,266	628	27	4	61
<b>Expressed opinion*</b>				64%	32%	1%	0%	3%

\* To make the report easier to read, percentages are shown to nearest whole percentage point. It is therefore possible for the individual figures not to total exactly to 100 per cent.



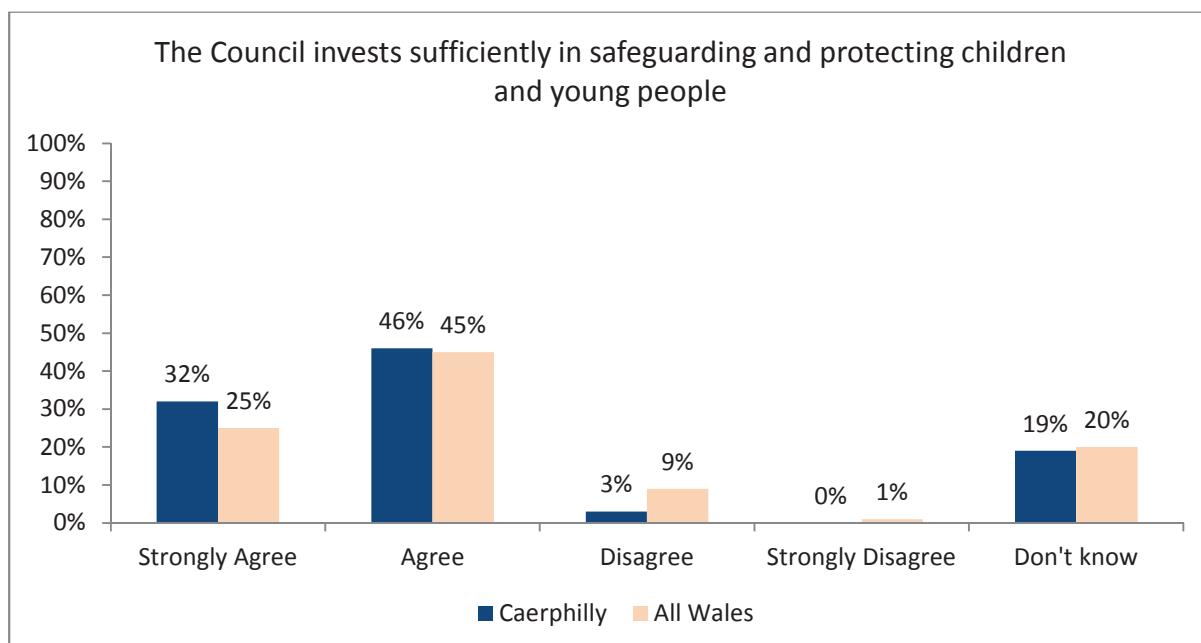
	Total	Not asked	No reply	Strongly agree	Agree	Disagree	Strongly disagree	Not aware of any incidents
<b>Caerphilly</b>	98	-	-	40	52	1	-	5
<b>Expressed opinion*</b>				41%	53%	1%		5%
<b>All Wales</b>	1,996	-	11	722	911	76	5	271
<b>Expressed opinion*</b>				36%	46%	4%	0%	14%

\* To make the report easier to read, percentages are shown to nearest whole percentage point. It is therefore possible for the individual figures not to total exactly to 100 per cent.



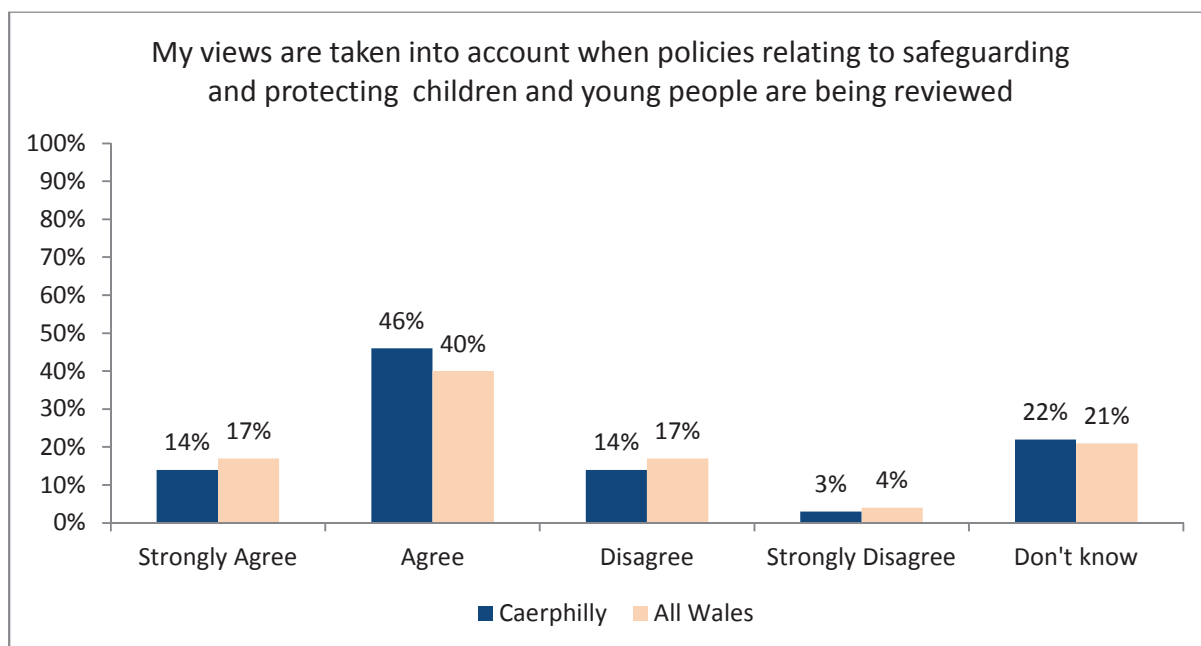
	Total	Not asked	No reply	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
<b>Caerphilly</b>	98	-	2	38	55	-	-	3
<b>Expressed opinion*</b>				40%	57%			3%
<b>All Wales</b>	1,996	-	20	665	1,000	74	3	234
<b>Expressed opinion*</b>				34%	51%	4%	0%	12%

\* To make the report easier to read, percentages are shown to nearest whole percentage point. It is therefore possible for the individual figures not to total exactly to 100 per cent.



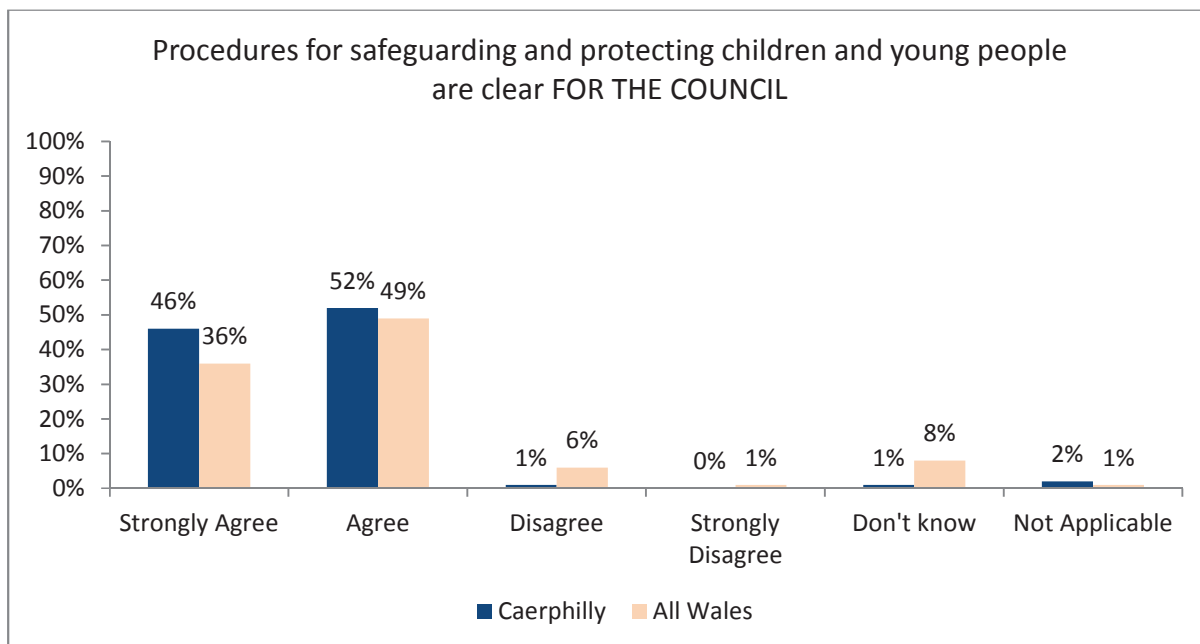
	Total	Not asked	No reply	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
<b>Caerphilly</b>	98	-	1	31	45	3	-	18
<b>Expressed opinion*</b>				32%	46%	3%		19%
<b>All Wales</b>	1,996	-	17	491	895	182	19	392
<b>Expressed opinion*</b>				25%	45%	9%	1%	20%

\* To make the report easier to read, percentages are shown to nearest whole percentage point. It is therefore possible for the individual figures not to total exactly to 100 per cent.



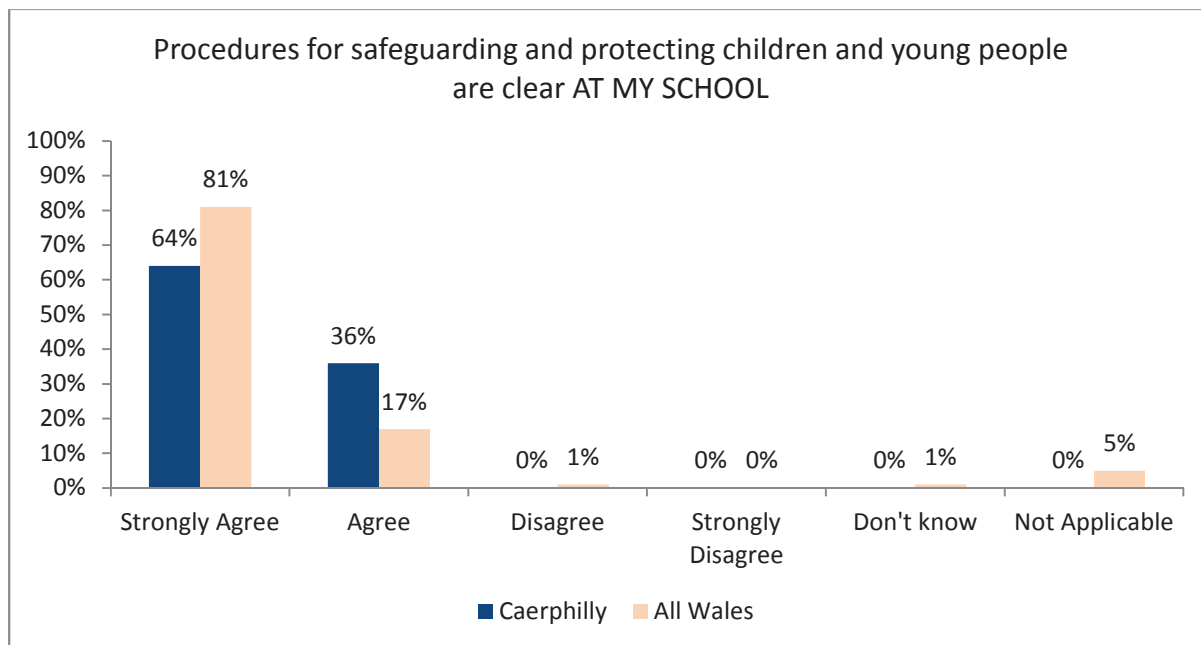
	Total	Not asked	No reply	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
<b>Caerphilly</b>	98	-	-	14	45	14	3	22
<b>Expressed opinion*</b>				14%	46%	14%	3%	22%
<b>All Wales</b>	1,996	-	20	344	794	339	79	420
<b>Expressed opinion*</b>				17%	40%	17%	4%	21%

\* To make the report easier to read, percentages are shown to nearest whole percentage point. It is therefore possible for the individual figures not to total exactly to 100 per cent.



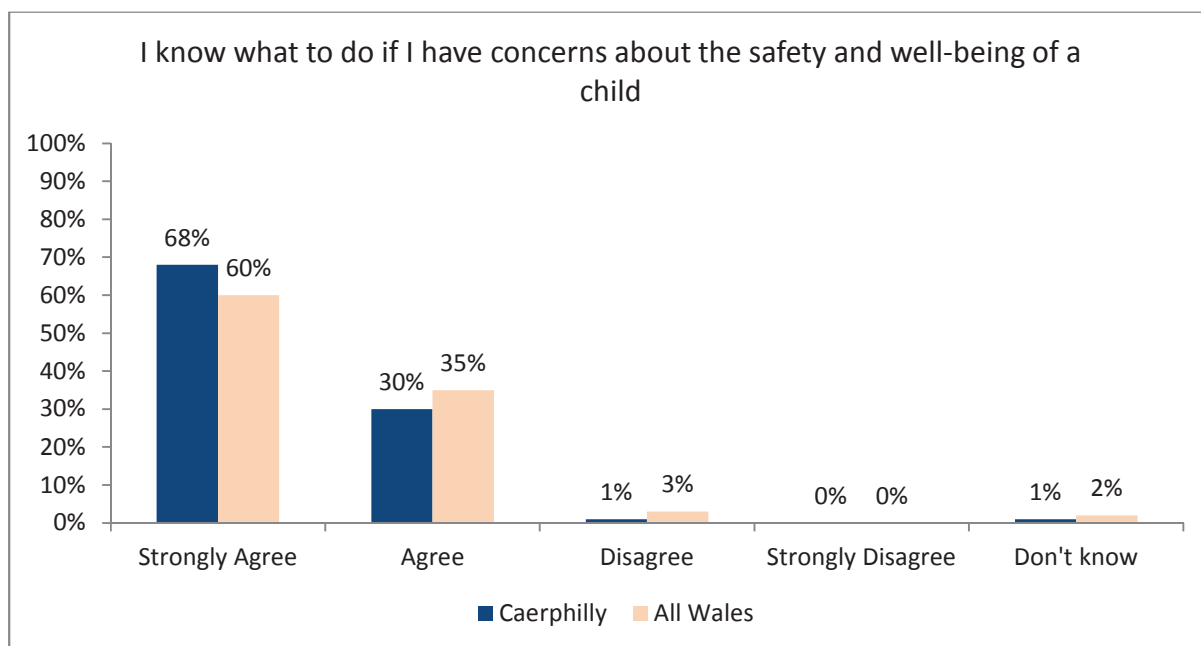
	Total	Not asked	No reply	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Not applicable
<b>Caerphilly</b>	98	-	1	44	49	1	-	1	2
<b>Expressed opinion*</b>				46%	52%	1%		1%	2%
<b>All Wales</b>	1,996	-	39	701	942	114	14	160	26
<b>Expressed opinion*</b>				36%	49%	6%	1%	8%	1%

\* To make the report easier to read, percentages are shown to nearest whole percentage point. It is therefore possible for the individual figures not to total exactly to 100 per cent.



	Total	Not asked	No reply	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Not applicable
<b>Caerphilly</b>	98	76	-	14	8	-	-	-	-
<b>Expressed opinion *</b>				64%	36%				
<b>All Wales</b>	1,996	1,399	34	435	92	3	-	5	28
<b>Expressed opinion *</b>				81%	17%	1%		1%	5%

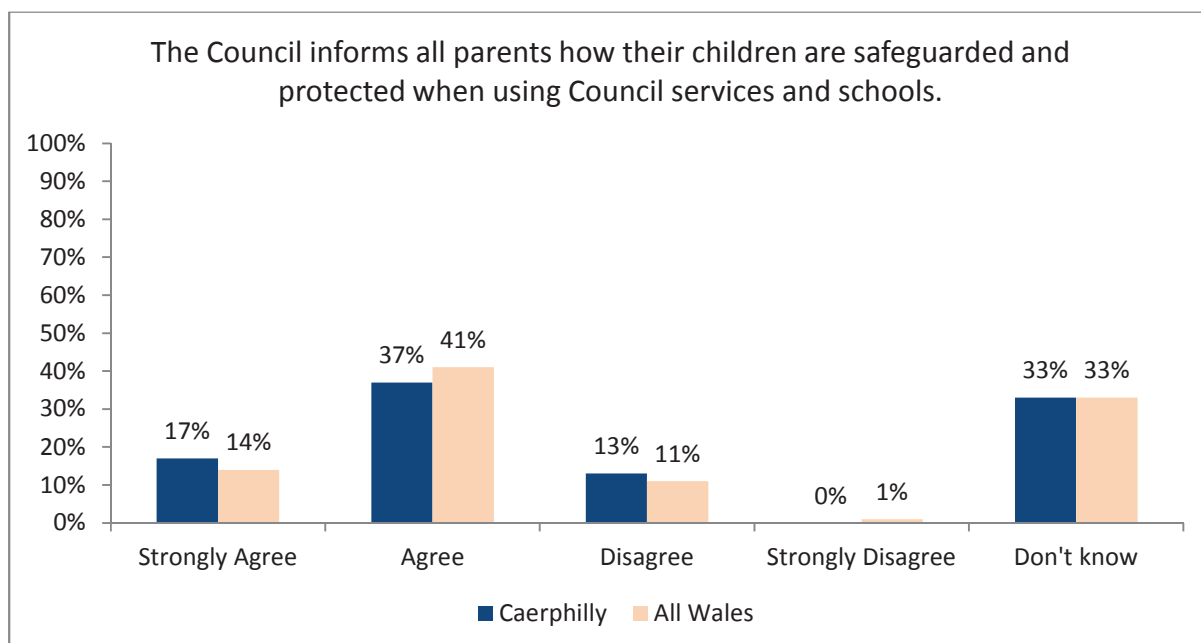
\* To make the report easier to read, percentages are shown to nearest whole percentage point. It is therefore possible for the individual figures not to total exactly to 100 per cent.



	Total	Not asked	No reply	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
<b>Caerphilly</b>	98	-	1	66	29	1	-	1
<b>Expressed opinion*</b>				68%	30%	1%		1%
<b>All Wales</b>	1,996	-	29	1,174	683	64	8	38
<b>Expressed opinion*</b>				60%	35%	3%	0%	2%

\* To make the report easier to read, percentages are shown to nearest whole percentage point. It is therefore possible for the individual figures not to total exactly to 100 per cent.





	Total	Not asked	No reply	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
<b>Caerphilly</b>	98	-	4	16	35	12	-	31
<b>Expressed opinion*</b>				17%	37%	13%		33%
<b>All Wales</b>	1,996	-	27	269	816	213	29	642
<b>Expressed opinion*</b>				14%	41%	11%	1%	33%

\* To make the report easier to read, percentages are shown to nearest whole percentage point. It is therefore possible for the individual figures not to total exactly to 100 per cent.

Wales Audit Office  
24 Cathedral Road  
Cardiff CF11 9LJ

Tel: 029 2032 0500

Fax: 029 2032 0600

Textphone: 029 2032 0660

E-mail: [info@wao.gov.uk](mailto:info@wao.gov.uk)

Website: [www.wao.gov.uk](http://www.wao.gov.uk)

Swyddfa Archwilio Cymru

24 Heol y Gadeirlan  
Caerdydd CF11 9LJ

Ffôn: 029 2032 0500

Ffacs: 029 2032 0600

Ffôn Testun: 029 2032 0660

E-bost: [info@wao.gov.uk](mailto:info@wao.gov.uk)

Gwefan: [www.wao.gov.uk](http://www.wao.gov.uk)

**Local Authority Arrangements to Support Safeguarding of Children  
Wales Audit Office – October 2014  
Action Plan Issues for Consideration**

	<b>Proposals for Improvement</b>	<b>Things to consider</b>
P1	Develop a Corporate Safeguarding Policy that clearly specifies roles, responsibilities and procedures for safeguarding	<ul style="list-style-type: none"> <li>• What existing policies are in place across the Directorates?</li> <li>• Look at practice examples from other Local Authorities</li> <li>• Consider the role of the regional Safeguarding Board?</li> <li>• Need a formal mechanism to ensure that all services that have access to/ contact with children and young people have appropriate safeguarding policies in place.</li> <li>• Develop an Accountability Framework/ Safeguarding Policy which sets out;                             <ul style="list-style-type: none"> <li>○ individual, professional and organisational responsibilities and the ways in which accountability will be monitored and reported.</li> <li>○ identifies individual named officers and relevant Council structures and committees.</li> <li>○ makes clear to staff with whom they should discuss and to whom they should report any concerns about a child’s welfare.</li> <li>○ Make everyone aware that Statutory regulations clearly set out the role of the Statutory Director for Social Services</li> </ul> </li> </ul>
P2	The Council should clarify who designated officers with responsibility for safeguarding are.	
P3	Improve the range, quality and coverage of safeguarding performance reporting to members to provide adequate assurance that corporate arrangements are working effectively.	<ul style="list-style-type: none"> <li>• Good practice examples are expected to be included in the National Report which is to be published.</li> <li>• What information would Members like to receive?</li> <li>• Provide more routine and comprehensive reports to give an overall picture for Members to hold officers to account and provide assurance that the Council’s safeguarding arrangements are effective. To include;                             <ul style="list-style-type: none"> <li>○ Officer and Member training</li> <li>○ Changes in legislation</li> <li>○ Performance and management information</li> <li>○ Updates from bodies such as the SEWSCB including the Annual Report</li> <li>○ Safe HR policies particularly recruitment</li> <li>○ Compliance with procedures</li> <li>○ Availability of and uptake of training</li> <li>○ Members roles and job descriptions</li> </ul> </li> </ul>

P4	Ensure all elected members and staff who come into contact with children on a regular basis receive training on safeguarding and child protection issues and the Council's corporate policy on safeguarding. This should also include volunteers.	<ul style="list-style-type: none"> <li>• Identify Elected Members, staff and volunteers managed by the Council who require training in safeguarding and the level of training required</li> <li>• Maximise the training provided by the Regional Safeguarding Board</li> <li>• Ensure that training records are maintained to demonstrate that anyone requiring training has received it.</li> <li>• Elected Members, staff and volunteers need to understand their responsibilities to report safeguarding concerns and the appropriate processes to do so.</li> </ul>
P5	Identify and agree an appropriate internal audit programme of work for safeguarding	<p>State how internal audit may periodically test whether safeguarding arrangements are working effectively, for example;</p> <ul style="list-style-type: none"> <li>• checking safe recruitment policies are being implemented eg. whether DBS checks and references have been undertaken and can be evidenced;</li> <li>• reviewing staff and member training;</li> <li>• reviewing of contract monitoring to ensure appropriate checks are undertaken.</li> </ul>



## HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - 10TH FEBRUARY 2015

**SUBJECT: IMPROVEMENT OBJECTIVE 1 – 2014-15 SIX MONTH UPDATE**

**REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES**

---

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

- 1.1 To provide a six monthly update to Members in respect of progress made in 2014-15 against Improvement Objective 1 – Ensuring children and young people who are Looked After are supported to achieve their full potential.

### **2. SUMMARY**

- 2.1 Appendix A provides the 2014-15 six-month update on the identified actions for Improvement Objective IO 1. The Council is required to set Improvement Objectives under the Local Government (for Wales) Measure 2009. The successful delivery of Improvement Objective outcomes forms part of the Auditor General's annual assessment of the performance of the Council.

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

- 3.1 This Improvement Objective has direct links to the Council's agreed Corporate Priorities and also to the Caerphilly Delivers – Single Integrated Plan

### **4. THE REPORT**

- 4.1 Under this Improvement Objective the Council committed itself to the following key Outcomes:

- Continue to recruit sufficient foster carers in order to meet the placement needs of our Looked After Children (LAC). We plan to reduce the reliance on Independent Fostering Agency placements and maintain Placement Stability for children, to promote more positive outcomes.
- Improve the timeliness for children who require adoptive placements to be matched with and placed with adoptive families
- Increase the education attainment levels of all looked after children (LAC) in an education setting.
- Improve the engagement of young people leaving care in education, training and employment in order to give them the best opportunities.
- Continue to improve the range of accommodation options for young people leaving care and those facing homelessness.

- 4.2 Progress against each of these outcomes is reported in Appendix A.

## **5. EQUALITIES IMPLICATIONS**

5.1 An Equalities Impact assessment is not required as the report is for information.

## **6. FINANCIAL IMPLICATIONS**

6.1 There are no direct Financial Implications associated with this report.

## **7. PERSONNEL IMPLICATIONS**

7.1 There are no direct personnel implications associated with this report.

## **8. CONSULTATIONS**

8.1 The result of all consultations have been incorporated into this report.

## **9. RECOMMENDATIONS**

9.1 That Scrutiny Committee consider the progress being made against the Improvement Objective and whether the evidence provided is satisfactory.

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

10.1 To ensure the Council is delivering the Improvement Objective IO 1.

## **11. STATUTORY POWER**

11.1 Local Government Measure 2009.

Author: Gareth Jenkins: Assistant Director Children's Services  
Consultees: Dave Street: Corporate Director Social Services  
Social Services Senior Management Team  
Colin Jones: Head of Performance & Property Services  
Ioan Richards: Performance Management Unit  
Gail Williams: Acting Head of Legal Services  
Cllr Robin Woodyatt: Cabinet Member for Social Services  
Cllr David Hardacre: Cabinet Member for Performance, Property & Asset Management

Background Papers:  
Caerphilly Council's Improvement Objectives 2014-15

Appendices:  
Appendix A - Improvement Objective Q2 update report.

# Improvement Objectives

**IO1 - Ensure children and young people who are looked after are supported to achieve their full potential.**

**Outcomes:**

1. Continue to recruit sufficient foster carers in order to meet the placement needs of our Looked After Children (LAC). We plan to reduce the reliance on Independent Fostering Agency placements and maintain Placement Stability for children, to promote more positive outcomes.
2. We want to improve the timeliness for children who require adoptive placements to be matched with and placed with adoptive families.
3. We hope to increase the education attainment levels of all Looked after children (LAC) in an education setting.
4. We want to improve the engagement of young people leaving care, in education, training and employment in order to give them the best opportunities.
5. Continue to improve the range of accommodation options for young people leaving care and those facing homelessness.

A greener place to live, work and visit  
Man gwyrdach i fyw, gweithio ac ymweld



# Improvement Objectives

**IO1 - Ensure children and young people who are looked after are supported to achieve their full potential.**

## **2014-15 Six Month Progress Summary**

### **What have we done well over the last 6 months?**

- Numbers of Looked After Children and children on the Child Protection Register remain stable
- Successful implementation of the Children's Services Reconfiguration
- Successful reconfiguration of the Business Support function across the Service including the establishment of centralised business support for Child Protection Conferences and LAC Reviews
- South East Wales Adoption Service (SEWAS) fully operational
- Performance across all Performance Indicators has been maintained and places Caerphilly in the top quartile in Wales






Page 76

### **What areas do we need to improve on? and how are we going to do it?**

- All the Improvement Objectives are on track to meet the agreed target or have already exceeded the agreed target.



**IO1 - Ensure children and young people who are looked after are supported to achieve their full potential.****Actions**

Title	Comment	RAG	Overall Status	% Complete
06. Continue to recruit sufficient foster carers in order to meet the placement demands of Looked After Children (LAC) to reduce reliance on Independent Fostering Agency placements and maintain Placement Stability levels below the Welsh Average of 10%	<p>The Fostering Team continues to actively recruit potential foster carers and in the first half of 2014/15, 7 new carers have been successfully approved by the Fostering Panel. The target to recruit 25 new carers over the Improvement Objective timeframe has been exceeded with the total now standing at 30. The Foster Carer Recruitment Strategy will be revised during the autumn in readiness to implement in 2015/16.</p> <p>Placement stability is currently reported at 3.9% and is projected to remain below the Welsh Average of 10%.</p>		Complete	100
08. Ensure that children requiring adoptive placements are suitably matched and placed with adoptive families in a timely manner	SEWAS has been fully operational since April 2014 and working practices are continuing to be developed and strengthened. In the year to date we have successfully placed 8 children for adoption, 3 in Quarter 1 and 5 in Quarter 2, hereby exceeding the annual target of 3.		Complete	100
09. Improve the educational attainment levels of Looked After Children.	Whilst the academic achievements of Looked After Children are only reported annually, a key indicator of success is the timely completion of Personal Education Plans and to date 100% of LAC have a PEP in place within timescales. This is an improvement on last years rate of 95% and it is hoped it will be maintained for the remainder of the year.		Complete	100
10. Improve the engagement of young people leaving care in education, training and employment.	Members will remember the number of young people included in this cohort is relatively small (7/14) and most of the young people have had significant issues to overcome in their lives making it difficult for many of them to engage positively in education, training or employment. In the year to date we have maintained last years performance at 50% in line with the target. Members can be reassured that 100% of our care leavers have Pathway Plans in place, are in contact with the Council and are in suitable accommodation.		In Progress	50
11. Continue to improve the range of accommodation options for young people leaving care and those facing homelessness.	The Sixteen Plus Team, working closely with Housing and Supporting People colleagues continue to identify and develop a wide range of accommodation options for young people leaving care and homeless 16/17 yr olds. Performance to date confirms that 100% of young people known to Children's Services are placed in appropriate accommodation that meets their identified needs.		Complete	100

**IO1 - Ensure children and young people who are looked after are supported to achieve their full potential.****How much did we do?**

Title	Actual	Target	Intervention	RAG	Previous Period	Comment
% Of Children placed with Caerphilly Foster Carers.		45.00	43.00		47.00	Local annual indicator.
% of LAC that began with a care plan in place	100.00	100.00	90.00	↑	98.00	54/54
% of LAC with a plan for permanence at due date	100.00	100.00	89.90	↓	100.00	36/36
The % of pupils in local authority care aged 15, who leave compulsory education, training or work based learning without an approved external qualification		0.00	5.00			This data will be available once Key Stage 4 data is confirmed in December 2014/ January 2015.
The Number of Foster Carers recruited.	30.00	25.00	12.00	↑	23.00	7 new carers have been approved by the Fostering Panel.

**How well we are doing?**

Title	Actual	Target	Intervention	RAG	Previous Period	Comment
% of LAC achieving the Core Subject Indicator at KS2		78.57	59.28		71.43	Annual Indicator
% of LAC achieving the Core Subject Indicator at KS3		41.66	28.33		42.86	Annual Indicator
% of LAC reviews carried out within statutory timescales	94.00	90.00	80.00	↓	94.00	264/281
% of LAC with one or more changes of school	2.00	13.70	15.00	↓	1.90	4/203
Average external qualifications points score for LAC		200.00	158.00		238.00	Annual Indicator

**Is anyone better off?**

Title	Actual	Target	Intervention	RAG	Previous Period	Comment
% of LAC who have had more than 3 placements during the year	3.90	10.00	12.00	↓	4.10	10/258
% of LAC receiving a PEP within 20 school days	95.20	85.00	76.50	↓	100.00	20/21
% of former LAC in suitable accommodation at 19	100.00	95.00	85.40	↓	100.00	14/14
% of former LAC in educ/training/employment at 19	50.00	50.00	40.00	↓	54.50	7/14
% of former LAC in contact at age of 19	100.00	100.00	90.00	↓	100.00	14/14
% of eligible children with a personal advisor	100.00	100.00	89.90	↓	100.00	164/164
% of eligible children that have pathway plans	100.00	100.00	89.00	↓	100.00	132/132
% Of Children placed with adoptive families during the financial year.	3.10	3.00	0.00	↑	1.07	8/258



## HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 10TH FEBRUARY 2015

**SUBJECT: SUMMARY OF MEMBERS' ATTENDANCE – QUARTER 3 –  
1ST OCTOBER 2014 TO 31ST DECEMBER 2014**

**REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES AND SECTION 151  
OFFICER**

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

1.1 To report Members' levels of attendance at scheduled meetings of Caerphilly County Borough Council.

### **2. SUMMARY**

2.1 The report details the attendance of Members at scheduled meetings throughout the Quarter 1st October to 31st December.

### **3. THE REPORT**

3.1 Appendix 1 details Members' attendance for quarter 3 (1st October 2014 to 31st December 2014), at the following meetings:

- Council;
- Cabinet;
- Scrutiny Committees;
- Planning Committee;
- Audit Committee;
- Democratic Services Committee; and
- Sustainable Development Advisory Panel.

3.2 The information is compiled from attendance sheets signed by Members at these meetings.

3.3 The appendix also allows for a comparison with the same period in the preceding two years. When making comparisons to previous quarters/years, please note that overall averages given are the weighted average to reflect the number of meetings in each quarter.

3.4 Details for the next quarter (1st January 2015 to 31st March) will be reported to the next appropriate meeting of the Scrutiny Committee.

### **4. EQUALITIES IMPLICATIONS**

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

**5. FINANCIAL IMPLICATIONS**

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

**6. PERSONNEL IMPLICATIONS**

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

**7. CONSULTATIONS**

7.1 None.

**8. RECOMMENDATIONS**

8.1 That Members note the content of the report.

**9. REASONS FOR THE RECOMMENDATIONS**

9.1 To inform Members of attendance levels at scheduled meetings of Caerphilly County Borough Council from the Annual Meeting of Council, 2014.

Author: C. Evans (Committee Services Officer)

Background Papers:  
Member attendance sheets

Appendices:  
Appendix 1 Schedule of Members' Attendance 2012 to 2015

## Quarterly Summary of Attendance Levels (Percentages)

### AGM to AGM

	2012-2013					2013-2014					2014-2015				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Council	89	88	85	81	84	87	82	82	88	85	84	84	75		81
Crime & Disorder		38		59	59		69		94	82		81			81
Education For Life	75	78	66	69	72	72	75	69	75	73	66	65	81		71
Health, Social Care & Wellbeing	88	75	85	88	84	75	66	78	69	72	75	73	74		74
The Living Environment															
Regeneration															
Regeneration and Environment	69	77	71	88	76	69	63	81	84	74	81	80	77		79
Policy & Resources	81	88	71	79	77	69	78	84	85	79	78	77	88		81
Planning Committee	75	83	80	74	78	75	82	85	89	83	85	75	73		78
Audit Committee		58	50	42	48	83	75	67	83	77	58	83	58		66
Democratic Services Committee		44	63	69	60	69		69	75	71	88	75	69		77
Sustainable Development Advisory Panel	73	45	64	45	61	64	64		64	64		82	55		69
<b>Average Attendance per quarter</b>	<b>78</b>	<b>67</b>	<b>71</b>	<b>71</b>	<b>74</b>	<b>74</b>	<b>72</b>	<b>77</b>	<b>81</b>	<b>76</b>	<b>77</b>	<b>86</b>	<b>81</b>		<b>81</b>
Cabinet	90	94	93	88	91	95	82	92	93	91	93	93	95		94

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