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

Date: 17th June 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, 23rd June, 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 Health, Social Care and Wellbeing Scrutiny Committee held on 5th May 2015.	1 - 6
4 Consideration of any matter referred to this Committee in accordance with the call-in procedure.	

A greener place Man gwyrddach



5 To receive a verbal report from the Cabinet Member(s).

To receive and consider the following Scrutiny reports/presentations: -

- 6 Presentation: Number of hospital beds in ABUHB area compared with other Health Authorities across Wales, together with details of usage and Repatriation Policy.
- 7 Annual Director's Report on the Effectiveness of Social Care Services 2014-15. 7 - 48
- 8 Annual Report on the Consumer Advice Service Provided by Trading Standards. 49 - 54
- 9 Trading Standards Enforcement of Age Restricted Products Legislation 2014-15. 55 - 62
- 10 Public Protection Enforcement - 2014-15. 63 - 72
- 11 To record any requests for an item to be included on the next available agenda.

To receive and note the following information items*: -

- 12 Improvement Objective 1 - 2014-15 Final Report. 73 - 78
- 13 Wales Audit Office Report on Environmental Health Services. 79 - 106
- 14 Intermediate Care Fund (ICF). 107 - 112
- 15 Summary of Members' Attendance - Quarter 4 - 1st January 2015 to 14th May 2015. 113 - 116

**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, 22nd June 2015.*

Circulation:

Councillors: L. Ackerman (Chair), Mrs E.M. Aldworth, A. Angel, Mrs G. Bevan, L.J. Binding, Mrs A. Blackman, D.G. Carter, Mrs P. Cook (Vice Chair), Miss E. Forehead, Ms J. Gale, L. Gardiner, C.J. Gordon, G. J. Hughes, A. Lewis, 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



HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN,
YSTRAD MYNACH ON TUESDAY, 5TH MAY 2015 AT 5.30 P.M.

PRESENT:

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

Councillors:

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

Cabinet Members: Councillors R. Woodyatt and D.V. Poole.

Together with:

D. Street (Corporate Director Social Services), J. Williams (Assistant Director Adult Services),
R. Hartshorn (Head of Public Protection), C. Edwards (Environmental Health Manager),
M. Lewis (Principal Catering Officer), J. Morgan (Trading Standards, Licensing & Registrars
Manager), K. Peters (Community Safety Manager), J. Morgans (Customer Services Manager),
A. Price (Interim Head of Democratic Services/Deputy Monitoring Officer), C. Forbes-
Thompson (Scrutiny Research Officer), S.M. Kauczok (Committee Services Officer).

Users & Carers: Mr C. Luke, Mrs J.M. Morgan.
Sam Crane (ABUHB).

1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors Mrs G. Bevan, L. Binding,
and A. Rees, Mrs M. Veater MBE.

2. DECLARATIONS OF INTEREST

There were no declarations of interest made at the beginning or during the course of the
meeting.

3. MINUTES

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

1. Health, Social Care and Wellbeing Scrutiny Committee held on
24th March 2015.

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 MEMBERS

The Scrutiny Committee received verbal reports from Councillor R. Woodyatt (Cabinet Member for Social Services) and Councillor D.V. Poole (Cabinet Member for Community and Leisure Services).

Councillor Woodyatt reminded the Scrutiny Committee of the work that is underway within the Directorate in readiness for the implementation of the Social Services and Wellbeing Act in April 2016. In order that Members can be made aware of the progress that is being made and get a sense of the direction of the Act, a Members' seminar has been arranged for 5pm on Monday, 15th June 2015. This will be a follow up to the session held in 2014 and Members were urged to attend.

Reference was then made to the ongoing difficulties that have been experienced with regard to the attendance of staff from the Health Board at Scrutiny Committee meetings and the delivery of reports requested by Members. Health Board colleagues have been made aware of the outstanding reports and have committed themselves to attendance at future meetings. Regrettably, however, the item on still births and cot deaths on the agenda for this meeting would have to be deferred as the appropriate member of staff from the Health Board was not available to attend. The item would therefore be scheduled for the June meeting and officers would do all they can to ensure the backlog of reports is worked through as quickly as possible.

Following Councillor Woodyatt's report, the Scrutiny Committee received a report from Councillor D.V. Poole, Cabinet Member for Community and Leisure Services.

Councillor Poole had attended the Catering Staff awards ceremony that afternoon. The event, which recognised performance across the Catering Teams, was attended by 111 members of staff. All award recipients received Gold and Silver level awards, reflecting the particularly high level of performance this year. The prestigious Dave Joseph Award was won by the Catering Team at Trinant Primary School. In addition, Kate Davies had recently become Welsh School Cook of the Year for the second year running and would now progress to the National finals on 20th May 2015.

Under an Invest to Save scheme, the Authority is in the process of switching six of its main town centre CCTV circuits to the Public Sector Broadband Aggregation. Blackwood cameras have already been converted to the new system and the cameras at Caerphilly and Ystrad Mynach would be converted over the course of the summer. The remaining towns would be switched over at year end. The scheme will deliver an estimated annual saving of £50,000 on line rental costs and provide greater operational flexibility in the future.

The Chair thanked both Cabinet Members for their reports and invited questions and comments from the Scrutiny Committee. Arising from the ensuing discussion the Chair advised that she had met with Bobby Bolt, Divisional Director Primary Care and Networks, ABUHB to discuss the Health Board's attendance at the Scrutiny Committee and the outstanding reports.

It was agreed that a letter of congratulations would be sent to Kate Davies in recognition of her being named Welsh School Cook of the Year for the second year running.

6. CABINET REPORTS

There had been no requests for the Cabinet reports listed on the agenda to be brought forward for discussion at the meeting.

SCRUTINY REPORTS

Consideration was given to the following reports.

7. PRESENTATION – PUBLIC PROTECTION

Arising from the recent change in which the responsibilities of the HSC&WB Scrutiny Committee had been extended to cover Public Protection, a presentation was received from Mr R. Hartshorn, Head of Public Protection, on the role and responsibilities of the Public Protection Division which is divided into the following areas: Catering; Community Safety; Environmental Health and Trading Standards/Licensing and Registration. Members received an overview of the responsibilities of each of the four areas.

The Chair thanked Mr Hartshorn for the very informative presentation. Arising from issues raised during the course of the ensuing discussion information was provided on the out of hours service operated when the offices are closed during evenings and at weekends and clarification was received on the reasons why the level of FPN fines for dog fouling offences could not be increased at the present time.

Further information was sought in relation to the “Tell us Once” service provided by Registrars, the licensing of scrap metal dealers and the support provided for victims of loan sharks. Members were informed that the “Tell us Once” service which helps bereaved families to notify various services and government departments when someone dies, has achieved 100% satisfaction rate with families who have used the service. There has been a significant reduction in problems associated with scrap metal dealers and in the number licensed to trade since the introduction of new legislation in 2013. The Wales Illegal Money Lending Unit (WIMLU) targets illegal money lenders (loan sharks). The Unit investigates illegal lending and any related crimes as well as supporting victims.

Reference was made to the recent decision taken as part of the MTFP discussions, to close the Civic Amenity Sites on one day a week and officers were asked whether improvements could be made to the procedure for issuing “tipping permits”. The Cabinet Member for Community and Leisure Services informed the Scrutiny Committee that a commitment had been made to review the process after six months and a report would be presented to the Regeneration and Environment Scrutiny Committee in due course. In terms of fly tipping, members were advised that discussions were taking place with IT regarding the feasibility of the handheld mobile PDA devices used by officers being enhanced with GPS tracking software.

It was agreed that copies of the presentation would be emailed to Members.

8. PRESENTATION: NUMBER OF STILL BIRTHS AND COT DEATHS RECORDED FOR THE COUNTY BOROUGH AND SUPPORT OFFERED TO FAMILIES INVOLVED

This item was deferred to the next meeting of the Scrutiny Committee.

9. CARERS INFORMATION AND CONSULTATION STRATEGY – ANNUAL REPORT MAY 2014

The report which was requested at a previous meeting of the Scrutiny Committee, provided details of activity within the Gwent region to the period ending May 2014.

The Carers Strategies (Wales) Measure 2010, which came into force on 1st January 2012, placed a duty on Local Health Boards to take a lead and work with Local Authorities in Wales to prepare, publish and implement a Carers Information and Consultation Strategy. To achieve this, the Aneurin Bevan University Health Board (ABUHB) worked in partnership with its five local authorities, the third sector and carers.

The Strategy, which covers a four year period, was approved by Welsh Government in January 2013 for implementation from 1st April 2013. The first year comprised the development and formal approval of the Strategy. Proposals for detailed actions for subsequent years have been developed through a detailed implementation plan and reported using the template provided by Welsh Government. Key progress identified for the period is set out in paragraph 4.4 of the officer's report.

Members' attention was drawn to the information in the document relating to the percentage of carers who take up an assessment and the specific data relating to young carers, together with progress on the key milestones identified in Year 1. During the course of the ensuing discussion, further information was sought on the identification of carers and the support provided to them. Members were advised that the training needs of carers are identified on a carer by carer basis. There is a robust service in place as far as young carers are concerned and Barnardos have developed a Young Carers Project to provide training events for young people of different age ranges to enable them to cope with their own emotional health and wellbeing associated with their caring role. Barnardos also deliver drop in sessions at schools to raise awareness on Young Carers issues.

It was recognised that there is a need for effective local strategies to identify carers and refer them for help and support where necessary. Figures from the 2011 census show that there are 370,230 carers in Wales, an increase of 9% since 2001. There are 71,497 carers in the ABUHB area. However, there are probably many others who provide care but do not recognise themselves as carers. Under the Social Services and Wellbeing Act Wales there will be a duty to promote the wellbeing of people in need of care and support and carers in need of support. The Authority will be undertaking a survey in June to try and identify how many of its own staff are carers.

It was moved and seconded that the recommendation in the officer's report be approved. By a show of hands this was unanimously agreed.

RESOLVED that the contents of the report be noted.

10. 2014/15 ANNUAL REPRESENTATIONS AND COMPLAINTS REPORT

Judith Morgans, Customer Services Manager, presented the report and slides which provided information and analysis on the operation of the Social Services Directorate's Representations and Complaints procedure from 1st April 2014 to 31st March 2015.

Representations and complaints relating to Social Services are dealt with by the Directorate's Customer Services Team. The majority of complaints received are dealt with at stage 1 i.e. local resolution. Most are concluded without the need for a formal investigation. If the complaint proceeds to Stage 2 (formal investigation), the investigations are undertaken by an externally commissioned Investigating Officer with statutory time limits for completion of the investigation. The complainant receives a full response from the Corporate Director Social

Services, detailing findings, conclusions and recommendations. The Customer Services Manager is responsible for ensuring that the recommendations are implemented. If a complainant is dissatisfied with the outcome of a stage 2 investigation they can request that the Ombudsman's office consider their complaint.

During 2014/15, 103 representations were received, of which 76 related to Adult Services. In the same period the Directorate received 178 stage 1 complaints and 1 complainant requested to progress directly to stage 2. The majority were resolved to the customer's satisfaction at stage 1. Of the 178 complaints received, 73 related to Adult Services, 97 to Children's Services and 8 to Service Strategy and Business Support. A graph illustrating the trend in annual complaints from 2006 to 2015 was shown and details of the outcome of the complaints received, were provided.

Members thanked the officer for the very comprehensive report and presentation and requested details of the nature of the remaining 50% of the complaints that had been upheld at stage 1 relating to Adult Services – paragraph 4.3.9. The Customer Services Manager agreed to look into this matter and report back to the Member concerned.

It was moved and seconded that the recommendation in the officer's report be approved. By a show of hands this was unanimously agreed.

RESOLVED that the content of the report be noted.

11. SCRUTINY COMMITTEE TASK AND FINISH GROUPS

Councillor Mrs P. Cook took the Chair at this stage as Councillor L. Ackerman had to leave the meeting due to other commitments.

Members' views were sought on the possibility of setting up task and finish groups for scrutiny members to facilitate an in depth examination of specific areas with a view to bringing reports back to the Scrutiny Committee for endorsement of the appropriate recommendations.

Discussions between officers and the Chair of the Scrutiny Committee had identified the following areas as possible topics for the task and finish groups. Social Services: Corporate safeguarding role; Performance; Changes to the delivery of domiciliary care (linked to the MTFP proposals). Public Protection: Domestic Violence; Meals on Wheels; Littering and dog fouling. Members were invited to propose additional topics for consideration and to indicate their preferred choice.

Following consideration and discussion it was moved and seconded that the first topic to be considered by a task and finish group of this Scrutiny Committee would be Hospital Discharge, the second Domestic Violence and the third Corporate Safeguarding. By a show of hands this was unanimously agreed.

The Scrutiny Research Officer would write to members of the Scrutiny Committee seeking their interest in participating in the task and finish group. The proposed terms of reference and project plan would be considered at the first meeting.

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

There were no requests for reports to be prepared for consideration at a future meeting.

13. ITEMS FOR INFORMATION

The following item was received and noted without discussion.

1. Rota Visits by Members to Social Services Establishments: 1st October 2014 – 31st March 2015.

The meeting closed at 7.28 pm.

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on 23rd June 2015.

CHAIR



HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 23RD JUNE 2015

SUBJECT: ANNUAL DIRECTOR'S REPORT ON THE EFFECTIVENESS OF SOCIAL CARE SERVICES 2014-15

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To inform the Health, Social Care and Wellbeing Scrutiny Committee (HSCWB) of the key messages that has been identified in the preparation of the sixth Annual Director's Report on the Effectiveness of Social Care Services.
- 1.2 To seek the views of the committee on the report prior to presentation to Council on 21st July 2015.

2. SUMMARY

- 2.1 In June 2009, the Welsh Assembly Government issued Statutory Guidance on the Role and Accountabilities of the Director of Social Services. The Guidance sets out a requirement for Directors of Social Services to report annually to the Council on the performance of Social Services functions, and plans for further improvement. The process of compiling the report has been undertaken in accordance with the Annual Council Reporting Framework. This framework has been devised by the Social Services Improvement Agency, in conjunction with the Welsh Government, and provides a structure for the compilation of the Annual Report.

3. LINKS TO STRATEGY

- 3.1 Statutory Guidance on the Role and Accountabilities of the Director of Social Services (Welsh 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).
- 3.4 Wales Programme for Improvement (Wales Audit Office, 2002).

4. THE REPORT

- 4.1 This will be the sixth Annual Director's Report for Caerphilly County Borough Council. The aim of the report is to provide a summary outlining the effectiveness of how Caerphilly County Borough Council delivers Social Services to its citizens. The Report provides details on the Directorates performance for 2014-15 and the priority areas for development in 2015-16.

- 4.2 In 2014-15 the Directorate set itself a number of specific divisional priorities. The progress achieved in relation to these priorities is shown throughout the document.
- 4.3 The Directorate has also identified a number of priority areas for development in 2015-16. These are also shown throughout the document and have informed the Directorates Annual Service Plan for 2015-16.
- 4.4 In terms of this years annual report CSSIW have specified five specific areas that they expect to see covered in the report. These are:
- Preventative and early intervention services (for both children and adults)
 - Progress with plans for the integration of health and social care services for older people with complex needs.
 - Looked after children: in particular the quality and effectiveness of strategies to support looked after children and success in securing 'permanency' for children.
 - Progress in responding to the requirements of the Social Services and Wellbeing (Wales) Act.
 - Summary of budget for 2015-16 and any proposed reductions or realignment of service provision.
- 4.5 Following presentation to Council on 21st July 2015, the Annual Director's Report will be made available to members of the public, partner agencies and stakeholders by the statutory deadline of 1st September 2015.

5. EQUALITIES IMPLICATIONS

- 5.1 This report is for information purposes and therefore the Council's Equality Impact Assessment process does not need to be applied.

6. FINANCIAL IMPLICATIONS

- 6.1 The 2015-16 priority areas for development set out within the Annual Director's Report are aligned with the Social Services Medium Term Financial Plan (MTFP).

7. PERSONNEL IMPLICATIONS

- 7.1 The 2015-16 priority areas for development highlighted within the report are aligned with the MTFP. Workforce management issues identified within the MTFP will be managed as part of this process.

8. CONSULTATIONS

- 8.1 In order to produce the Annual Director's Report a wide range of information sources are taken into account. For 2014-15 the Social Services Self Evaluation document was a major contributor. Information captured as part of the self evaluation process includes feedback from our customers and regulators/inspectors. This feedback has been incorporated into the Annual Directors Report where relevant.

9. RECOMMENDATIONS

- 9.1 The HSCWB Scrutiny Committee are requested to note the contents of the Annual Director's Report on the Effectiveness of Social Care Services 2014-2015 and offer its view(s) prior to submission to Council on 21st July 2015 for their adoption.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To ensure that the HSCWB Scrutiny Committee is fully informed on issues pertaining to the Annual Director's Report on the Effectiveness of Social Care Services 2014-15.
- 10.2 Statutory guidance requires the Corporate Director Social Services to present the Annual Report to Council for their adoption.

11. STATUTORY POWER

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

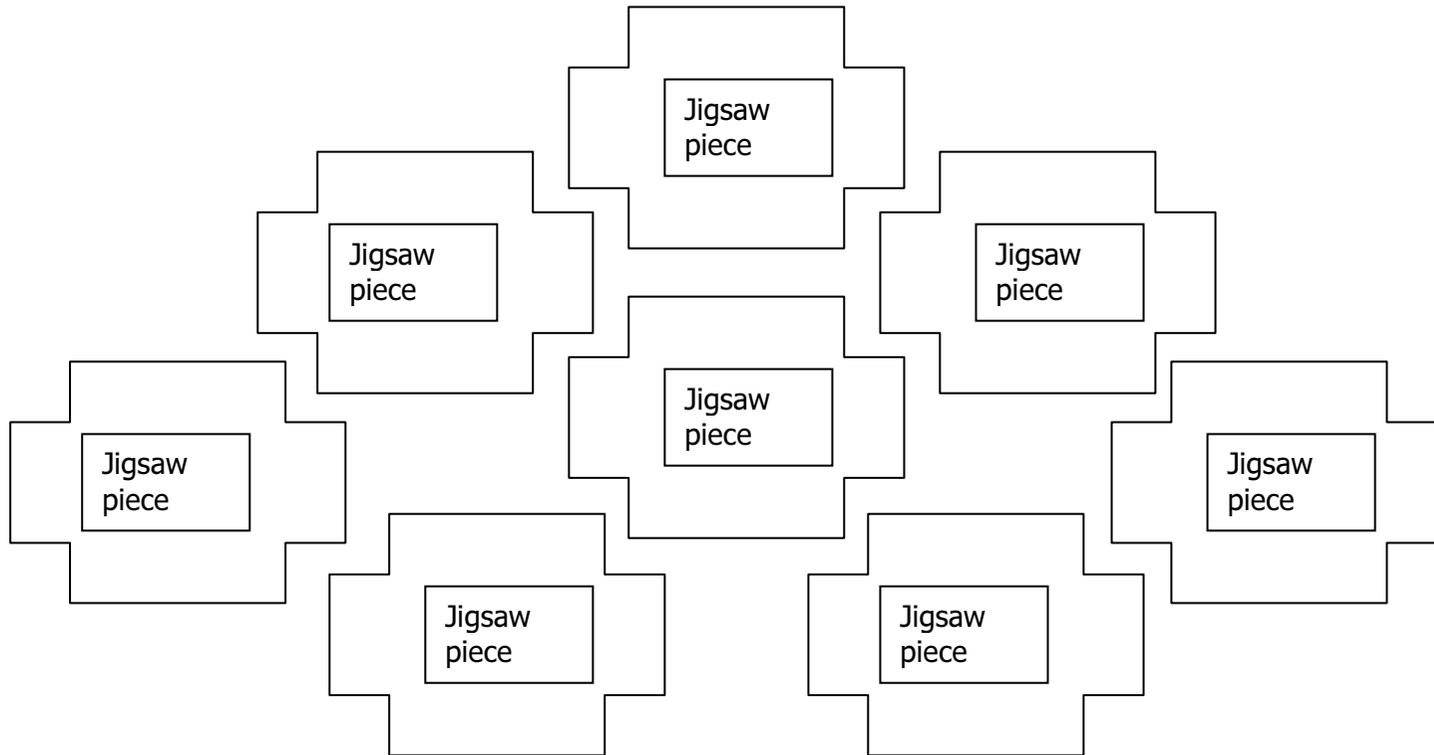
Author: Dave Street, Corporate Director Social Services
Consultees: Social Services Senior Management Team
Councillor Robin Woodyatt, Cabinet Member Social Services
Corporate Management Team

Appendices:

Appendix 1: DRAFT Annual Director's Report on the Effectiveness of Social Care Services 2014-15.

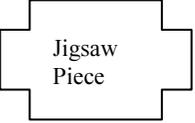
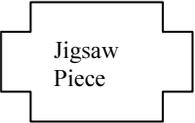
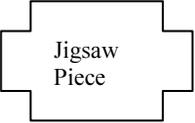
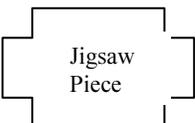
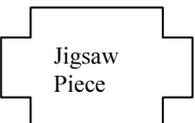
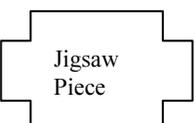
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Annual Directors Report on the Effectiveness of Social Care Services 2014-2015

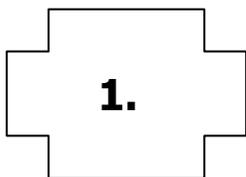


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DRAFT



1. Directors Introduction

Photo of
Dave

As the Corporate Director Social Services I am pleased to present the sixth Annual Director's Report for Caerphilly County Borough Council's Directorate of Social Services.

The purpose of my report is to outline the challenges we have faced in 2014-15, how well we have delivered our services in the last year and what our priorities for improvement are for 2015-2016.

Like many public bodies the financial climate for Caerphilly County Borough Council has been extremely challenging. However the directorate has managed its budget well, with an underspend projected for the 2014-15 financial year, which places the directorate in a relatively positive financial position. The achievement of a sound financial position is testimony to the hard work of all those working within Social services. Unfortunately the financial picture for 2015-16 is not an improving one and will continue to test our capability and capacity to deliver quality services within the County borough.

On 25th February 2015 a special council meeting was held to agree the 2015-16 budget which included a range of agreed savings for the Directorate of Social Services totaling £3.128m. The majority of these savings will be achieved by reviewing the way we deliver our services and having in place good vacancy management practices.

A strategic priority for the Directorate over the coming years will be the implementation of the Social Services and Well-being (Wales) Act 2014. The Act will come into place in April 2016 and will transform the way social care services are delivered across Wales. Work has already started within the Directorate to assess our 'preparedness' for implementation, and while there are areas for development, in general the Directorate finds itself well placed to manage the changes the new Act will bring.

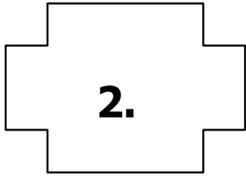
In 2014-15 our Children's Services Division underwent a National Inspection in relation to 'Safeguarding and Care Planning of Looked After Children and Care Leavers Who Exhibit Vulnerable or Risky Behaviours'. The aim of the national inspection was to assess the quality of care planning across Wales and whether it effectively, supports and protects Looked After Children (LAC) and care leavers, identifies and manages their vulnerabilities and risky behaviour, promotes rights based practice and the voice of the child, promotes improved outcomes and promotes

compliance with policy and guidance. The findings of the Inspection report for Caerphilly identified many positive areas of practice, however a number of areas for improvement were also noted around, for example, partnership working, quality assurance and commissioning systems and how we gather feedback from our children and young people. A comprehensive Action plan has been developed to address these issues and will be a key priority for the Directorate in 2015-16.

In November 2014 a national report was launched by the Older People's Commissioner for Wales 'A Place to Call Home? - A Review into the Quality of Life and Care of Older People living in Care Homes in Wales'. This Review was the biggest inquiry ever undertaken in Wales into the quality of life and care of older people in care homes and the lives they live. The overall conclusion of the Review was that too many older people living in care homes have an unacceptable quality of life and the view of what constitutes 'acceptable' needs to shift significantly. While the report made for hard reading, we are committed to ensuring that changes are made where necessary and providing the best quality of life for those living in our care homes, in whatever way that is defined by an individual older person. The Social Services and Well-being (Wales) Act 2014 and the forthcoming Regulation and Inspection Bill will provide a background against which the actions will need to be undertaken.

Finally I would like to take the opportunity to thank all staff, carers and elected members for their commitment and support over the past year in helping to continue to improve and deliver our services.

DRAFT



Cabinet Member for Social Services

Photo of
Cllr Woodyatt

In Caerphilly county borough the demand for social care is rising, placing pressure on social care services and budgets. In order to respond to these challenges the Social Services Directorate and Council Members are working hard to reconfigure services that allow people to live independently for longer in their own homes and participate as fully as possible in the life of their communities. Local authorities have also been challenged as part of the Social Services and Well-being (Wales) Act 2014 to develop preventative measures that can defer or delay people becoming reliant on longer term services.

In addition to our changing demographics and increasing demand, the requirement to make efficiency savings place a further pressure on the Directorates resources. For Social Services in 2015-16 the Council agreed efficiency savings totalling £3.128m and while some difficult decisions required to be made, ensuring value for money and maintaining the best possible service for service users was our primary consideration. I am confident that the decisions taken puts in place a sound and prudent financial framework that will support service delivery for the future.

In February 2015, Caerphilly hosted the 10th Looked After Children Awards to celebrate the achievements of looked after children and care leavers. Representatives from Caerphilly County Borough Council's Children's Services, Education and Health worked together to arrange two award ceremonies for children of all ages to attend with their foster carers. These events were packed with fun and games to recognise and celebrate the hard earned achievements of the prize winners.

Looking forward, 2015-16 will continue to present challenges for the Directorate such as pressures around implementation of Deprivation of Liberty Safeguards, alterations to the way in which the Independent Living Fund is administered and the ongoing implementation of the Social Services and Well-being (Wales) Act. However, as the Cabinet Member for Social Services I am confident that the people within the county borough will continue to have access to high quality care and support when they need it.

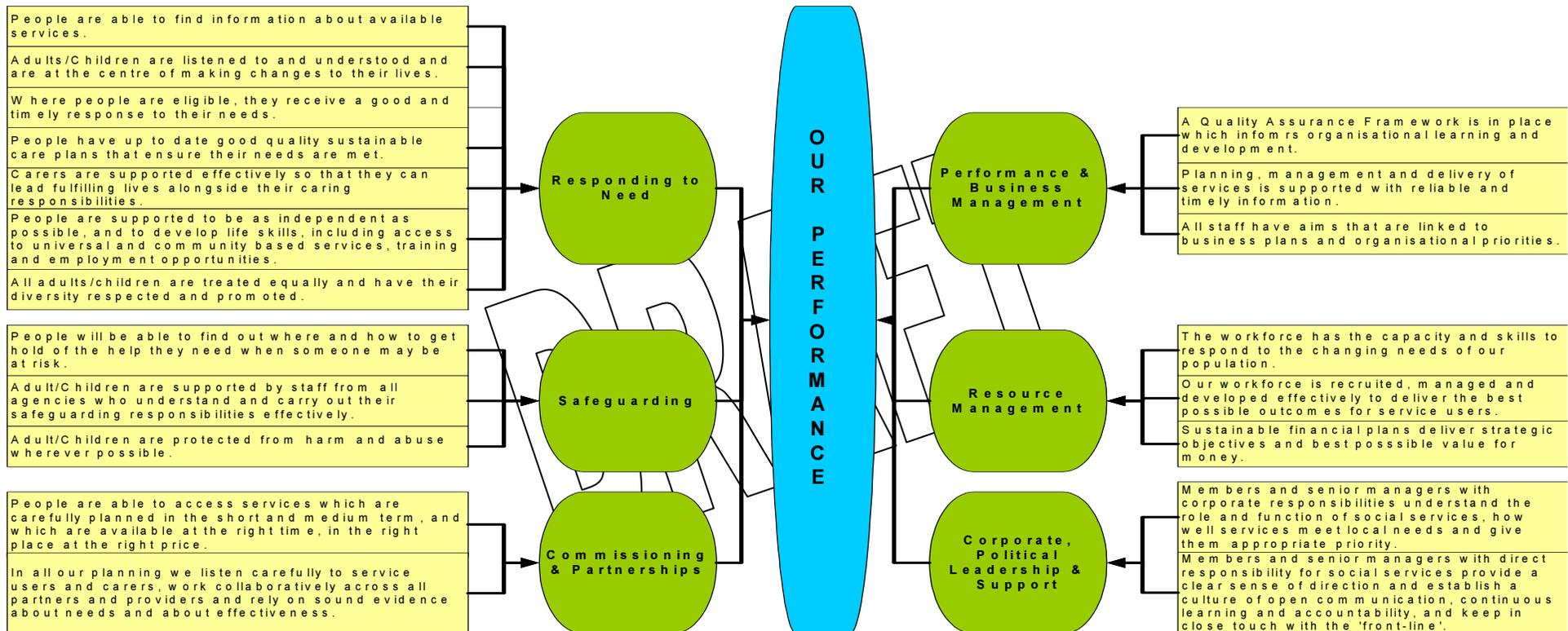
On behalf of residents of the county borough I wish to thank all members of staff for the services they provide to our most vulnerable people.

3.

Social Services Outcomes

Over the past few years we have been working hard towards the achievement of a set of specific outcomes. These outcomes are 'conditions of well-being' that we want to achieve for our service users, carers and staff. There are 20 outcomes grouped as follow:

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My report this year has been developed around these outcomes and I hope to show you how we in Social Services have performed against them.

4.

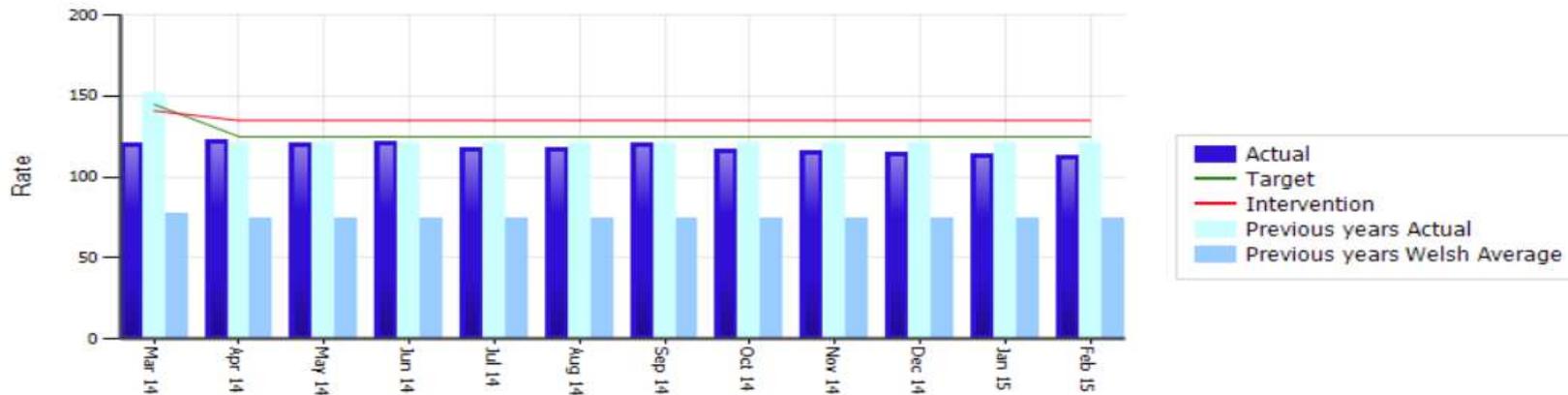
Our Performance & Priorities

4.1 Responding to Need

The Directorate of Social Services has 20 National Indicators that are comparable across the 22 Local Authorities in Wales.

We have listed below some examples of where we are performing well from the National suite of performance measures and where we are working to improve our performance.

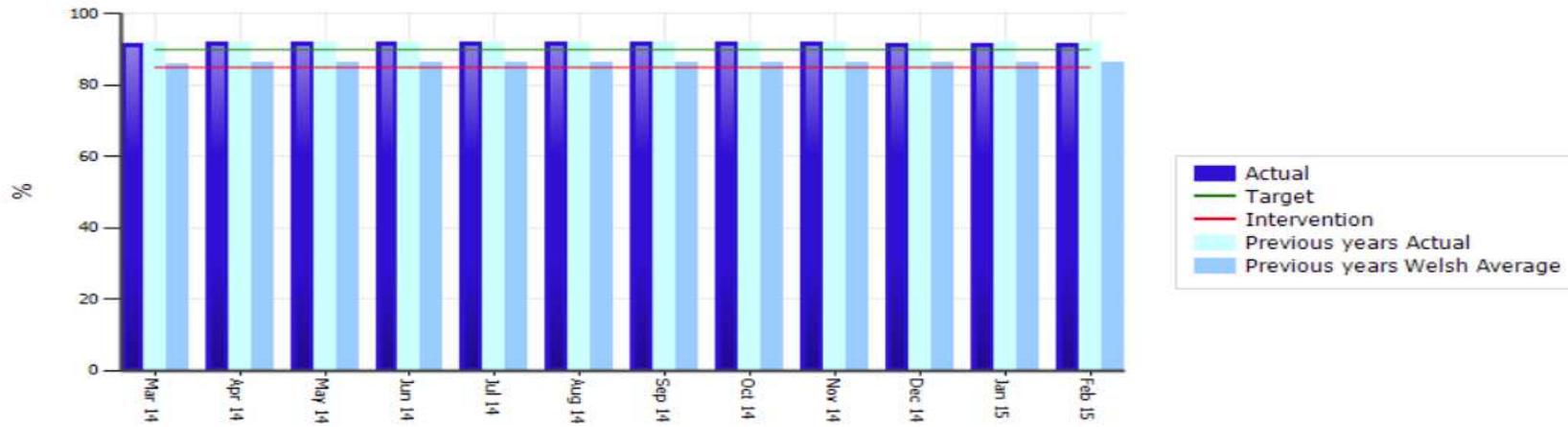
SCA/002a - The rate of older people supported in the community aged 65 or over



SCA/002a - Although the rate of older people has reduced slightly, this is in fact a good news story as it illustrates the impact that the Frailty programme, community connectors and volunteer coordinators are having in terms of enabling people to be independent in the community rather than being dependent on services. The Directorates' focus on signposting people means that the future targets for this area will be lower than in previous years.

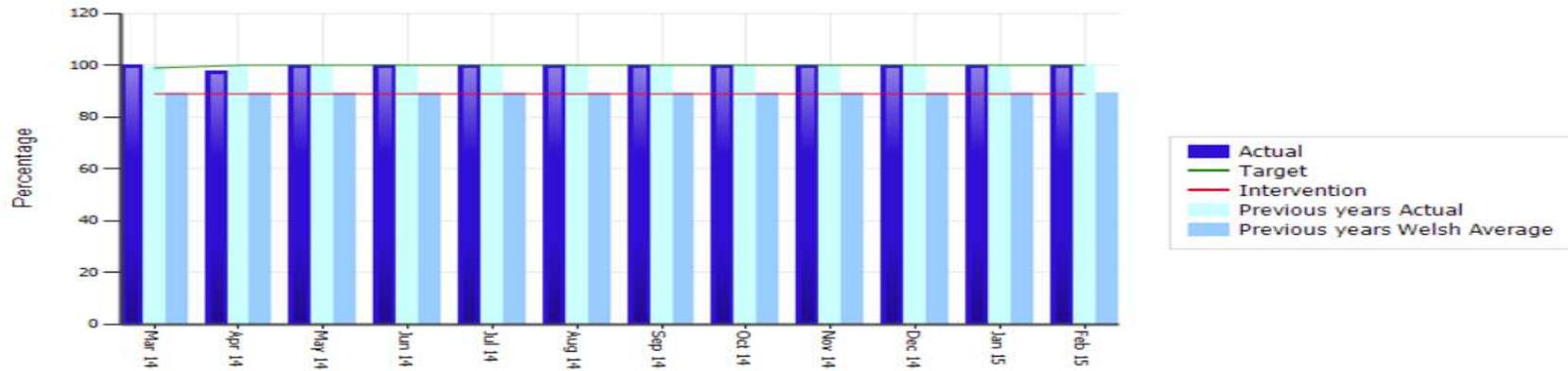
FACT: Did you know in 2014-15 there were 19,049 contacts recorded by the Adult Services Duty and Information Team and 11,972 contacts received by Children's Services.

SCA/020 - The percentage of adult clients who are supported in the community during the year



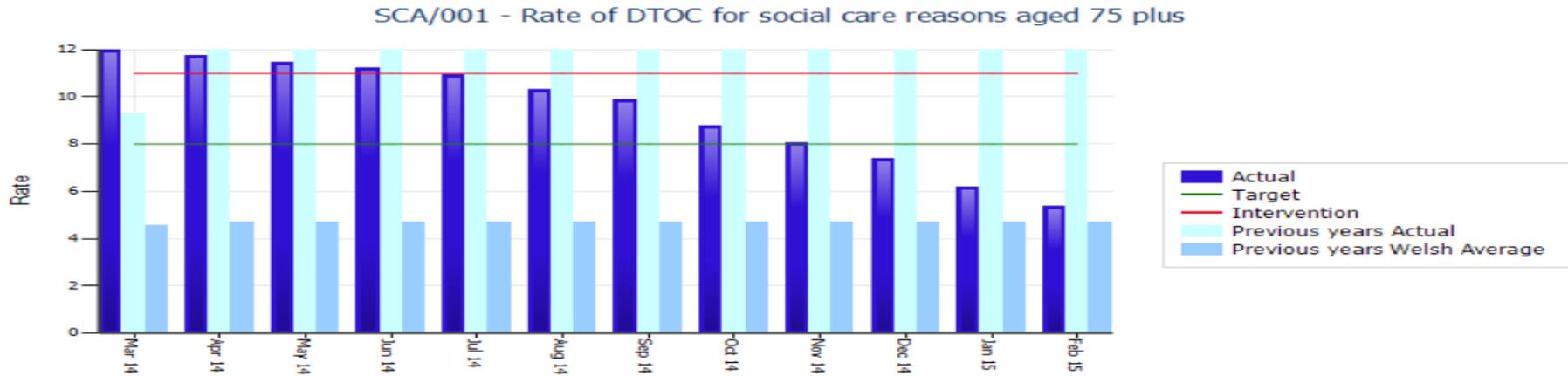
SCA/020 - Out of the 7,320 adult clients, 6717 (91.8%) were supported in the community during 2014-15. Our position remains well above the all Wales average.

SCC/041a % of eligible children that have pathway plans



SCC/041a – Out of the 116 eligible children all (100%) had pathway plans in place.

While we are performing well on the majority of our performance measures, the Delayed Transfers of Care (DToc) for Social Care reasons indicator continues to be challenging, however significant improvements have been made this year. Maintaining high performance levels will remain a priority for the Directorate.



The rate of DToC for social care reasons for February 2015 was 5.35 (per 1,000) of the population. This figure equates to 3 people compared to 12 people at the end of March 2014. This measure has steadily improved over the year as shown in the graph above. A number of improvements have been made to the DToC process including more thorough validation and closer working with our Health colleagues, for example, the Joint Hospital discharge team are now responsible for contracts for long term care which speeds up the discharge process and the Intermediate Care Fund has been used to develop schemes to look at winter pressures to reduce lengths of stay in hospital and DToC. The challenge going forward will be to maintain these high standards, greater validation and continue our good working relationships with Aneurin Bevan University Health Board.

What we've done in 2014 - 2015

Children's Services have completed a number of activities to strengthen and improve the quality and effectiveness of assessment and care planning, these include restructuring teams to minimise transfer points for families, offer flexibility so that fluctuating demands across the county borough can be managed and creation of a dedicated senior practitioner role to over see LAC/Child protection/Public Law Outline (PLO) planning and to undertake a quality assurance role in respect of this.

The service is also part of the national pilot for exploring how personal outcomes for people who need care and support in Wales are aggregated. This will be piloted within teams working in the North of the county borough.

In June 2014 the Adult Services Duty Information Team and the Children's Services Contact and Referral team merged to form the Information, Advice and Assistance (IAA) Service reporting to one Team Manager. In September 2014 two Senior Social Work Practitioners from Adult and Children's Services commenced duties with the new team.

A reconfigured 'Team Around the Family' model has been developed by a multi-agency task and finish group and agreed by the Families First Board. As a result the 'Team Around the Family' and 'Supporting Family Change' Projects have been merged and managed by a single manager. Support workers within the team are now able to be allocated as lead professionals and provide one to one support to families. The new team is called 'Supporting Family Change'.

In September 2014 a proposal was put forward that would see the creation of an Integrated Service for Disabled Children and Young People. Since this time plans have been put in place to co-locate the Children with Disability Team in the Children's Centre by end of calendar year in order to enhance access to services and the exchange of information and skills across professional boundaries. There is a need to invest in the IT infrastructure in order to support the Team's move but the long term benefits will more than outweigh the immediate costs. Building on the success of the Integrated Service for Children with Additional Needs (ISCAN), it is proposed to develop a single point of contact/one stop shop for families, parents and carers which will have strong links to the Family Information Service, Contact and Referral Service and Families First Services. All referrals for disability services will be considered by ISCAN in order to reduce duplication and ensure effective use of resources.

Within **Adult Services** the review of the Gwent Frailty Programme has confirmed the direction of travel and focus on prevention of admission to hospital via rapid intervention from both Health and Social Care services. As a result a pilot commenced early in 2014 regarding the development of an Elderly Frail Unit (EFU) at Ysbyty Ystrad Fawr Hospital for rapid intervention by the Community Resource Team (CRT) staff. Following a review of the pilot an EFU was established and is running successfully.

The Intermediate Care Fund (ICF) has been used to appoint Community Connectors (One Senior Community Connector, three Community Connectors, three Community Connectors for Carers) to operate as part of the IAA service to identify and develop community based services to enable people to remain independent and meet their own needs. The Community Connectors work with people who are deemed to be socially isolated, the ethos being to respond appropriately to members of the public in the right place, at the right time, with the right service. Interventions are increasing thus reducing the need for statutory intervention. The ICF has also been used to provide step up/step down beds to enable people to remain in their own homes for as long as possible by providing accurate assessments and interventions via a small dedicated multi-professional team.

The Council website has been redesigned which includes a Community Directory. This Directory provides a wealth of information to residents of the county borough on a number of services, organisations and groups within the area. This Community Directory will be continually updated in order to ensure that people are able to access good quality information and advice to assist them to resolve their

own problems. The Community Directory will also be a vital information point for professionals in order to reduce dependency on statutory services.

The pilot Mental Health Initiative 'Listen, Engage, Act and Participate' (LEAP) in the north of the county borough was developed to test new ways of working with people with mental health needs. A multi-agency team including a wide range of competencies has been established with a principle of working with individuals in a different way, focussing on what is important to them and setting outcomes related to this. It is now in the second phase of the pilot, the first phase was successful and an interim report produced to inform phase two. On completion of phase two, which is due to complete in June 2015, a final evaluation report will inform the future shape and delivery of Adult Mental Health. Whilst too early to tell, we believe that the LEAP initiative will help us to better understand the kind and type of service provision and competencies that will be needed to deliver future mental health services.

The Carers Assessment documentation has been amended to make it more user friendly and understandable for the Carer and more focused on what the client feels meets their needs and what actions were agreed during the discussion.

The System Testing and Redesign Team (START) completed the initial testing phase in April 2014. It was then decided that it was necessary to extend this way of working to a bigger area in order to further test this new approach. The team worked with 220 individuals to fully evidence the benefits to service users of this way of working. In addition, learning in respect of unnecessary duplication and ways to reduce bureaucracy has been shared with teams across adult services, freeing up staff capacity and allowing more time to explore with individuals what matters most to them. In October 2014 the team commenced a learning and development programme to a wider group of staff within adult services as the start of expanding this way of working to all staff within adult services.

What our Regulators Told Us

In the 2013-14 Annual Performance Report prepared by our Regulators the Care and Social Services Inspectorate Wales (CSSIW) they highlighted that we should:

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

In response to their comments, in 2014-15 we have:

- ✓ Agreed a joint action plan with Aneurin Bevan University Health Board regarding winter pressures.
- ✓ Held meetings with Prince Charles Hospital regarding out of county hospital placements.
- ✓ Provided monthly information to the Welsh Government on our performance.

- ✓ Redeployed staff as and when required to meet need.
- ✓ Co-located the Age Concern Hospital Discharge team and the Joint Hospital Discharge Team
- ✓ Improved the pull on and use of the Emergency Care at Home service.

The changes have resulted in a reduction of 60% in number of DToC's for social care reasons over the year.

➤ **Continue to develop methods for supporting and developing skills of foster carers:**

In response to their comments, in 2014-15 we have:

- ✓ Recruited an additional 24 foster carers over a two year period instead of three years as originally planned.
- ✓ Developed a dedicated role to provide continuity of worker through the early stages of the foster carer process.
- ✓ Reviewed the 'Foster Carer Recruitment Strategy' with a plan to re-launch by April 2015.
- ✓ Reviewed the role of the Career Carer to ensure carers are taking on the more challenging placements and delivering against their core competency requirements.

Feedback regarding support provided to Foster Carers continues to be positive.

➤ **Continue to develop outcome measures for new services:**

In response to their comments, in 2014-15 we have:

- ✓ Implemented 'Outcome Webs' within the START and LEAP projects. An 'Outcome Web' is used to capture specific personal outcomes, and for those who have outcome webs, to be integral in identifying and agreeing their personal outcomes, to recognise where they are, where they would like to be, and what steps they need to take to get there.
- ✓ Participated in the Welsh Government technical group regarding the National Outcomes Framework.
- ✓ Become a pilot authority for the Social Services Improvement Agency (SSIA) National Outcomes Framework development, which will require a whole system approach to new cases referred to the Directorate. The pilot operates in our Children's Services North Cluster area and started in January 2015.

From March to June 2014 a Review of the Gwent Frailty Programme (GFP) was undertaken by Cordis Bright. The results published in September 2014 concluded that:

- ✓ People are receiving a very good service, which is timely, responsive and helps them to achieve their aspirations for remaining independent.
- ✓ Overall, stakeholders think that the service has reduced pressure on acute services and is effective at both avoiding hospital admissions in the first place and reducing length of stay.
- ✓ Stakeholders are overwhelmingly of the view that the direction of travel is right.

However the Review also identified that:

- ✗ The programme has not achieved cashable savings as envisaged
- ✗ Management of the service is not as effective as it could be
- ✗ The impact on hospital admissions, length of stay and DTOC, residential and nursing care admissions and intensive home care packages is not yet proven.
- ✗ There is considerable room for improvement regarding to the information currently collected for evidence-led decision-making and service planning.

The Gwent Frailty Partnership will lead on the development and implementation of an action plan that will take this work forward and address the recommendations arising from the Review.

In November 2014 a national report was launched by the Older People's Commissioner for Wales 'A Place to Call Home? - A Review into the Quality of Life and Care of Older People living in Care Homes in Wales'. This Review was the biggest inquiry ever undertaken in Wales into the quality of life and care of older people in care homes and the lives they live. The Review concluded that too many older people living in care homes have an unacceptable quality of life and the view of what constitutes 'acceptable' needs to shift significantly. A comprehensive action plan has been developed from which the Directorate will be actively working towards.

What we're going to do in 2015 – 2016

Our priorities for the year ahead in connection with this area will be:

Priority	Why is this a priority?	What effect will it have?
Implementation of the Social Services and Well-being (Wales) Act 2014.	This is a legislative requirement.	Ensures compliance with legislation.
Respond to the changes in the Supporting People Programme.	There has been a reduction in the grant awarded to the Local Authority and changes in legislation regarding	Ensure the service has a managed reduction in resource levels and supports the legislative changes.

	homelessness.	
Embed practice regarding Deprivation of Liberty Safeguards and Mental Capacity Act.	This is a legislative requirement.	Ensures compliance with legislation and improved service delivery.
Improve Quality in Care.	This is a National priority linked to the Commissioner for Older People's Report 'A Place to Call Home'.	Improved service delivery.
Responding to PLO.	The demands of the PLO include pre-proceedings work, achieving 26 week timescales and criticisms from Court.	Maintain performance and professional reputation of the Council.
Revision of the Foster Carer Recruitment Strategy.	We need to improve recruitment and approval rates to provide more placement choices.	An increase in the numbers of Foster Carers.

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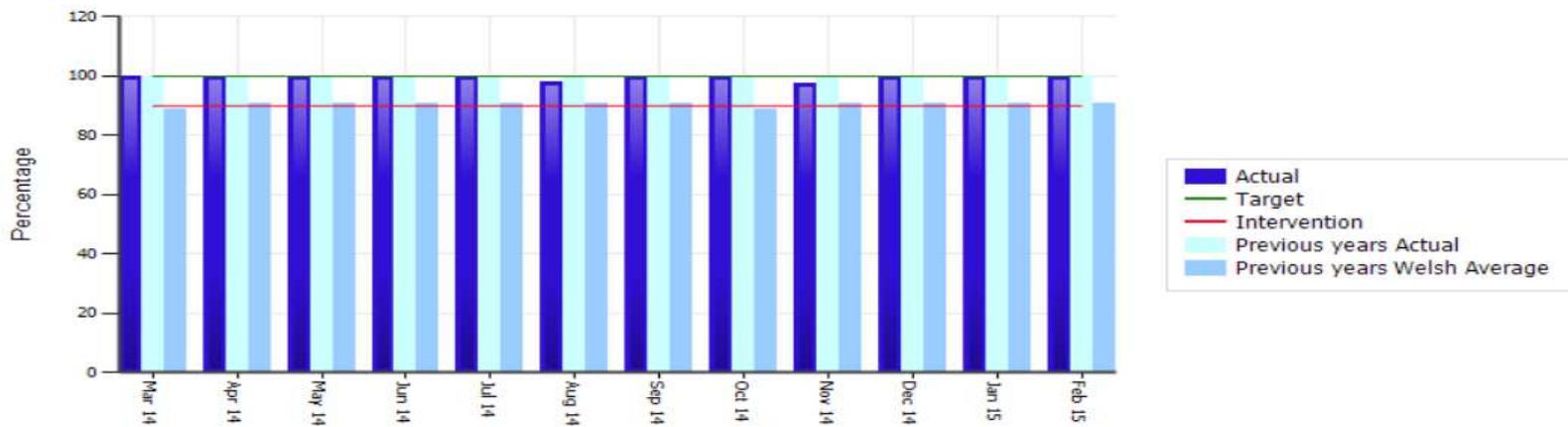
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4.2 Safeguarding

Safeguarding remains at the very heart of everything we do. Social care plays an important role in helping children, young people and adults with care and support needs to live full lives, free from abuse and neglect. This includes preventing abuse, minimising risk and responding proportionately where abuse or neglect has occurred.

We have listed below some examples of where we are performing well from the National suite of performance measures:

SCC/001a % of LAC that began with a care plan in place

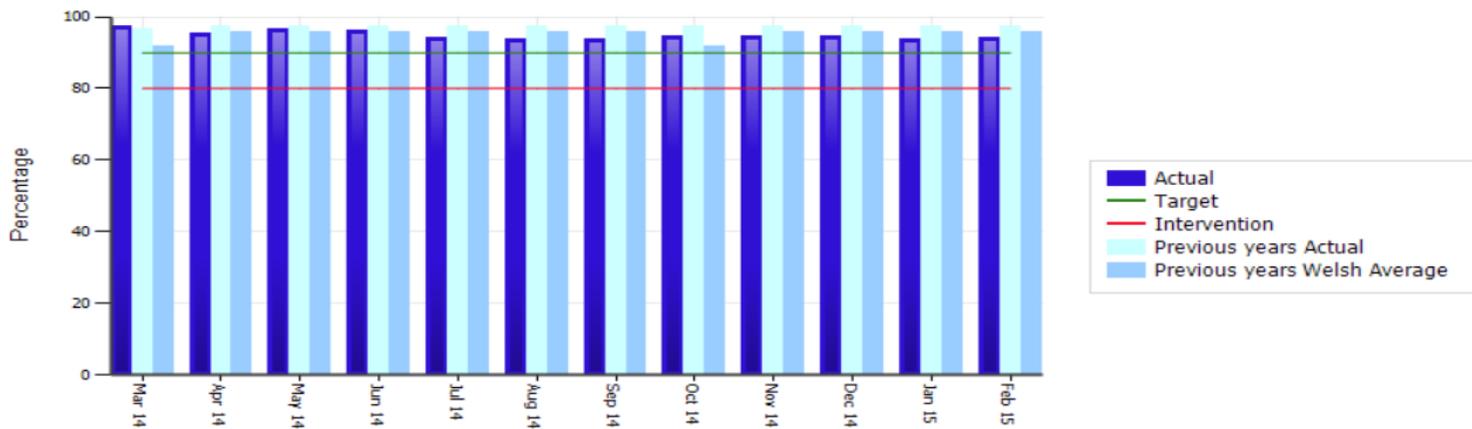


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SCC/001a - For the past five years 100% of first placements for LAC have begun with care plans in place. Maintaining this performance level is noteworthy given there has been an increase in the LAC from 125 first placements in 2014-15 compared to 92 in 2013-14.

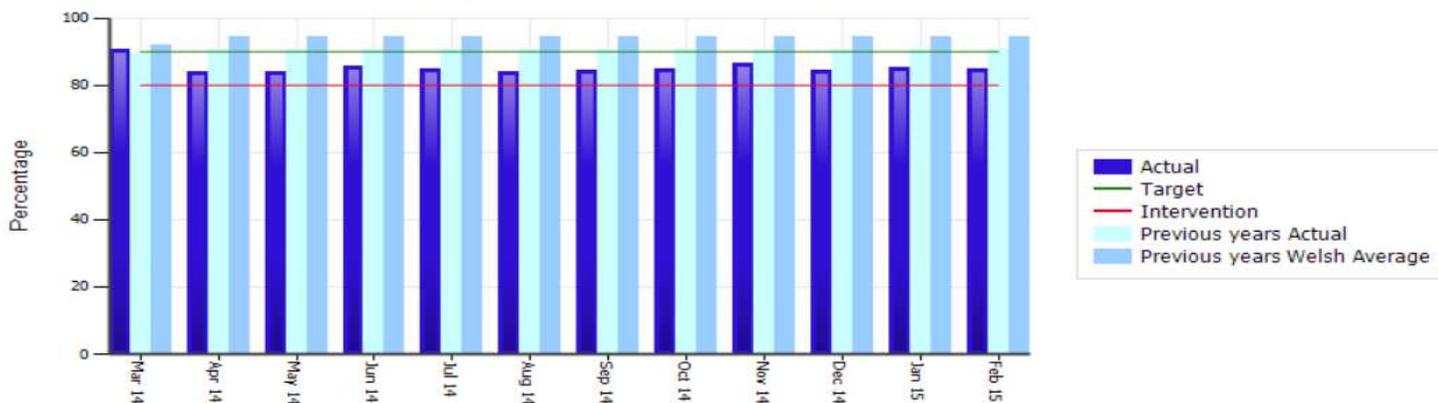
FACT: Did you know that over the last 3 years the percentage of Looked After Children achieving the core subject indicator in key stage 2 and 3 has increased year on year.

SCC/021 % of LAC reviews carried out within statutory timescales



SCC/021 – Out of 495 LAC reviews, 467 have been carried out within statutory timescales, which equates to 94.30%.

SCA/019 - % Of adult protection referrals completed where the risk has been managed



SCA/019 – Out of 347 adult protection referrals, 295 referrals were managed for risk, which equates to 85%. The remaining 15% of cases not managed are those where no consent was given, primarily victims of domestic abuse, or where it was found that no abuse occurred and therefore no risks to be managed.

What we've done in 2014 - 2015

The **Adult Services** Protection of Vulnerable Adult (PoVA) Team are currently working on streamlining processes within the service. A process mapping day was held with the team where areas for improvement were identified and suggestions made on how best to proceed. Some of the suggestions for improvement included making changes to the existing referral form. The new form is currently being piloted. A training programme for use across the organisation has also been developed.

The PoVA team working with our Development Officer for Older People undertook an exercise to see whether POVA safeguarding training could be more effectively delivered to vulnerable adult groups through 'Peer to Peer' presentations and discussion. The 'Peer to Peer' nature of this project was designed to acknowledge that people often learn better from someone they can relate to or share common ground with. The Caerphilly County Borough 50+ Forum were invited to be a key partner and three members volunteered to be our 'Peer to Peer' trainers. In addition to the training, and as a way of targeting those who could be socially isolated and vulnerable, a DVD was created called 'Keeping Safe – What is Abuse and Who Can Help'. The DVD has been well received and we are now developing a fully bilingual version.

Within **Children's Services** a recent service reconfiguration included the creation of a dedicated Senior Practitioner role in each Locality Team to oversee LAC/Child Protection/PLO planning. These post holders will undertake a critical quality assurance role on behalf of the service and will act as important links between the Courts and the Local Authority. In addition, PLO Business Process flowcharts and associated paperwork has been reviewed and re-issued to all staff.

What our Regulators Told Us

In the 2013-14 Annual Performance Report prepared by our Regulators (CSSIW) they highlighted that we should:

- **Examine factors contributing to the rise in children placed on the Child Protection Register**

In response to their comments, in 2014-15 we have:

- ✓ Investigated the rise in number of children on the Child Protection Register, and while there is no obvious reason, there have been a few large sibling groups registered which can affect figures. However, it is important to put the recent reported rise into an historical context. The average number over the last two years is 191 within a range of 164 to 216. The highest monthly rise has been 18 new registrations and largest drop has been 15 de-registrations. The rate currently is downwards from 216 in August 2014 to 194 as at February 2015.

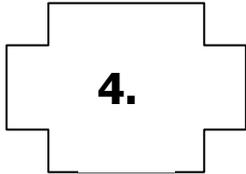
In 2014-15 our Children’s Services Division underwent a National Inspection in relation to ‘Safeguarding and Care Planning of Looked After Children and Care Leavers Who Exhibit Vulnerable or Risky Behaviours’. The aim of the national inspection was to assess the quality of care planning across Wales and whether it effectively, supports and protects LAC and care leavers, identifies and manages their vulnerabilities and risky behaviour, promotes rights based practice and the voice of the child, promotes improved outcomes and promotes compliance with policy and guidance. The findings of the Inspection report for Caerphilly identified many positive areas of practice, however a number of areas for improvement were also noted around, for example, partnership working, quality assurance and commissioning systems, and how we gather feedback from our children and young people. A comprehensive Action plan has been developed to address these issues and will be a key priority for the Directorate in 2015-16.

What we’re going to do in 2015 – 2016

Our priorities for the year ahead in connection with this area will be:

Priority	Why is this a priority?	What effect will it have?
Consider the development of a cross Directorate Safeguarding Unit.	This links closely to the Medium Term Financial Plan and discussions around the development of a Multi-Agency Safeguarding Hub with partners.	Improved service delivery and potential Directorate savings.
Implementation of CSSIW LAC Inspection Action Plan.	Regulatory Inspection identified areas for development which need to be implemented.	Improved service delivery and successful completion of all identified actions.

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4.3 Performance & Business Management

A key development across the whole of Caerphilly county borough council this year has been the introduction of 'Self Evaluation'. Self Evaluation means, using a range of data and intelligence to evaluate your area of work and to draw a conclusion as to how effective your service is. In brief, self-evaluation is designed to answer two key questions - How well are we doing? And how do we know?

Whilst Self Evaluation is not a new technique there is now more than ever the need to formally show how intelligence is being used to form an opinion about where the Directorate is and where it needs to be. Findings from the Directorates Self Evaluation has been used to inform the Directorates Service Plan for 2015-16 and the priorities set out in this report.

In addition to our Corporate Self Assessment, the Welsh Government asked that we complete a Self Assessment Tool to find out our readiness to comply with the duties of the Social Services and Well-being (Wales) Act 2014, and to assess where we are currently placed in being able to implement the cross-cutting themes and strategic intent of the Act. The outcome of the assessment was that while there are areas for development, in general the Directorate finds itself well placed to manage the changes the new Act will bring.

What we've done in 2014 - 2015

In order to ensure that people in Caerphilly county borough continue to receive high quality services, the Directorate has developed a **Quality Assurance Framework**. Quality assurance is a continual and dynamic process. It is an improvement cycle by which we set standards, develop appropriate ways to make sure we're working to those standards, review the way we work and finally use the information we have to improve services. It also helps us to improve our understanding of whether we are supporting our service users, in the right way, at the right time, and whether we are making a difference.

Our Quality Assurance Framework sets out:

- The quality assurance cycle and the role that all officers, senior officers and elected members will play in relation to the quality assurance of Social services;
- The range of quality assurance activities that will be undertaken; and

- The arrangements for quality assurance reporting and learning.

The Quality Assurance Cycle is shown below:



The Framework is designed to help us in a journey of continuous self-assessment and improvement.

The Social Services Improvement Agency (SSIA) is working on behalf of a multi stakeholder group for Welsh Government, to test the recording and reporting of personal outcomes within a new **National Outcomes Framework** for performance measurement in preparation for the implementation of the Social Services and Well-being (Wales) Act 2014.

Caerphilly Children’s Services are part of the pilot along with six other authorities (Blaenau Gwent, Bridgend, Denbighshire, Flintshire, Monmouthshire and Neath Port Talbot). Caerphilly, Denbighshire and Neath Port Talbot have been identified as sites for Children’s Services.

A working group was established in September 2014 that focused on developing two key areas:

1. The tool for recording personal outcomes, baseline measurement and tracking progress towards achieving it; and
2. The agreement of a training programme to support an outcome based approach within operational services.

Using the recording tool to log individual outcomes will enable Caerphilly and the Data Unit Wales to report to Welsh Government on how people are progressing towards their goal (or agreed outcomes). Importantly the framework will connect broad outcomes to operational changes and will measure the difference made, not what has been delivered/achieved.

A training programme (Collaborative Communications Skills) has been designed for practitioners to build and develop confidence and skills sets in having complex conversations with people who are often at a point of crisis or challenge in their lives. It is also about developing skills in empowering people to help themselves as much as possible.

The Children's Services pilot will focus on Looked After Children, specifically those children and young people assessed as being at risk of becoming looked after or, who have become looked after as a result of a crisis, through to their second statutory review (i.e. 4 months and the plan for permanence). However locally, Caerphilly will apply the new way of working to all new cases in order to encourage a whole team approach.

One of the ambitions of the Social Services and Wellbeing (Wales) Act is to see a much more co-productive approach (between agencies and individuals) to addressing and finding solutions to support needs. An underlying assumption of the Act is that too much time, skills and resources are spent on bureaucratic assessments. This Pilot is based on the belief that through a professional targeted conversation, people need to be and can be supported to help themselves as much as possible. Agreeing the outcome or 'what matters' issue is key to this, as it helps provide clear direction to all parties concerned. This method of practice requires practitioners to be able to facilitate complex discussions and assist families in identifying what needs to change and identifying their own outcomes.

What our Regulators Told Us

In the 2013-14 Annual Performance Report prepared by our Regulators (CSSIW) they highlighted that we should:

- **Continue to develop method/frameworks for quality review**

In response to their comments, in 2014-15 we have:

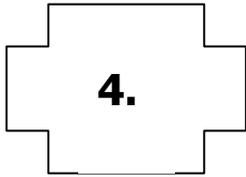
- ✓ Developed a Quality Assurance Framework for use across the whole Directorate. 2015-16 will see its implementation.

What we're going to do in 2015 – 2016

Our priorities for the year ahead in connection with this area will be:

Priority	Why is this a priority?	What effect will it have?
Implement a Quality Assurance Framework to include consultation, engagement and learning from Complaints and Compliments.	This area for improvement was identified during our Corporate Self Evaluation process and the need to consult regarding Medium Term Financial Planning. In addition we also have a revised Complaints Procedure that requires to be implemented.	Improved service planning and delivery.
Engagement in National Outcomes Framework Pilot.	Children's Services is a pilot area for implementation of new performance measures that will be rolled out nationally.	All Wales learning from Caerphilly county borough experience.

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4.4 Resource Management

Continued focus on budget management has helped to ensure that the directorate has delivered the majority of the savings targets that were agreed in the 2014-15 budget strategy and has helped to identify potential savings for inclusion in the 2015-16 budget strategy.

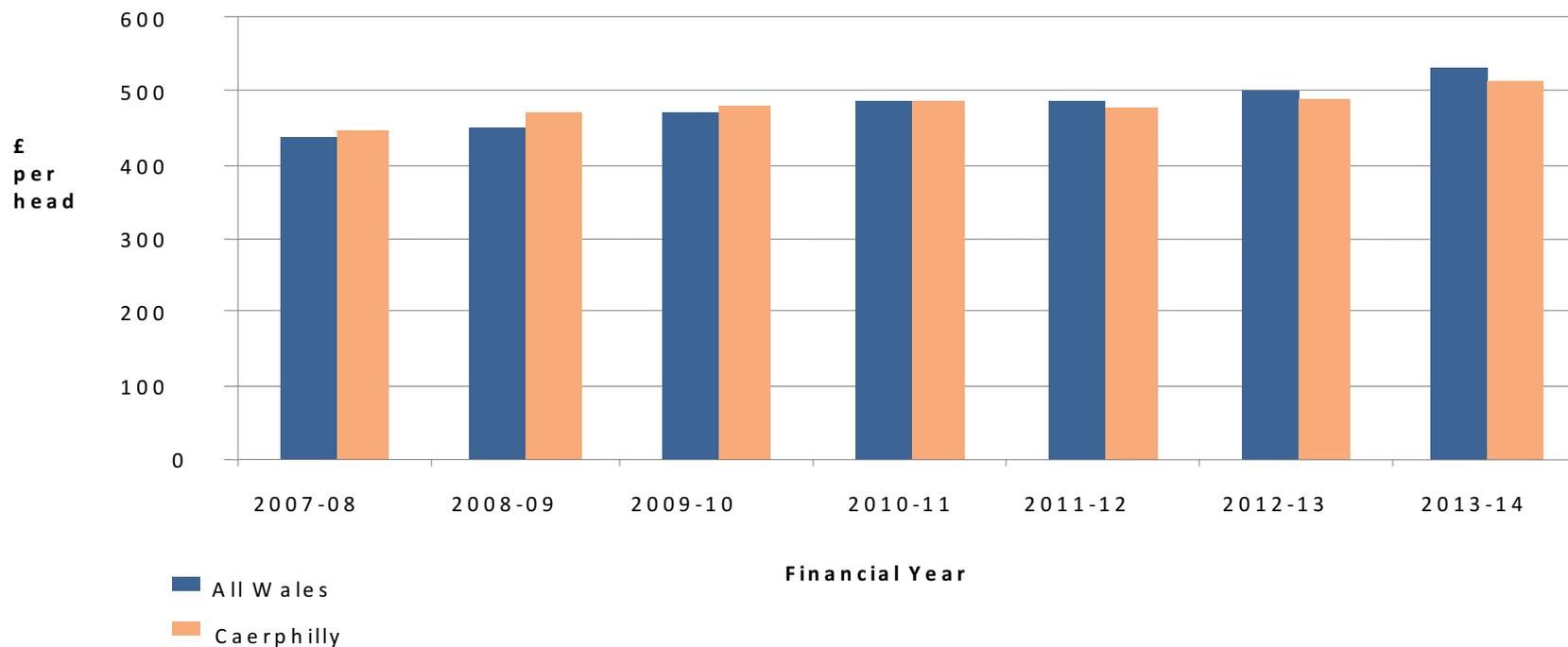
Despite the progress made in recent years, we do not underestimate the financial challenges that lie ahead. Management teams have identified over £3m of potential savings for the 2015-16 financial year. The savings put forward and approved by Council in February 2015 are:

General savings that have no direct impact on service users.	£1,568,000
Reduction of 3 social workers per division with the intention to achieve by vacancy management.	£219,000
Removal of £1m of demographic growth for 2015-16.	£1,000,000
Independent Sector Domiciliary Care - Elderly - Review of shopping service.	£40,000
Meals on Wheels – An increase of 50p per meal.	£44,000
Own Day Care – Review of day centre provision.	£128,000
Home Assistance and Reablement Team - Review of domiciliary care provision.	£85,000
	<hr/>
	£3,084,000

It should be noted however, that these savings proposals would leave very little flexibility within the directorate budget to react to any future additional cost pressures, such as, demand for child care placements, an aging population, inflationary pressure on care fees, reductions in Welsh Government specific grant funding and the implications of legislative changes.

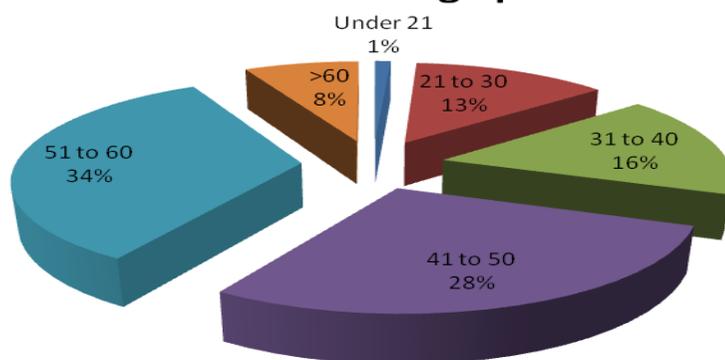
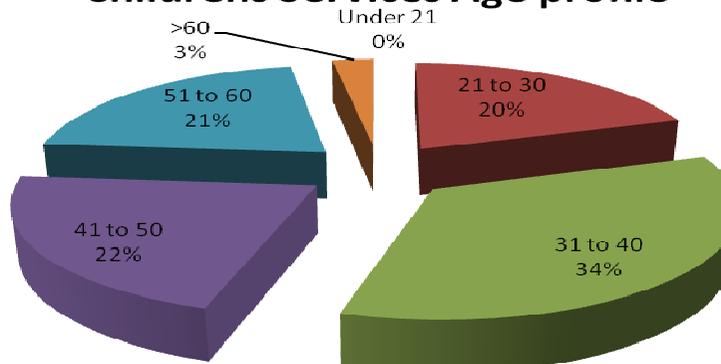
This sound budget management is further evidenced through a comparison of the actual spend per head of population on social services across Wales as shown below. The most recent information for 2013-14 shows that the spend per head of population within Caerphilly amounted to 104.5% of the Welsh average in 2007-08 but has steadily reduced to 96.6% of the Welsh average by 2013-14. Information for 2014-15 will be available in October 2015.

Social Services Spend per Head of Population



The key workforce planning issues for the service area over the next 12 months will be directly linked to the Council's Medium Term Financial Plan (MTFP). Within the Directorate's MTFP are various proposals for restructuring and downsizing. Some of these aims have already been achieved but as the management of the MTFP continues into 2015-16 and 2016-17, there will be a continuing trend of restructuring and downsizing.

Workforce data for Social Services illustrates a staff group that is predominantly female (86.8%) and part time. The age profile of the workforce as shown below illustrates that within Adult Services the largest group of our employees are aged between 51-60, while within Children's Services are aged between 31-40 years. When considering any downsizing the Directorate will seek to ensure that no particular cohort of staff are disproportionately affected.

Adult Services Age profile**Childrens Services Age profile**

The Social Services and Well-being (Wales) Act 2014 will have a significant impact in terms of how the Directorate utilises its workforce. The 'front door' of the service has already been reconfigured to ensure that the focus of services is in line with the main principals of the Act. Further reconfigurations are also planned for teams delivering safeguarding outcomes. New approaches to work (i.e. START and LEAP Teams) will also have significant workforce development implications. In this regard, we will need to ensure that staff have the necessary skills to deliver the service.

What we've done in 2014 - 2015

Within our **Children's Services** division the savings identified for 2014-15 mainly related to the deletion of some vacant posts and the reconfiguration of both fieldwork teams and administration services. In addition, the transfer of the Assessment Team functions to the new larger Locality Teams immediately reduced the need for cases to transfer between teams. Establishment of larger Locality Teams ensures sustainability going forward.

Through the use of 'Invest to Save' funding a pilot project called the 'The Immediate Response Team' was established within Children's Services to provide crisis intervention support to children, young people and families on the verge of breakdown, which previously often resulted in children entering the Looked After system. The team has been in operation since October 2011 and after a thorough evaluation it became evident that the project was saving more than it was costing to run, therefore the Immediate Response Team were awarded permanent contracts from 1st September 2014.

Achieving savings within our **Adult Services** division has concentrated largely on reviewing back office structures in provider services, deleting vacant posts and restructuring the Home Assistance and Reablement Team and Day Services. The Adult services front door

(ASDIT) was combined with the Children's services front door to improve service delivery, prepare for the introduction of the Social Services and Well-being (Wales) Act 2014 and produce efficiencies in terms of the number of staff required to deliver the service. The Adult services and Children's services Commissioning teams were also joined, taking advantages of vacant posts whilst ensuring service levels were maintained. Administrative posts were also reduced as a result of the START initiative and budgets realigned to reflect actual spend in provider services.

What our Regulators and Service Users Told Us

In recent years, financial management within the Directorate has proved effective. Internal audits have reported that the majority of key controls in place are operating effectively. The Annual Improvement Report by the Wales Audit Office in May 2014 recognised that the Council remained within its budget for Social Services, but it was not complacent about the challenges going forward.

Throughout 2014-15 the Council and the Social Services Directorate conducted a wide range of consultation events with residents of the county borough on the budget savings proposed. Whilst no one service area was highlighted more than others in the comments received from members of the public, many noted the importance of ensuring that vulnerable people in the community are protected and a reduction of services that impact on these groups should be carefully considered. Some of the comments people made were:

"I think that, in the main, it is good as vulnerable people will still be safeguarded"

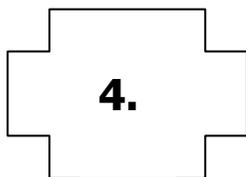
"Overall, the vulnerable appear to have been protected, which is excellent."

The Directorate is working hard to ensure that such services continue to be protected.

What we're going to do in 2015 – 2016

Our priorities for the year ahead in connection with this area will be:

Priority	Why is this a priority?	What effect will it have?
Deliver the savings and service redesign required for the Medium Term Financial Plan.	This is a priority for all Council Directorates in order to manage the financial pressures going forward.	Achievement of the required savings will ensure the financial stability of the Council.



4.5 Commissioning & Partnership

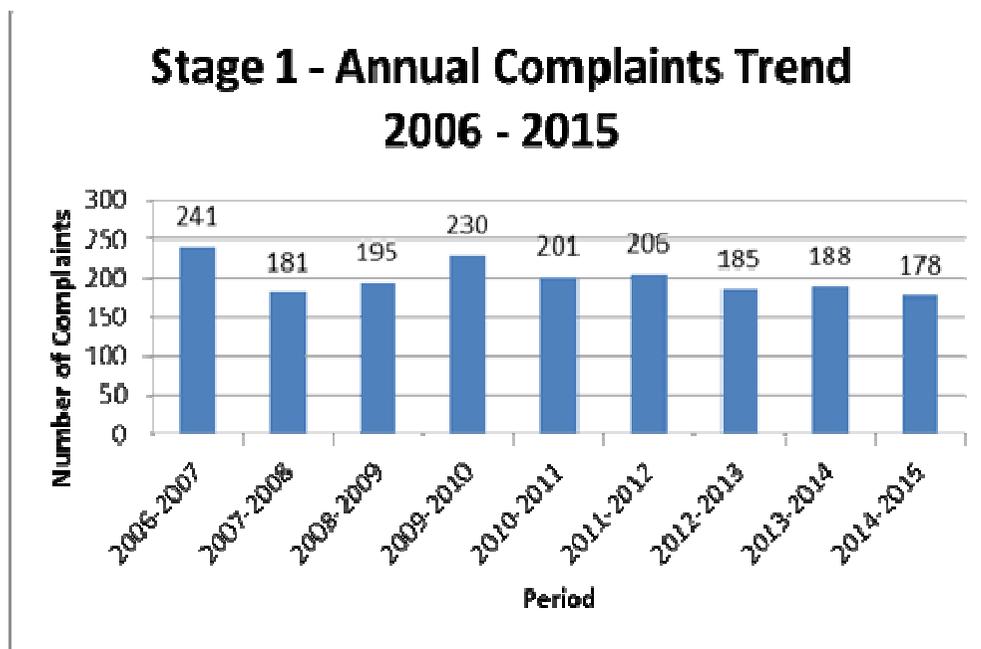
Making sure that people are able to access our services, at the right time and in the right place is an essential part of what we do, and therefore listening to what our service users tell us is of crucial importance to help us get this right. One way that this is done is by listening to the complaints and compliments that we receive and making changes where necessary.

During 2014-15, 103 representations were received. The majority of these were from Elected Members, MP's and AM's, on behalf of their constituents, of which 76 (74%) related to Adult Services, 25 (24%) to Children's Services and 2 (2%) to the Directorate's Service Strategy and Business Support Service area.

During 2014-15 the Directorate received 178 Stage 1 complaints and 1 complaint that a customer wished to progress directly to Stage 2. The majority of the complaints were resolved to the customer's satisfaction at Stage 1. Of the 178 complaints received at Stage 1, 95 (54%) related to Children's Services, 73 (41%) to Adult Services and 8 (5%) to Service Strategy and Business Support.

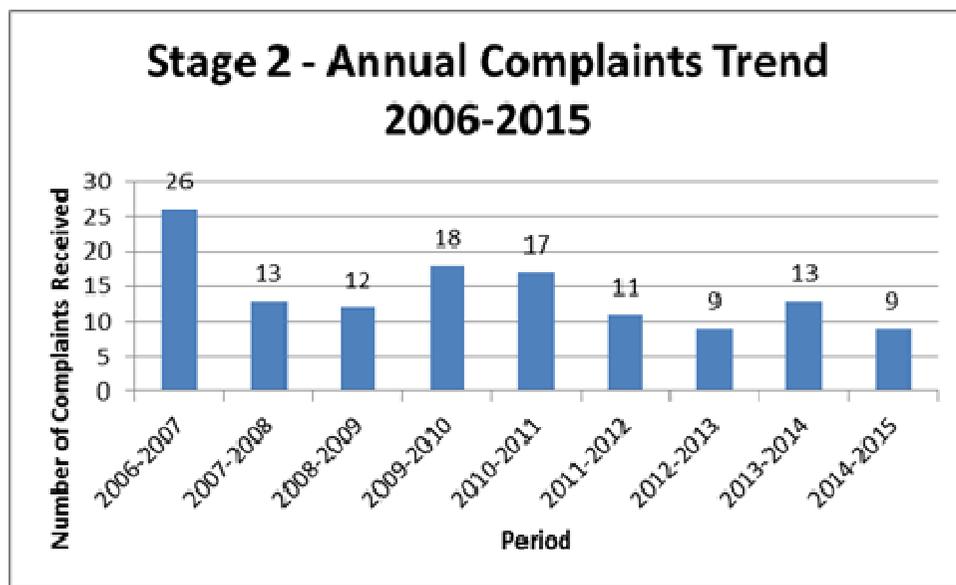
The graph below illustrates the trend of Stage 1 complaints received and responded to by the Directorate since the implementation of the Listening and Learning Guidance in April 2006.

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During 2014-15 the Directorate received 9 requests to progress complaints to Stage 2. Of these, 6 (67%) related to Children's Services and 3 (33%) related to Adult Services. Of the 9 requests for a Stage 2 investigation, 1 was progressed directly to stage 2 formal investigations, without the Directorate having the opportunity to attempt local resolution.

The following graph shows the trend for complaints progressing to the formal Stage 2 process for independent investigation since the implementation of the Listening and Learning Guidance in April 2006.



There was 1 stage 2 complaint that progressed to a Stage 3 Welsh Government Panel in 2014-15.

As a result of what our service users told us, the following changes were made in 2014-15:

- ✓ Children's Services have worked with the Council's Legal department and Directorate and Corporate Information Officers to review the Fostering agreement between the Authority and foster carers. This will ensure compliance with the Data Protection Act 1998 and will enhance the protection of personal information relating to Looked After Children.

As well as listening and acting on the complaints that the Directorate receives, the Customer Services team also logs the praise that we receive from customers about teams or individuals.

During 2014-15 the Directorate received expressions of praise/compliments from 290 customers expressing their gratitude for the quality of service/ commitment and care from individual staff. The majority of the praise received relates to Adult Services, however it is recognised that the nature of the services provided by that Division is more likely to attract praise.

In the coming year 2015-16 the Customer Services team will reinstate the practice of including statistics on compliments received in the Annual Complaints report. It will also record any changes that are made in response to positive feedback and how we have used the learning from compliments to improve practice, including:

- ✓ Ensuring individual staff members and teams are recognised when positive feedback is received. At present, the Corporate Director writes to individual staff members in cases where customer feedback identifies a high level of professional commitment.
- ✓ Reporting information on statistics and case studies in management briefings, team meetings and in staff bulletins.
- ✓ Using positive feedback in staff training to cascade learning across the organisation.
- ✓ Reviewing and amending protocols/policies where relevant in response to compliments received.

What we've done in 2014 - 2015

In 2014 the Social Services Directorate developed a Service User and Carer Engagement Strategy. This strategy was developed in recognition that while there are a number of areas of good practice within the Directorate there is a need to develop a more consistent approach to participation, involvement and consultation across the department which demonstrates that external views are considered and used in decision making, and makes sure that we all use the same standards so that people know what they can expect from us and what we expect from them. There is also a need to appraise the extent of service user and carer participation in all levels of service planning and delivery. This will be an expectation of the Social Services and Well-being (Wales) Act 2014.

Children's Services have reviewed the Family Support Service specification and re-tender the service in early 2014. This contract worth £504,058 per annum and was awarded to Barnardo's.

On 1st April 2014 the South East Wales Adoption Service (SEWAS) covering the five Gwent Local Authorities of Blaenau-Gwent, Monmouthshire, Newport, Torfaen and Caerphilly was established and became fully operational. The new service has established itself well and continues to be a forerunner across Wales in terms of implementation and operational delivery. It is important to note that the Welsh Government have acknowledged the success of this regional collaborative.

In our **Adult Services** division the Learning Disability Commissioning Strategy was signed off at the end of March 2015 and a task and finish group has been established for the Adult Mental Health Commissioning Strategy which is currently out for consultation.

There has been a significant amount of negative press recently around care homes and nursing homes. However, there are examples of high quality care that is delivered each day to residents living in care homes throughout Caerphilly county borough. This prompted the Directorate to develop a DVD called 'There's No Place Like Home'. The film focused on the 6 local authority care homes and showed how high quality residential care can be a positive experience for many older people. Production of the film allowed us to capture the range of accommodation options available, the activities delivered in care homes and allowed residents of the county borough to hear from service users, their families/carers and staff working within residential care homes about their experiences. The film is available to view on the Caerphilly county borough council YouTube channel.

The authority has taken a regional approach to the development of an Integrated Assessment for Older People with Complex Needs. It was agreed that Monmouthshire county council would be the lead authority on its development and subsequent pilot of an assessment tool with health colleagues. Results from the pilot showed success in terms of use by community staff and accordingly it was agreed regionally to use the Intermediate Care Fund to establish a post to ensure the document and training was rolled out across Gwent. By agreement this post has been extended for a further year and smaller partnerships have now been formed based around current I.T. systems in use. Caerphilly are working with Newport city council to implement the integrated assessment.

What our Regulators Told Us

In the 2013-14 Annual Performance Report prepared by our Regulators (CSSIW) they highlighted that we should:

➤ **Develop a Commissioning Strategy for Older People**

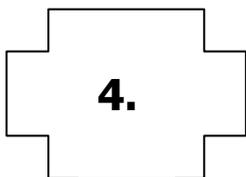
In response to their comments, in 2014-15 we have:

- ✓ Held initial discussions with partners with a view to looking at the feasibility of developing a pan Gwent commissioning strategy for older people. Due to different positions within each organisation this hasn't been possible hence this will be a priority for the Directorate in 2015-16.

What we're going to do in 2015 – 2016

Our priorities for the year ahead in connection with this area will be:

Priority	Why is this a priority?	What effect will it have?
Development of a Commissioning Strategy for Older People.	Demographics indicate an increasing ageing population and the number of people with dementia. Putting in place a strategy that takes account of the needs of the future will ensure appropriate services are provided to those who need them.	Improved service delivery.
Implementation of the Children's Services Commissioning Strategy.	This will be a key strategic document to drive service development and practice improvement.	Improved service delivery.



4.6 Corporate, Political Leadership and Support

Identifying the cultural and language needs of our services users is an integral part of ensuring that their care and/or support needs are accurately assessed and met. Directors of Social Services have a key role to play with regards to developing a culture within their organisations where staff are sensitive to people's linguistic needs and users receive services through the medium of Welsh as a natural part of their care. To support this the Welsh Government launched 'More than just words...'. The aim of this framework is to spread good practice and mainstream the Welsh language into all aspects of service planning and delivery.

The implementation of 'More than just words...' is a significant challenge for the Authority as well as for our commissioned services, given the scope of the Framework, the size of the Directorate and the increasing financial pressures that we are all facing. However, towards the end of 2014 Welsh Language Champions were identified in both Children's and Adult Services and the Council now maintains a Directory of Welsh Speakers. The Authority continues to support staff to attend Welsh Speaking Training courses. We will continue to work closely with our colleagues in the Corporate Policy Unit, Training and Development and Human Resources to progress this work in 2015.

In addition to our Welsh language requirements, the Directorate works hard to ensure that all staff are aware of, and implement, the duties set out within the Equality Act 2010. The Directorate offers specialist training to staff, partner agencies and carers to promote good practice in relation to meeting the specific needs of service users with protected characteristics covered under the Act. The Local Authority also maintains close ties with Community groups to promote partnership working and inform service planning. These groups include the Lesbian Gay Bisexual and Transgender Council, local Deaf Clubs, Visual Impairment Community Groups, Caerphilly Access Group, 50+ forum, Inter-faith Groups and Mental Health.

What our Regulators Told Us:

In the 2013-14 Annual Performance Report prepared by our Regulators (CSSIW) they highlighted that we should:

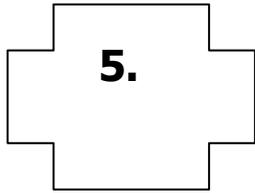
- **Continue to develop mechanisms to improve corporate oversight.**

In response to their comments, in 2014-15 we have:

- ✓ Been part of the CSSIW National Inspection of Safeguarding and Care Planning of Looked After Children and Care Leavers who exhibit vulnerable or risky behaviours. Caerphilly was inspected in March 2014 and CSSIW reported their findings in August. The inspection focussed on 4 key areas; corporate roles and responsibilities, care and planning pathways, safeguarding and reviews. The Inspection confirmed that Corporate Parenting arrangements were well embedded and that Elected Members understood their responsibilities and demonstrated ambition for Looked After Children. Partnership working was found to be effective and although there were areas for improvement identified, there were no issues of concern raised. The Inspection confirmed that all LAC and Care Leavers had Plans in place and although the quality of the plans was inconsistent, there was clear evidence that young people felt they were involved in their planning. The development of the dedicated 16 Plus Team was recognised as significantly improving services for young people. The Inspection confirmed that safeguarding was well embedded in practice and children and young people were protected appropriately. Whilst areas for improvement were identified relating to strengthening risk assessment and risk management, there were no areas for improvement noted for safeguarding. Finally, the Inspection reported that performance in relation to Reviews was consistently high but more work needed to be done to improve quality assurance processes and the recording of engagement with young people. An Action Plan has been produced and both the Local and National Reports have been presented to Scrutiny Committee.
- ✓ Sought members views on the possibility of setting up task and finish groups for scrutiny members. Task and finish groups would allow a more in-depth examination of one or two specific areas than would normally be possible at a scrutiny committee meeting. Reports from all Task and Finish groups would be presented to the Health, Social Care & Wellbeing Scrutiny committee for endorsement of the appropriate recommendations.

What we're going to do in 2015 – 2016

Priority	Why is this a priority?	What effect will it have?
<p>There are no specific priorities for the Directorate in this area for 2015-16</p>		



5. Links to Corporate Priorities and Improvement Objectives

In 2010, legislation required Council's to identify areas for improvement and called these 'Improvement Objectives'.

Improvement Objectives are a little different from our overall Council priorities in that they are based specifically on areas of unmet need from the public's point of view and where we want to place our focus in a shorter time frame. We also use a range of intelligence, from survey data, statistics and local knowledge.

Specifically for the Social Services Directorate our Improvement Objectives for 2014-15 focused on Safeguarding Children. We chose this because Corporate Parenting is the legal and moral duty that Councillors and the Authority have for LAC, to provide them with the level of support, care and protection that any good parent would be expected to provide for their own child.

Good quality foster care placements provide LAC with the support and stability they need in order to achieve positive outcomes. It is important for Caerphilly to have sufficient foster carers to offer appropriate placements for children and young people who are increasingly displaying complex and challenging behaviours. For those LAC who are unable to be rehabilitated to parents or extended family, we need to plan for permanence through Adoption.

LAC have the right to expect the same outcomes as every other child including educational outcomes. Although some do well, LAC across Wales generally have lower than average educational achievement in comparison to their peers. We need to ensure that all LAC have access to good quality education and the opportunity to achieve their full potential. Similarly, young people leaving care are particularly vulnerable and we will continue to promote their engagement in education and training to ensure they have opportunity to secure employment in young adulthood.

The reforms to welfare benefits will put more pressure on vulnerable families and this is likely to lead to additional demand for our services. We will need to continue to look at innovative and cost effective ways of providing good quality services to those who need them.

Our Improvement Objective goals in 2014-15 were to:

- Maintain placement stability levels ensuring children experiencing three or more placement moves remains below the Welsh Average of 10%.
- Continue to recruit sufficient foster carers in order to meet the placement demands of LAC and reduce reliance on Independent Fostering Agency placements.
- Ensure that children requiring adoptive placements are suitably matched and placed with adoptive families in a timely manner.
- Improve the educational attainment levels of LAC.
- Improve the engagement of young people leaving care in education, training and employment.
- Continue to improve the range of accommodation options for young people leaving care and those facing homelessness.

What we've done in 2014 - 2015

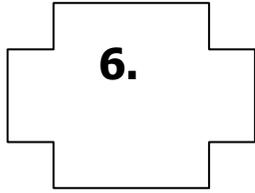
In 2014-15, 7 new carers have been successfully approved by the Fostering Panel. The target to recruit 25 new carers over the Improvement Objective timeframe has been exceeded with the total now standing at 30. The Foster Carer Recruitment Strategy was revised during autumn 2014 in readiness for implementation in 2015-16. Placement stability is currently reported at 3.9% and is projected to remain below the Welsh Average of 10%.

The South East Wales Adoption Service has been fully operational since April 2014 and working practices are continuing to be developed and strengthened. In the year we have successfully placed 8 children for adoption exceeding the annual target of 3.

Whilst the academic achievements of LAC are only reported annually, a key indicator of success is the timely completion of Personal Education Plans (PEP's) and to date 100% of LAC have a PEP in place within timescales. This is an improvement on last years rate of 95%.

Most of our young people who have left, or are leaving care 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 we have maintained last years performance at 50% in line with the target. However, 100% of our care leavers have Pathway Plans in place, are in contact with the Council and living in suitable accommodation.

The Sixteen Plus Team, working closely with colleagues in Housing and the Supporting People team continue to identify and develop a wide range of accommodation options for young people leaving care and homeless 16/17 year 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.



Conclusion

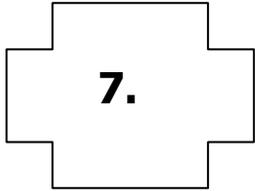
In my report I have shown the progress that we have made with our services, highlighted our strengths and identified areas that we need to focus on in 2015-16.

Staff have worked extremely hard this year to ensure that the performance of the Directorate continues to meet the standards that are expected of us. This has not been an easy task, especially given the particular challenges that we have faced us in 2014-15, such as the increasing demands on our services and the growing budget pressures faced by the Local Authority as a whole.

As the Directorate finds itself with continued pressure on its resources, the challenges for 2015-16 will not be dissimilar to that of last year, and difficult choices will need to be made to re-shape services to meet those pressures. However, as we work through the process of change, we will ensure that we continue to work closely with our service users, carers, citizens, staff members, Elected Members and partner agencies to secure the best possible outcome for all.

While I have referred to the Social Services and Well-being (Wales) Act 2014 already in this report, its significance cannot be underestimated given the impact that its introduction will have on the services we provide. Through changing the way we work, it is envisaged that we will shift the point at which people require formal social services intervention and subsequently this will create a more sustainable position for the future. Accordingly, implementation of the Act will drive the work programme of the Directorate for the foreseeable future.

While the future brings an array of challenges, I am confident that by meeting the priorities I have set out within this Annual Report, the Directorate will be well placed to continue to deliver efficient, effective and safe services to the residents of Caerphilly county borough.



Where to Find Out More

If you would like further information on any aspect of this report please contact:

Lianne Dallimore
ACRF Project Officer
Caerphilly County Borough Council
Ty Penallta
Tredomen Business Park
Ystrad Mynach
Hengoed
CF82 7PG

Telephone: 01443 864679
Email: dallil@caerphilly.gov.uk

This report is also available in large print, Braille or other language formats upon request.

If you would like more general information about Social Services or are interested to find out more about a particular development, there are various ways you can do this. You can:

Visit the Caerphilly County Borough Council Website at: www.caerphilly.gov.uk

Contact our Social Services Customer Services Department by: Telephone: 0800 328 4061 or Email: socialservices@caerphilly.gov.uk

Read our Social Services Committee reports at: <http://www.caerphilly.gov.uk/My-Council/Meetings,-agendas,-minutes-and-reports>

Watch the Digital stories that we have produced on: <https://www.youtube.com/user/CaerphillyCBCTV>

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HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 23RD JUNE 2015

**SUBJECT: ANNUAL REPORT ON THE CONSUMER ADVICE SERVICE PROVIDED
BY TRADING STANDARDS**

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To provide information to Members on the number and nature of complaints dealt with by the Consumer Advice function of the Trading Standards Service for the financial year 2014/2015.

2. SUMMARY

- 2.1 The Consumer Advice function within the Trading Standards Service, dealt with 1,793 requests for in-depth consumer advice during 2014/15. Consumer complaints are categorised on the authority's database by trade sector with home improvements and second-hand cars continuing, by far, to be the main source of complaints. The total value of all goods and services complained about for the financial year was £1,769,054.24.
- 2.2 First line basic consumer advice is dealt with by the Citizens Advice Consumer Services (CACS), whilst calls that require in-depth intervention due to their technically or legally complex nature are referred through to Consumer Advice officers within the Trading Standards service. Most calls are automatically referred at first contact if they relate to vulnerable consumers or criminal offences. During the last financial year CACS dealt with 3,321 telephone calls, either from Caerphilly residents, or about businesses based within Caerphilly county borough.
- 2.3 The report includes some practical examples of assistance given to Caerphilly residents by the Trading Standards Consumer Advice service during the year.

3. LINKS TO STRATEGY

The assistance provided to Caerphilly residents with consumer problems contributes to the outcomes of several strategies including:

- Strategic Equality Plan - Objective 1: Individuals, families and groups in the communities of Caerphilly county borough feel safe living their own lives at home, at work and in the community at large.
- The Caerphilly Local Service Board single integrated plan, Caerphilly Delivers – contributing to the Healthier Caerphilly, Prosperous Caerphilly, and Safer Caerphilly priorities.

4. THE REPORT

4.1 Consumer complaints are categorised on the authority's database by trade sector and by product or service. Categorisation of complaints follows the current national scheme and allows the data gathered to be used in planning services and, in particular, intervention against particular problem trade sectors.

4.2 The table below gives the top 10 products/services and the monetary value involved that were complained about during 2014/2015:

	Product/Service	Number	% of Total	Value £
1.	Second-hand cars	249	13.9	644,575
2.	Home maintenance and Improvements	190	10.6	436,718
3.	Competitions, Prize Draws	185	10.3	N/A
4.	Telecommunications (including mobiles)	91	5.1	6,214
5.	Other Personal Goods and Services	64	3.6	4,979
6.	Vehicle Repairs and Servicing	64	3.6	73,127
7.	Other Professional Services	54	3.0	18,018
8.	Toiletries and Beauty articles	53	2.9	7,440
9.	Furniture	47	2.6	33,731
10.	Personal computers	44	2.5	2,526

The analysis is comparable with national data, with home maintenance and second-hand cars being the highest sources of complaints both nationally and locally.

4.3 The variance in the number and value of the most complained about goods and services over the last four years is presented in the table below.

Product/Service	11/12	12/13	13/14	14/15
Second-hand cars				
Number / Value	192 £499,025	174 £594,331	157 £393,372	249 £644,575
Home maintenance				
Number / Value	120 £238,493	165 £300,395	221 £277,631	190 £436,716
Competitions, Prize Draws				
Number/ Value	44 N/A	43 N/A	60 N/A	185 N/A
Telecomms (inc mobiles)				
Number/ Value	67 £11,012	60 £3,185	77 £5,831	91 £6,214
Other Personal Goods and Services				
Number/ Value	N/A	N/A	N/A	64 £4,979
Vehicle Repairs and Servicing				
Number/ Value	63 £38,902	59 £40,810	50 £48,775	64 £73,127
Other Professional Services				
Number/ Value	N/A	52 £18,631	73 £32,449	54 £18,018
Toiletries and Beauty articles				
Number/ Value	N/A	N/A	43 £4,114	53 £7,440

Product/Service	11/12	12/13	13/14	14/15
<i>Furniture</i>				
Number/ Value	52 £66,935	69 £62,787	71 £48,897	47 £33,731
<i>Personal computers</i>				
Number/ Value	79 £7,507	54 £5,741	45 £4,728	44 £2,526

- 4.4 Referrals to Caerphilly Trading Standards have remained constant over the past four years. The number of complaints to the National helpline from Caerphilly residents has slightly decreased again this year, however the numbers of complaints requiring intervention, which are of a more complex nature, have continued to increase. In the current economic climate complaint resolution is significantly harder to achieve with many businesses less willing to offer consumers redress where it is due to them. As such the complexity of cases and the time taken to bring them to resolution has increased significantly.
- 4.5 The total value of all goods and services dealt with by the Council's advice service for the financial year was £1,769,054.24 and the total value of all goods and services where Caerphilly consumers sought advice either directly from the service or through CACS was £7,432,078.24. These figures exclude high value complaints regarding financial advice and prize draws.
- 4.6 Levels of criminal complaints requiring formal criminal investigation continue to rise.

5. CUSTOMER SATISFACTION LEVELS

- 5.1 A monthly quarterly satisfaction survey is sent to all users of the service. This year's results show that 95% of users were fairly or very satisfied with the service provided. The small number of service users (5%) who were not satisfied, described the root of their dissatisfaction as the failure of businesses to respond to intervention.

6. EXAMPLES OF COMPLAINTS

- 6.1 Detailed below are examples of assistance given to Caerphilly residents by the Trading Standards Consumer Advice service during the year:

A consumer purchased a vehicle from local motor dealer. From the start there were problems with the vehicle and after contacting the trader she was unable to get any commitment to resolve the issues. The consumer contacted Trading Standards for assistance and was advised to have an inspection carried out to determine what exactly was wrong with the vehicle and to enable officers to speak to the garage on her behalf. The inspection was carried out and repairs costing approximately £1000 were identified. Officers negotiated with the dealer and it was agreed that the car could either be returned for a full refund or the repairs could be carried out to put the vehicle into a satisfactory condition. The consumer decided to have repairs carried out and it was agreed that an independent garage would check the vehicle once the work had been carried out. The vehicle was repaired and the consumer was happy with the outcome.

An elderly lady had been telephone cold called by a company who had assured her that they could save her money on her utility bills and she agreed to pay them £249.99 to provide this "service". However, she subsequently changed her mind and wanted to cancel. She contacted the company who accepted her cancellation but she had difficulty in getting her money back. Officers wrote to and telephoned the company but they had ceased operating at the contact

address. Officers advised the consumer to contact her bank and request a Chargeback. This is a facility along similar lines to the protection offered by the equal liability protection of section 75 of the Consumer Protection Act. The bank successfully refunded the full £249.99.

A gentleman who was attempting to extradite his disabled brother from a mobile telephone contract contacted the service. The contract for the handset was successfully cancelled but the family continued to receive bills for a SIM only contract that they thought had been cancelled with the original contract. Attempts to resolve the matter with the company had failed and a total breakdown in communication reached. Officers were able to contact the company and with some negotiation persuaded them to cancel the outstanding charges as a gesture of good will. The family were very happy with the outcome and it was confirmed by the company that the account would be cancelled at no cost.

A consumer contacted the service following the purchase of a motor vehicle from a local motor trader. The vehicle was purchased for £8995 by means of a finance agreement with a third party. Within a very short period of time the vehicle required substantial repairs. It was also noted that although the vehicle had been advertised as having a full history and certain added extras, this was false. A criminal investigation was undertaken, but civilly the motor trader would only offer £500 towards the £2142.21 repair costs. As the vehicle was purchased by means of a finance agreement officers advised the consumer to raise a complaint with the Financial Ombudsman Service (FOS). The complaint was investigated fully and they found in the consumer's favour stating that they were satisfied that the defects would likely to have been there at the time of sale and that the consumer was mis-led at the time of sale in relation to the service history and added extras. The FOS ruled that in addition to the £500 already paid by the dealer and finance company he should be paid £1,642.21 in respect of the required repairs and a further £300 for distress and inconvenience caused. The consumer being refunded £2442.21 in total.

A lady had a problem with an oven six months after the installation of a new kitchen and was having difficulty getting it replaced. When she contacted Trading Standards she had already been waiting three months for a replacement oven. The consumer's contract was with the installer who was having difficulty in getting the manufacturer to replace the oven within a reasonable time. Officers contacted the installers and the manufacturers and the oven was replaced without further delay.

The service was contacted by a gentleman who had placed an order for two flower cards to be sent to family friends, at a cost of £49.99. Only some months later he discovered that the flower cards had not been received by the recipient. He had contacted the company who denied receiving the order. The order was paid for using "Postal Orders" made payable to the company. The gentleman had attempted to ascertain if the orders had been cashed but was informed by the Post office that it would not be possible to find out who had cashed the orders. Officers were able to establish that the company must have received the postal orders for them to be cashed. On contacting the company again they accepted that they must have received the payment but they had become detached from the actual order. The gentleman received a full refund and an apology for the inconvenience and embarrassment caused.

A consumer contracted with a company to undertake renovation and adaptations to his camper van. The work was carried out at a cost in excess of £6500. Unfortunately it was discovered that much of the work had not been done correctly or safely. In addition to an investigation into the working practices of the Company, Trading Standards assisted the consumer in taking out a small claims action in the County Court to recover damages for the defective work. At an early hearing it was agreed that the trader be allowed to effect remedial repairs to the vehicle and that an independent examination would be carried out on behalf of the Court to ensure the vehicle was now in a satisfactory and safe condition. The remedial work was carried out to a correct standard. The District Judge allowed the case to be withdrawn but awarded full costs of £987.21 to the consumer to cover Court fees, loss of earnings and the cost of the engineers reports.

A gentleman contacted Trading Standards for assistance regarding a garden shed he purchased through a local DIY store. The shed was purchased and erected in June/July 2014. It was discovered after assembly that shiplap panels used in the construction of the shed did not overlap leaving the inside exposed to the elements. It was agreed that the shed would be replaced, however the faulty shed was not collected and remained at the consumer's property. In November 2014, during a period of bad weather the felt roof was ripped off and damaged. The consumer who had heart problems had to get a ladder and reposition the pieces of felting back on the roof to prevent any further damage being done. Contact was made with the sellers of the shed who through the erectors advised that they could not be held liable for the damage that was caused by bad weather conditions. Officers became involved in February when a stalemate had been reached with both local retailer and installer refusing to accept responsibility. It was clear that the shed supplied was not of satisfactory quality and not fit for its purpose. Officers contacted the sellers and discussed the law in relation to satisfactory quality and fitness for purpose. Following these discussions it was agreed that the faulty shed would be removed, the felting would be replaced and compensation should be given for the inconvenience and distress caused. The matter was resolved to the gentleman's satisfaction.

7. EQUALITIES IMPLICATIONS

- 7.1 Consumer advice is provided to members of the community in the language and format of their choice in line with the Council's Strategic Equality Objective 4: Communications Access.
- 7.2 This report is for information purposes only, so the Council's Equalities Impact Assessment process does not need to be applied.

8. FINANCIAL IMPLICATIONS

- 8.1 Activity is managed within existing budgets.

9. PERSONNEL IMPLICATIONS

- 9.1 There are no personnel implications.

10. CONSULTATIONS

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

11. RECOMMENDATIONS

- 11.1 Members are requested to note the report.

12. REASONS FOR RECOMMENDATIONS

- 12.1 To keep members informed of the type and level of complaint activity within the county borough and the assistance provided by the Consumer Advice service.

13. STATUTORY POWER

- 13.1 Trading Standards enforce a wide range of legislation relating to consumer complaints that require mediation; intervention and can result in more formal actions in the Civil and Criminal courts.

Author: Tim Keohane, Trading Standards – Ext 5064
Consultees: Councillor Nigel George, Cabinet Member for Community & Leisure Services
Dave Street, Corporate Director, Social Services
Rob Hartshorn, Head of Public Protection
Jacqui Morgan Trading Standards, Licensing & Registrars Manager
David A. Thomas, Senior Policy Officer (Equalities & Welsh Language)
Mike Eedy, Finance Manager
Sian Phillips, Human Resources Manager

Background Papers: None



HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 23RD JUNE 2015

**SUBJECT: TRADING STANDARDS ENFORCEMENT OF AGE RESTRICTED
PRODUCTS LEGISLATION 2014-2015**

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To update Members on enforcement work undertaken by the Trading Standards Service in relation to the under age supply of alcohol, tobacco, and aerosol spray paints.
- 1.2 To provide an annual report to Members, as required by legislation, on enforcement activity in relation to tobacco and aerosol spray paints.
- 1.3 To inform members of forthcoming changes in tobacco control legislation and highlight the increase in prevalence of illicit tobacco products.

2. SUMMARY

- 2.1 This report details the nature and number of complaints received concerning under-age sales of alcohol, tobacco and aerosol spray paints over the previous financial year. An overview of test purchasing activity is provided including the results of enforcement action and the penalties that may be applied.
- 2.2 The Authority is required by law to annually review its approach to tackling under-age sales of tobacco and spray paints.
- 2.3 During the financial year 2014/15 the Trading Standards Service received 25 complaints about underage sales of products. 63 test-purchasing attempts were made of which there were sales in 11 cases. During 2014/15 2 prosecutions were concluded and currently 3 cases are still being investigated with a view to criminal proceedings being instituted. 5 Penalty Notices for Disorder were also issued and as a result of sales by one premise, a review of the Premises Licence is being considered.
- 2.4 Preventative activity is described, covering campaigns for age-restricted products and in particular alcohol, aimed at sellers, buyers and the public in general. A summary of future proposed legislation in the area of tobacco control is also provided.

3. LINKS TO STRATEGY

The enforcement of age-restricted legislation contributes to the Healthier Caerphilly, Safer Caerphilly, and Learning Caerphilly priorities within the Caerphilly Local Service Board single integrated plan, Caerphilly Delivers, and Objective 1 of the Council's Strategic Equality Plan 2012.

4. THE REPORT

4.1 Complaints and Enforcement Exercises

Complaints about premises supplying age-restricted products are received from members of the public, local elected Members, Police Officers, Community Safety Wardens, and other businesses. Complaint data is used to target enforcement activities and also to support authorisations for directed surveillance using covert recording equipment, under the Regulation of Investigatory Powers Act 2000. During the financial year 2014/2015 the Trading Standards Service received:

- 1 complaint about tobacco sales
- 6 complaints about “on” licence alcohol sales
- 14 complaints about “off” licence alcohol sales
- 3 complaints about premises selling both tobacco and alcohol
- 1 complaint about aerosol spray paints
- 0 complaints about the supply of butane lighter refills
- 0 complaints about the supply of lottery tickets

4.1.1 In the previous financial year the service has carried out test purchases for alcohol, tobacco and aerosol spray paints. Test purchasing is achieved by using young volunteers selected in accordance with national guidelines. The volunteers, who often work in pairs, carry covert recording equipment, which captures sound and images. If a sale is made the recording is used to support enforcement action. Where volunteers are test purchasing in “on” licence premises support is provided by a witnessing team of officers, including officers from Gwent Police, in order to secure the health and safety of the young people in an adult environment. All activities are risk assessed and parental consent is required before a volunteer is allowed to work with the Trading Standards Service.

4.1.2 Test purchasing is prioritised towards those products that cause most concern for local residents. During the financial year activity focused on alcohol, tobacco and spray paints, as these are the products that either carries risks of anti-social behaviour or health concerns for young people.

YEAR	14/15		13/14	12/13
	Sales/ Attempts	% Sales	% Sales	% Sales
Alcohol On	3/8	37.5%	50%	21.4%
Alcohol Off	5/34	15%	4.4%	13.2%
Tobacco	2/20	10%	0%	16.7%
Fireworks	0/0	N/A	0%	33.3%
AerosolSpray paints	1/1	100	N/A	N/A

4.1.3 During 2014/2015 Trading Standards dealt with complaints about premises believed to be deliberately selling alcohol to local youths or who are not preventing local youths from obtaining alcohol via proxy sales. In such cases, Trading Standards volunteer test purchasers are unlikely to be served. In tackling this problem it is necessary to work in partnership with Gwent Police utilising surveillance via CCTV or covert cameras, and officers with stop and search powers to seize alcohol from youths and establish the dispersal routes away from the premises. Such exercises are complex to set up and also costly in terms of police and local authority resources. However, given the levels of anti-social behaviour associated with such complaints they are prioritised wherever possible. In relation to proxy sales, it is an offence dealt with by the police and not Trading Standards.

4.1.4 Presently there is no equivalent “proxy” sales offence for the supply of tobacco. The Children and Families Act 2014 creates an offence but as yet an implementation date is unknown.

4.2 **Legislation and Penalties**

4.2.1 The Children and Young Persons (Protection from Tobacco) Act 1991 requires the authority to consider its enforcement programme in respect of under age sales of tobacco on an annual basis. The Clean Neighbourhoods and Environment Act 2005 places a duty on the authority to consider activity regarding the under-age sales of aerosol spray paints.

4.2.2 Where alcohol is sold it is likely that the staff member will receive a £90 on the spot penalty notice issued by a Trading Standards Officer. The owner/seller of the alcohol will be investigated formally and unless the business has an adequate defence it is likely that they will be prosecuted in court. The maximum fine under the Licensing Act 2003 is £5000.

If it is deemed likely that the premises may not improve their systems the licence may be taken to review before the Licensing Committee. The Committee has a number of options open to it: -

- Impose additional conditions
- Remove the designated premises supervisor (responsible person named on the licence)
- Suspend the licence for up to three months
- Revoke the licence

4.2.3 Where tobacco is sold both the staff member and the business owner may be liable to court action unless there is an adequate defence in place. There are further sanctions for premises found to be repeatedly selling tobacco to underage persons. If a person / business is convicted of selling tobacco to persons under the age of 18 and at least two other offences occurred in the preceding two years relating to the same premises, trading standards can make an application to a Magistrates' Court for a restricted premises order and/or a restricted sales order.

A restricted premises order prohibits the sale from the premises of any tobacco products to any person, by the business or any of its staff for a period of up to one year.

A restricted sales order prohibits a specified person who has been convicted of a tobacco offence from selling any tobacco products to any person and from having any management function related to the sale of tobacco products for a period of up to one year. The maximum fine is £2,500. In the case of Aerosol Spray Paints the maximum penalty is also £2,500 and six months imprisonment.

4.2.4 Results for the preceding 12 months (which may have included cases from the preceding financial year) are shown in the table below.

Type of Enforcement Activity	Alcohol	Tobacco	Aerosol Spray Paints
Failed test purchases	8	2	1
Prosecutions	2	0	0
£90 Fixed Penalty Notices for Disorder	5	Not applicable.	
Reviews of Licence	0	Not applicable	

*3 premises are still being investigated for sales that took place in the final quarter of 2014/15, and it is expected that formal action will be taken against the sellers in each of these cases.

4.3 **New and Future Legislative Proposals**

4.3.1 Tobacco advertising and promotion was banned in 2004 and the smoking ban was implemented in Wales in 2007. In December 2012, Regulations controlling the display of tobacco products were introduced for stores over 280 square metres of floor space (generally large supermarkets). Since 6th April 2015 smaller stores (those under 280 square meters) also have to comply with the regulations. All retailers are now only able to display tobacco products temporarily and in specific circumstances:-

- Following requests to buy or view tobacco by customers over 18 (age checks must be carried out before showing them the tobacco product)
- Incidental displays while staff are: restocking, assessing stock levels, cleaning, maintaining or refurbishing the storage unit or undertaking staff training
- In specified circumstances by bulk tobacconists or specialist tobacconists
- Following a request by an enforcement officer

4.3.2 **Children and Families Act 2014**

The Children and Families Act 2014 received royal assent on 13 March 2014. The Act covers a huge remit but of note to Trading Standards are the provisions dealing with:

- Restricted access to e-cigarettes to persons under 18 years
- Proxy sales offence for tobacco
- Standardised packaging for tobacco products

Sections 91 to 95 make provision to protect children and young people from tobacco and nicotine addiction. Section 91 introduces an offence of “proxy purchasing” of tobacco products and cigarette papers. Sections 92 and 93 provide the Secretary of State with the power to make regulations to prohibit the sale of nicotine products to persons under the age of 18. Section 94 gives the Secretary of State the power to regulate tobacco packaging if he or she considers that regulations may contribute to reducing the risk of harm to or promoting the health or welfare of children. The Secretary of State must obtain the consent of Welsh Ministers before making regulations containing provision which would be within the legislative competence of the National Assembly for Wales.

On 11 March 2015 MP’s voted overwhelmingly in support of the regulations to implement standardised tobacco packaging. This could mean plain packaging legislation for tobacco products by the end of the financial year 15/16.

4.4 **Regulation of Investigatory Powers Act 2000, Protection of Freedoms Act 2012**

4.4.1 On 1 November 2012, the Protection of Freedoms Act 2012 changed the way in which Local Authorities conduct certain surveillance activities. Surveillance, the use of “undercover” officers and other legitimate methods used by law enforcement bodies has been strictly controlled by The Regulation of Investigatory Powers Act 2000. The Act introduced a strict regime of internal checks and balances prior to conducting surveillance, to ensure that any interference with individual’s Human Rights were for the purpose of preventing and detecting crime and was both necessary and proportionate.

4.4.2 Since November Local Authority law enforcers carrying out surveillance activities have to be internally authorised and obtain Judicial Approval from the Courts. The new system has had an impact on the number of test purchase attempts made along with a reduction in complaints and intelligence received. The latter however could be regarded as a positive outcome due to the previous and ongoing work of the Service in attempting to restrict the availability of alcohol and tobacco to children. Enforcement is also now better focused on businesses that appear to deliberately break the law.

4.4.3 Under the 2012 Act Local Authorities also face restrictions over the types of offences that surveillance can be used to investigate, including the Supply of Aerosol Spray Paints and the Proxy Sale of alcohol. This hinders the ability to effectively enforce the law, and forces Trading Standards to be more innovative in relation to testing businesses and individuals who flout the law.

4.5.1 **Illicit tobacco products**

4.5.2 An increasing problem for Trading Standards is the supply of “illicit tobacco” through totally unregulated sources, such as private houses and itinerant street peddlers. Such sellers do not have any controls on the age of purchasers and the products are either counterfeited or “illicit whites”, cigarettes made outside the UK specifically to be smuggled into the country. These products are manufactured with little or no controls in relation to quality and subsequently the yields of tar, nicotine and other toxins are far higher than legitimate products. The very low price of the products does little to assist smokers to give up the habit, and there are no controls over the sale to children, as the trade is completely illegal. Due to health and safety concerns, it is not possible to use under age volunteers to test purchase the products from private dwellings.

4.5.3 In 2014/15 Trading Standards employed the services of BWY Canine, an accredited Dog Handler who utilises a Tobacco Detection Dog for the purposes of locating concealed tobacco and cigarettes. During the retail inspections of convenience stores as part of an illicit tobacco survey, Trading Standards located counterfeit Hand Rolling Tobacco. Whilst it was not the dog who located the tobacco on this occasion, it was felt that the presence of the dog was well received and the subsequent PR went down very well. The Tobacco Detection Dog is very effective, both for sniffing out ‘concealed’ consignments but also for the PR that follows. Trading Standards have further planned operations with BWY Canine, which will spill over into the next financial year.

4.5.4 Trading Standards have powers under legislation to fight the supply of illicit and counterfeited tobacco and a number of operations were undertaken in the last year targeting these sellers, resulting so far in convictions against 2 suppliers with further investigations ongoing.

4.5.5 This year Trading Standards are raising awareness of the problem of illicit tobacco with the help of The Councils Health Improvement Team who secured funding for an Illegal Tobacco Campaign. The Campaign was launched on No Smoking Day on 11 March 2015 and highlighted the accessibility of illegal tobacco to young people and has the strap line “Cheap tobacco gets kids hooked”. The Campaign is already showing signs of success as the number of reports about the sale of illegal tobacco has risen compared with the same time last year.

4.6 **Preventative Activity**

4.6.1 Prevention is an important aspect of the work of the Trading Standards Service and is focussed at all the points of supply, with the youths themselves, with adults who may purchase alcohol on their behalf, and with the retailers.

Young People

Trading Standards currently issues around 2000 Home Office accredited proof-of-age (Validate) cards free of charge to 16 year olds within every secondary school. Systems are also in place to issue the cards to those young people not in employment, education or training. Cards are also issued free of charge via main Police Stations.

Trading Standards also focus on the consequences of alcohol misuse and under-age drinking at Drug and Alcohol days organised by Gwent Police in secondary schools. Additionally the Service responds to requests from individual schools or youth groups to deliver educational talks on age restricted products.

Adult Purchasers

Trading Standards support the police in operations on proxy sales of alcohol. However the introduction of the new controls on surveillance in November 2012 (see paragraph 4.4) removed the ability for local authorities to utilise surveillance for proxy sales operations.

Retailers

A trader advice pack, "No Proof No Sale", is used to highlight the need to implement preventative systems, including staff training, at premises. The pack is available on-line and also as an Urdu translation. The pack is used at all Trading Standards inspections and dedicated advice visits are also undertaken whenever a new person takes over control of a licensed premise.

A poster campaign has been used in on licensed premises warning bar staff how easy it is to fail to identify the correct age of purchasers. As well as posters, till and shelf edge stickers have been distributed which warn staff that they face a £90 on the spot penalty if they are found supplying alcohol to under 18.

Under Age Sales Prevention Award training was offered free of charge to alcohol retailers including both on-licence and off-licence trade. The training session was funded through the Bridges into Work scheme, which provided training with a short exam on preventing sales of alcohol to those underage. On successful completion of the training, attendees would get an award. There was a poor take up for the training with only a hand full of premises participating.

5. EQUALITIES IMPLICATIONS

- 5.1 There are no potential equalities implications of this report and its recommendations on groups or individuals who fall under the categories identified in Section 6 of the Council's Strategic Equality Plan.
- 5.2 Equalities Impact Assessments would be undertaken on specific action plans and projects related to Trading Standards work.

6 FINANCIAL IMPLICATIONS

- 6.1 General activity is managed within existing budgets. Validate Proof of Age cards have previously been funded by external grants, which are no longer available and more recently via reserves. Alternative options / providers will need to be considered for future years including cessation of free card provision.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personnel implications.

8. CONSULTATIONS

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

9. RECOMMENDATIONS

- 9.1 Members note the content of the report.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To apprise members of activities undertaken in this area aimed at preventing access to all age restricted products.
- 10.2 To ensure that the Authority complies with its legal obligation to annually review its approach in relation to tobacco and spray paints.

11. STATUTORY POWER

Children and Young Persons (Protection from Tobacco) Act 1991*
Clean Neighbourhoods and Environment Act 2005*
Children and Young Persons (Sale of Tobacco etc) Order 2007
Licensing Act 2003
Gambling Act 2005
Pyrotechnic Articles (Safety) Regulations 2010
Regulation of Investigatory Powers Act 2000
National Lottery etc Act 1993
Protection of Freedoms Act 2012

* Require an annual consideration of approach

Author: Timothy Keohane, Senior Trading Standards Officer, Ext 5064/
Rhian Cross, Trading Standards Officer, Ext 5069

Consultees: Councillor Nigel George, Cabinet Member for Community & Leisure Services
Dave Street, Corporate Director Social Services
Rob Hartshorn, Head of Public Protection
Jacqui Morgan, Trading Standards, Licensing & Registrars Manager
David A. Thomas, Senior Policy Officer (Equalities & Welsh Language)
Mike Eedy, Finance Manager
Sian Phillips, Human Resources Manager

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HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 23RD JUNE 2015

SUBJECT: PUBLIC PROTECTION ENFORCEMENT – 2014/15

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide information on formal enforcement activities within the Public Protection Division during 2014/15, in compliance with the Public Protection Enforcement Policy.

2. SUMMARY

- 2.1 The Public Protection Division consists of a wide range of protective and regulatory functions, which seek to protect, promote and improve the health, safety and economic well being of our communities, as well as regulate trade, commerce and the environment. The report provides an overview of the formal enforcement activity undertaken and includes some examples to illustrate the activity.
- 2.2 The Surveillance Camera Commissioner's Code of Practice states that the local authority should consider, on an annual basis, its surveillance camera system to ensure that it remains necessary, proportionate and effective. This report considers the Public Open Space CCTV system.

3. LINKS TO STRATEGY

- 3.1 Enforcing public protection legislation is a statutory duty and this activity also contributes to the Healthier Caerphilly, Greener Caerphilly, Prosperous Caerphilly, and Safer Caerphilly priorities within the Caerphilly Local Service Board single integrated plan, Caerphilly Delivers, and Objective 1 of the Council's Strategic Equality Plan 2012.

4. THE REPORT

- 4.1 The Public Protection Division has a major role in protecting, promoting and improving the health, safety and economic well being of our communities. This role includes the enforcement of numerous statutes, many of which include criminal sanctions on those who infringe the law.
- 4.2 The Committee will also be aware that prosecution details are published on the Council website and in Newsline.
- 4.3 In order to ensure a fair and consistent approach to enforcement responsibilities the Public Protection Division has an Enforcement Policy, which was updated in April 2015 to reflect changes in legislation. The Policy requires an annual review of activity.

4.4 The following information provides a broad picture of the range and number of formal enforcement actions initiated during 2014/15 (some prosecutions may still be awaiting hearing). In addition to the formal interventions detailed below, hundreds of other informal warnings and cautions (both written and verbal) are issued every year.

4.5 Trading Standards and Licensing Legislation

Type of Enforcement Activity	12/13	13/14	14/15
Significant breaches identified during inspection.	103 (97% of which were rectified)	84 (95% rectified)	101 (99% rectified)
Simple Cautions	18	12	10
Prosecutions	38	32	27
Fixed Penalty Notices under Section 146 of the Licensing Act, i.e. underage sales of alcohol (in conjunction with Gwent Police)	7	8	5
Fixed Penalty Notices under Section 6 of the Health Act 2006	N/A	N/A	1
Total	166	136	144

Prosecutions

A summary of some of the cases prosecuted is provided below to illustrate the types of offences dealt with:

Robert Matthews of Trethomas was convicted at Newport Magistrates Court on 25th April 2014 under the Road Traffic Act 1988 and the Local Government (Miscellaneous Provisions) Act 1982. Matthews was caught using an unlicensed motor vehicle as a Private Hire taxi, and not having insurance on the vehicle to enable him to carry fare paying passengers. He was fined a total of £450, ordered to pay the Court a surcharge of £20 and had his Driving Licence endorsed with 6 penalty points.

Carl John Kilby of Oakdale was convicted at Newport Magistrates Court on 20 June 2014 for offences under the Trade Marks Act 1994 and The Tobacco Products (Manufacture, Presentation and Sale) (Safety) Regulations 2002. The prosecution arose from complaints that he was selling counterfeit cigarettes and Hand Rolling Tobacco, which also did not comply with Regulations relating to the labelling of tobacco products with appropriate health warnings. The tobacco was sold from his home and when Trading Standards Officers raided his premises, his supply of illicit tobacco was found hidden under the hearth by a Tobacco Detection Dog employed to assist officers with the search. He was given a 4 month jail sentence, suspended for a year, ordered to undertake 100 hours unpaid work in the community, pay costs to the Local Authority of £320, pay the Court an £80 surcharge and all the tobacco was forfeited and destroyed.

Lisa Davies of Churchill Park, Caerphilly was convicted at Newport Magistrates Court on 20 June 2014 under the Trade Marks Act 1994 for the possession of counterfeit goods including clothing, footwear, headphones and jewellery, which she was selling via Social Media. She was given a 4 month jail sentence, suspended for a year, ordered to undertake 60 hours unpaid work in the community, pay costs to the Local Authority of £400, pay the Court an £80 surcharge and all the goods were forfeited.

Oliver Johnson of Newbridge who ran a nightclub in Blackwood was convicted of 2 offences of selling alcohol to children under the age of 18 under the Licensing Act 2003 at Newport Magistrates Court on 11 July 2014. He was fined £150, ordered to pay the Local Authority costs of £717.56 and pay a surcharge to the Court of £20.

Luke James Chapman trading as Morgan's Mobile Valeting of Cwmtillery was convicted of offences under the Fraud Act 2006 at Newport Magistrates Court on 20 November 2014. Mr Chapman undertook work on a car owned by a consumer from Blackwood, specifically to replace the clutch with a new one. He charged £400 to fit the new clutch, but soon after the owner of the vehicle noticed that there was still a problem. Examination of the clutch revealed that the original clutch was still fitted to the vehicle. The Court imposed a 20 week prison sentence suspended for 12 months, ordered him to pay £1085 costs to the Local Authority and an £80 surcharge to the Court. He was also ordered to pay full compensation to the consumer, given a 12 month Supervision Order, ordered to undertake 150 hours unpaid work in the community and attend a 19 month drug rehabilitation scheme.

Jamie Morris of Ynysddu was convicted at Newport Magistrates court on 15 August 2014 of offences under the Welfare of Farmed Animals (Wales) Regulations 2007 and the Animal Welfare Act 2006. The offences related to the welfare of goats in his possession namely, failure to seek veterinary advice, failing to meet the needs of the goats in relation to disease protection and illegal fitting of castration rings. He was fined £440, ordered to pay £823.20 costs and a £26 Victim Surcharge.

Simarjot Singh, Trading As Cefn Fforest Stores was convicted on the 20 March 2015 at Newport Magistrates Court for selling/offering for sale food past its use by date contrary to the Food Labelling Regulations 1996. Whilst inspecting the store last August officers found multiple items, including meat products past their use by date. Some products were 20 days past their use by date. Mr. Singh was fined £1200 and ordered to pay £172.34 costs and £30 Victim surcharge.

4.6 Environmental Health Food Safety Legislation

Type of Enforcement Activity	12/13	13/14	14/15
Written Warnings/Advice	909	776	980
Improvement Notices	28	61	46
Remedial Action Notices	3	3	1
Prosecutions	3	1	1
Voluntary Closure	5	9	4
Emergency Prohibition	0	0	0
Simple Cautions	0	0	0
Food Hygiene Rating Scheme Fixed Penalty Notice	N/A	1	7
Total	948	851	1039

Prosecutions

A summary of the case prosecuted is provided below:

Anthony Zaccaria, of Station Terrace, Canton, Cardiff was convicted following a joint Trading Standards and Environmental Health investigation into his operation as 'Mario Super Soft' ice cream van in Caerphilly county borough last summer. Officers were on duty at the council's annual Big Cheese Festival in Caerphilly and were alerted to 'Mario Super Soft' Ice Cream van, trading on Crescent Road in Caerphilly outside the boundaries of the event.

Upon making a joint visit, officers discovered that Mr Zaccaria's vehicle did not have consent from the council to trade from any location within Caerphilly county borough. Furthermore, the investigation found that not only did Zaccaria not have appropriate food hygiene training, but that there was no potable hot and/or cold water available on the van. He also failed to ensure that the food being sold from the van was protected against the risk of contamination.

Zaccaria's case was heard at Newport Magistrates Court on 27th February 2015. He pleaded guilty to three charges under the Food Hygiene (Wales) Regulations 2006 and one charge of Street Trading without Consent and. He was given an 18 week suspended sentence, and was ordered to pay costs to the council of £446 together with an £80 victim surcharge.

4.7 Environmental Health - Health and Safety Legislation

Type of Enforcement Activity	12/13	13/14	14/15
Written Warnings/Advice	205	179	165
Improvement Notices	15	40	15
Prohibition Notices	1	4	0
Simple Cautions	1	0	1
Prosecutions	0	2	0
Total	221	226	181

4.8 Environmental Health Communicable Disease Legislation

Type of Enforcement Activity	12/13	13/14	14/15
Part 2A Orders Public Health (Control of Disease) Act 1984 (as amended)	1	2	4
Prosecutions	N/A	1	4
Total	1	3	8

Prosecutions

A summary of some of the cases prosecuted is provided below to illustrate the types of offences dealt with:

Stephen Stevens, of Abertillery, was convicted at Caerphilly Magistrates' Court on 28th November 2014 of eight offences relating to illegal tattooing and piercing. Stevens had been carrying out tattooing and piercing services at an address in Risca in January and February, despite not being registered in accordance with the Local Government (Miscellaneous Provisions) Act 1982. Members of the public had made the council aware of Stevens' activities, and a search of social media showed that Stevens had been offering his services for tattooing or piercing and providing approximate costs for his work. The social media pages also contained photographs of tattoo work Stevens had allegedly carried out.

Stevens was fined £1,050 for the offences and Magistrates ordered the confiscation of his equipment. Following this case officers worked jointly with Blaenau Gwent CBC to assist in their investigation of Stevens who has since been convicted for offences.

Evan Hellyar, of Tir Y Berth was convicted at Newport Magistrates' Court on 5th December 2014 of 4 offences relating to illegal tattooing and piercing. Hellyar had been carrying out tattooing and piercing services at his home address between April and June, despite not being registered in accordance with the Local Government (Miscellaneous Provisions) Act 1982. Members of the public had made the council aware of Hellyar's activities, and a search of social media showed that Hellyar had been offering his services for tattooing or piercing. The social media pages also contained photographs of tattoo work Hellyar had allegedly carried out. Despite officers entering Hellyar's home on 29th April 2014 and seizing all tattoo related equipment, Hellyar purchased new equipment and began to tattoo illegally again. Officers entered the property on the 23rd June 2014 and seized all tattoo related equipment from Hellyar. Hellyar was fined £4,050 for four offences and Magistrates ordered the confiscation of his equipment.

Richard Mark Battersby of Bargoed was convicted at Newport Magistrates Court on 9th January 2015 of two offences relating to illegal cosmetic piercing. Battersby had been operating as a cosmetic body piercer without being registered to undertake the activity and also failed to register the premises where the practice of cosmetic piercing was undertaken in accordance with the Local Government (Miscellaneous Provisions) Act 1982 (as amended). A resident had made the authority aware of Battersby's activities following a piercing procedure which had not been performed correctly. Battersby was fined £750 reduced to £500 because of his early guilty plea. He was also ordered to pay prosecution costs of £260 and a £50 victim surcharge. The Court also made a forfeiture and destruction order in relation to the items seized.

4.9 Environmental and Nuisance Legislation

Type of Enforcement Activity	12/13	13/14	14/15
Warnings for dog fouling	7	1	9
Warnings for litter	174	33	129
Fixed Penalties for Dog Fouling	71	46	44
Fixed Penalties for Litter	362	239	268
Prosecutions for Littering	10	2	4
Prosecutions for Dog Fouling	5	5	6
Abatement Notices for statutory nuisance (Noise, smell, smoke etc).	31	56	74
Public Health Notices (drainage, unauthorised access, prevention of damage by pests, etc.)	37	75	36

Confiscation of noise making equipment	3	3	1 destruction order
Prosecutions for Statutory Nuisance (Noise)	2	1	3
Stray Dogs Impounded	353	307	318
Prosecutions for Fly tipping	9	4	10
Cautions for Fly Tipping	N/A	2	0
Total	1064	773	920

Prosecutions

A summary of some of the cases prosecuted is provided below to illustrate the types of offences dealt with:

Mr Arkadiusz Aulejtners of Fochriw, owner of a commercial garage in Aberdare, was found responsible for illegally dumping waste including car maintenance materials, plastic, boxes and paperwork containing his name and address. The offence took place at Duffryn Industrial Estate in Ystrad Mynach. Aulejtners claims he gave an old car to a scrap dealer to dispose of and some of his paperwork was left in the car. He also claimed that the scrap dealer must have dumped the waste. Aulejtners was not able to provide details of the scrap metal dealer therefore he was prosecuted under the Environmental Protection Act 1990, Section 34 (1) for breaching his duty of care to control his waste. On the 13th June 2014, the defendant was convicted and fined £450 with costs of £448.93.

Nathan Edwards, of Penybryn, Gelligaer had previously been prosecuted for playing loud amplified music at his home. Despite his earlier prosecution, Edwards continued to cause noise nuisance problems for his neighbours. He demonstrated failure to comply with a Statutory Noise Nuisance Abatement Notice on dates in January 2014. Newport Magistrates Court issued a Warrant for seizure of his noise amplification equipment on the 21st January 2014. Equipment seized included flat screen televisions, DVD players, PlayStation 4 games console, and surround sound home entertainment system. The case was heard in Caerphilly Magistrates Court on 15th August 2014 and the defendant was found guilty and convicted of four further breaches of the Abatement Notice. Edwards was fined £4000 for the four offences, £1200 costs and £100 Victim surcharge. Magistrates also instructed disposal of all the noise making equipment, which had been seized.

David Andrew Boulton, of Cwmtillery, Abertillery failed to comply with a Statutory Noise Nuisance Abatement Notice by allowing noise from the playing of amplified live and recorded music and amplified speech from the Flour Mill, 56 High Street, Blackwood on the 13th of June 2014 and the 19th of July 2014. The case was heard in Newport Magistrates Court and the defendant was convicted of breaching the Abatement Notice. Boulton was fined £1200 for the first offence and £1400 for the second offence, £694.90 costs and £140 Victim surcharge.

4.10 Community Safety Legislation

Type of Enforcement Activity	12/13	13/14	14/15
Referrals by Community Safety Wardens into 4 Strike Anti-Social Behaviour process	21	25	14

Verbal Warnings (Name and address, date of birth taken)	144	159	89
Words of Advice given (acting contrary to acceptable standards of behaviour)	N/A	N/A	824
Items of Alcohol Confiscated	142	153	175 and 6 tobacco
Total no. of incidents monitored/dealt with by CCBC CCTV service	4157 incidents reported	4766	3829 including Police requests detailed below.
Evidence recorded and provided to Gwent Police	861 DVD's provided including working copies	886	834 DVDs burnt for evidential purposes and 787 provided.
Requests for monitoring from Gwent Police	1336 requests for assistance from Police.	1680	1358 requests from Gwent Police for CCTV assistance.

The CCTV Control Room refers incidents and suspicious behaviour directly to the Police for their action. Recent examples include theft, assault and criminal damage. Descriptions provided by the Control Room can result in arrests being made at the time of the incident and in some cases Control Room Operators are able to guide Police Officers to offenders as a result of on-going monitoring after an incident. The Control Room will store the relevant footage for use by the Police as evidence in the course of their criminal investigations. This substantially reduces the amount of time Police Officers need to spend investigating offences, provides best evidence of a perpetrator committing offences, reduces the need for victims to give evidence in Court and assists the Courts to sentence appropriate to the gravity of the offence.

Examples over the year where Operators have been proactive in determining offences include:

- 9th April 2014 – Female damaged shop windows in Bargoed. Female located on CCTV in train station, police directed and female arrested.
- 1st May 2014 – Report of possible abduction of female. Van located and police informed. Van stopped and male driver arrested.
- 3rd June 2014 – Intruders seen in Rhymney DLO. Police called and police plus dog handler attended. 2 males arrested.
- 5th July 2014 – Male seen dealing drugs in Blackwood. Police called, male searched and arrested.
- 6th September 2014 – Persons fighting in Blackwood. Police attended and arrest 2 males. 1 person unconscious and paramedics in attendance.

- 24th September 2014 – Male seen with knife in Ystrad Mynach town centre. Police called and male arrested.
- 12th October 2014 – Large quantity of small Butane gas canisters dumped in recycling bin in Caerphilly. Youths seen removing canisters. Police called and youths arrested.
- 20th October 2014 – Males in van with a gun in Rhymney. Van located and Armed Response directed to location by CCTV.
- 21st November 2014 – Doorman assaulted in Caerphilly. Police called and 1 person arrested.
- 29th November 2014 – Males in Blackwood making threats and in possession of 2 knives. Police called and person arrested.
- 16th February 2015 – Criminal Damage to car in Bargoed. Police called and male arrested.
- 23rd March 2015 – St David's Industrial Estate. 3 people in car causing nuisance to tenants. Wardens attend and call Police response. Car is stolen, 2 males in possession of drugs and 1 requires ambulance. 1 male is tagged and in breach of his bail conditions. Males arrested.

The CCTV Control Room monitors other activity. During the year 94 warnings were given for out of hours access to Civic Amenity sites, in some cases police response was required. 152 calls were received from the Storennet system to deal with suspected shoplifters. Police asked for assistance in monitoring 21 threats of suicide.

CCTV Operators are often the first service to notice vulnerable people, or those who may have been the victims of offences. Some recent examples are:

- 3rd May 2014 – Male collapsed in public toilets in Blackwood Bus station. Ambulance service called by CCTV Control Room operators.
- 14th December – Male falls over onto steel barrier in Blackwood and knocked unconscious. Police and paramedics called.
- 20th December 2014 – Male seen on floor unconscious in Nelson. Police and Ambulance called.
- 17th February 2015 – Report of child left unattended in car. Car located and police informed. Police attend and wait until parent returns.

The Public Open Space CCTV system comprises 157 cameras covering 28 town and village centres. Cameras in Blackwood, Caerphilly and Bargoed town centres are used to monitor the highest number of incidents followed by Rhymney, Risca and Ystrad Mynach cameras respectively. While cameras in villages tend to be used to monitor less incidents they are regarded as providing a significant deterrent effect and help in maintaining community reassurance. The location and number of permanently fixed cameras is considered as necessary, proportionate and effective.

4.11 Regulation of Investigatory Powers Act 2000 Authorisations

The Regulation of Investigatory Powers Act 2000, places safeguards and controls over activities undertaken by Public Bodies, when they use legitimate tools to enforce breaches of the law, which interfere with the Article 8 Rights of individuals under the European Convention on Human Rights.

Insofar as Trading Standards are concerned the permitted activities are:-

- Directed Surveillance (the covert surveillance of individuals)
- The use of Covert Human Intelligence Sources (either undercover officers or informants)
- Access to Communications Data (restricted access such as subscriber details and data traffic-not the content of any calls/texts etc, but merely the numbers sent to/received from).

The Act and subordinate legislation sets out strict criteria that must be met, before the activity can be authorised and undertaken. In all cases, the interference must be both proportionate and necessary, and full details of activities and the criminal investigation needs to be set out.

Within Caerphilly Council applications are reviewed by a Senior Manager and if all the criteria are met, the application will be authorised. In the case of Directed Surveillance and Covert Human Intelligence Sources (CHIS), the Authority's Monitoring Officer will also vet the applications, to ensure they are correctly authorised. The Monitoring Officer does not have this responsibility in relation to Communications Data. Communications Data is accessed using the National Anti Fraud Network (NAFN), who have their own internal safeguards.

Once applications are Authorised, Officers must then apply to the Magistrates Courts and obtain Judicial Approval to carry out the activity. During 2014/15, Trading Standards obtained RIPA Authorisations as below:-

Directed Surveillance-	5
Covert Human Intelligence Sources-	0
Communications Data-	2

In relation to the Directed Surveillance Authorisations, 4 related to under age test purchase operations held throughout the year, covering alcohol and tobacco. 8 sales took place resulting in the issue of 4 Penalty Notices for Disorder to sellers, and 2 businesses being reported for prosecution, neither case having been heard yet. 1 Authorisation related to surveillance of problem premises identified by both Police and Trading Standards as possibly supplying alcohol to known local children. In this case the surveillance proved the allegations, a Penalty Notice for Disorder was issued and the business is being investigated for selling both alcohol and tobacco to children, in addition to facing a review of their licence to sell alcohol.

With regard to the 2 Communications Data requests, both related to incidents of Doorstep Crime, where elderly residents had been targeted and substandard work carried out for highly inflated prices. The subscriber details obtained assisted in identifying 2 individuals involved who are awaiting trial for a number of offences including Fraud.

5. EQUALITIES IMPLICATIONS

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

6. FINANCIAL IMPLICATIONS

- 6.1 Whenever prosecutions are taken in the Courts we do seek to recover the reasonable costs of investigation and prosecution.
- 6.2 The income that is generated by the imposition of fixed penalty notices or recovery of court costs is included in the revenue budget.

7. PERSONNEL IMPLICATIONS

7.1 There are no personnel issues with regard to this report.

8. CONSULTATIONS

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

9. RECOMMENDATIONS

9.1 Members are requested to note the report.

10. REASONS FOR THE RECOMMENDATIONS

10.1 To provide Members with an opportunity to note the annual review of enforcement activity in accordance with the Public Protection Enforcement Policy.

11. STATUTORY POWER

11.1 Officers within Public Protection enforce a large number of Acts of Parliament which are listed in part 3 of the constitution, Responsibility for Functions.

Author: Rob Hartshorn, Head of Public Protection – Ext. 5316
Consultees: Cllr. Nigel George, Cabinet Member for Community and Leisure Services
Dave Street, Corporate Director, Social Services
Kath Peters, Community Safety Manager
Ceri Edwards, Environmental Health Manager
Jacqui Morgan, Trading Standards & Licensing Manager
Gail Williams, Interim Head Of Legal Services And Monitoring Officer
David A. Thomas, Senior Policy Officer (Equalities and Welsh Language)
Mike Eedy, Finance Manager
Sian Phillips, HR Manager



HEALTH SOCIAL CARE AND WELL BEING SCRUTINY COMMITTEE – 23RD JUNE 2015

SUBJECT: IMPROVEMENT OBJECTIVE 1 – 2014-15 FINAL REPORT

REPORT BY: CORPORATE DIRECTOR OF SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To provide the final report to Members in respect of progress against Improvement Objective 1 – Ensuring children and young people who are Looked After are supported to achieve their full potential.

2. SUMMARY

- 2.1 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.
- 2.2 Appendix A provides the final 2014-15 update on the identified actions for Improvement Objective IO1.
- 2.3 Given the successful progress made against this Improvement Objective, Corporate Management Team proposed that reporting will cease from 1st April 2015. It is therefore proposed that this will be the final report in relation to this Improvement Objective.

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 considers and notes the progress made against the Improvement Objective.

9.2 That Scrutiny agrees that the Improvement Objective targets have been achieved and no further reports will be required.

10. REASONS FOR THE RECOMMENDATIONS

10.1 To ensure the Council has delivered the outcomes required by 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 End of Year Summary

What have we done well over the last 12 months?

- Numbers of Looked After Children have reduced and stabilised.
- Numbers of children on the Child Protection Register continue to be stable.
- Recruitment of foster carers over the period of the Improvement Objective has exceeded the target set.
- South East Wales Adoption Service (SEWAS) has been fully operational throughout the year and through effective joint working a small number of children who had been waiting for adoptive placements, have all been successfully placed.
- 94% of LAC have a Personal Educational Plan in place within 20 days of starting school - this performance has been maintained from 2013-14.

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

- All the Improvement Objectives have been achieved or exceeded the agreed target.
- Looked After Children will always be a statutory priority group for the Council to support.
- Performance needs to be maintained in the context of potential cuts in service.
- Implementation of the revised Foster Care Recruitment Strategy will continue to be monitored closely to ensure adequate numbers of carers are approved to meet demand.

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 over the three year span of this Improvement Objective have recruited 33 new carers, significantly exceeding the original target of 25.</p> <p>Placement stability has increased by one percentage point from 9.4% in 2013/14 to 10.4 for 2014/15. Whilst this is disappointing, it still places us at the Welsh average.</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 practice is now well embedded. We have successfully placed 12 children for Adoption this year significantly exceeding the original target of 3. Over the three year period, 54 children have been adopted.	🟢	Complete	100
09. Improve the educational attainment levels of Looked After Children.	<p>A key success indicator for ensuring children's educational needs are being met in school is the completion of the Personal Education Plan and performance has been maintained this year at 94.10%.</p> <p>School attendance levels for LAC have also been maintained at 95.5% in Primary Schools and 91.7% in Secondary Schools</p> <p>Overall academic attainment has increased with the average external qualifications points score rising from 238 in 2013/14 to 322 for the current year. It is important to note that the number of children included in this cohort is small and small variations in ability will have significant impact on the scores.</p>	🟢	Complete	100
10. Improve the engagement of young people leaving care in education, training and employment.	Members will remember that the number of young people in this cohort is relatively small (8 young people out of a possible 33). The young people not engaged include young people with significant and complex disability, young parents, young people in prison or remand, all of whom are unable to engage in education, training or employment but have to be reported in the data set. Members can continue to be reassured that 100% of Care Leavers have Pathway Plans in place and are in contact with the Local Authority.	🟢	Complete	100
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	Result 12 Months Ago	Comment
% Of Children placed with Caerphilly Foster Carers.	49.63	45.00	43.00	⬇️	47	135/272
% of LAC that began with a care plan in place	100.00	100.00	90.00	⬇️	100	Final - 135/135
% of LAC with a plan for permanence at due date	100.00	100.00	89.90	⬇️	100	Final - 76/76
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	0.00	5.00	⬇️		This is FINAL data and refers to the Academic Year 2013/14.
The Number of Foster Carers recruited.	33.00	25.00	12.00	⬇️	23	Local Indicator (quarterly)

How well we are doing?

Title	Actual	Target	Intervention	RAG	Result 12 Months Ago	Comment
% of LAC achieving the Core Subject Indicator at KS2	63.64	78.57	59.28	⬇️	71.4	Final - 7/11
% of LAC achieving the Core Subject Indicator at KS3	34.78	41.66	28.33	⬇️	42.9	Final - 8/23
% of LAC reviews carried out within statutory timescales	95.20	90.00	80.00	⬆️	97.5	Final - 539/566
% of LAC with one or more changes of school	8.50	13.70	15.00	⬇️	8.3	Final - 18/211
Average external qualifications points score for LAC	322.00	200.00	158.00	⬇️	238.1	Final - 8861/27

Is anyone better off?

Title	Actual	Target	Intervention	RAG	Result 12 Months Ago	Comment
% of LAC who have had more than 3 placements during the year	10.60	10.00	12.00	⬇️	9.5	Final - 29/272
% of LAC receiving a PEP within 20 school days	94.10	85.00	76.50	⬆️	95.2	Final - 48/51
% of former LAC in suitable accommodation at 19	100.00	95.00	85.40	⬆️	93.3	Final - 33/33
% of former LAC in educ/training/employment at 19	54.50	50.00	40.00	⬆️	60	Final - 18/33
% of former LAC in contact at age of 19	100.00	100.00	90.00	⬇️	100	Final - 33/33
% of eligible children with a personal advisor	100.00	100.00	89.90	⬇️	100	Final - 149/149
% of eligible children that have pathway plans	100.00	100.00	89.00	⬇️	100	Final - 112/112
% Of Children placed with adoptive families during the financial year.	4.41	3.00	0.00	⬇️	4.70	Final - 12/272



HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 23RD JUNE 2015

SUBJECT: WALES AUDIT OFFICE REPORT ON ENVIRONMENTAL HEALTH SERVICES

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To inform the Committee of the feedback from the Wales Audit Office following their review of Environmental Health Services across Wales.

2. SUMMARY

- 2.1 In 2013 the Wales Audit Office (WAO) undertook an audit of Environmental Health Services in Wales interviewing officers and undertaking a survey of staff, Members, and the public. The WAO found that Caerphilly Council is delivering most of its environmental health services at the highest levels (as judged against the Best Practice Standards) and that whilst since 2011-12 the Council has marginally cut expenditure on environmental health and there was a fall in the number of staff, survey respondents are mostly positive about the current standard of environmental health service.

- 2.2 In terms of its all-Wales analysis the WAO found that:

- Councils have many statutory Environmental Health duties but spending is not being protected during the current period of financial austerity, which is making it more difficult to deliver national strategic priorities.
- Survey respondents are mostly positive about the current standard of Environmental Health service but there is a low awareness of current performance or future plans amongst citizens
- New environmental health statutory duties are being introduced which councils will find difficult to deliver

3. LINKS TO STRATEGY

- 3.1 Enforcing public protection legislation is a statutory duty and this activity also contributes to the Healthier Caerphilly, Greener Caerphilly, Prosperous Caerphilly, and Safer Caerphilly priorities within the Caerphilly Local Service Board single integrated plan, Caerphilly Delivers, and Objective 1 of the Council's Strategic Equality Plan 2012.

4. THE REPORT

- 4.1 In 2013 the Wales Audit Office (WAO) undertook an audit of Environmental Health Services in Wales against the Best Practice Standards which were created in 2004 by the Chartered Institute of Environmental Health, in conjunction with Environmental Health Services in Wales. The WAO report was entitled "Delivering with less – the impact on Environmental Health Services and Citizens". It sought to assess how Environmental Health Services in Wales were faring in light of the significant budget reductions that Local Government has been experiencing over the last few years.
- 4.2 For the purposes of their study WAO include the following functions with the scope:
- Communicable Disease Control
 - Food Safety Control
 - Health and Safety
 - Recruitment Training and Development
 - Port Health
 - Pest Control
 - Dog Control
 - Pollution Control
 - Licensing
 - Housing
 - Health Improvement
- 4.3 As part of the study the WAO interviewed officers and reviewed documentation during 2013 and also undertook a survey of all local authority environmental health staff and all elected members in Wales between December 2013 and January 2014. They also made available and promoted an on-line survey for Welsh citizens. For the staff survey the WAO reported the findings specific to Caerphilly Council comparing responses from Council employees with the Welsh survey average. Given the size of the respondent base, for the elected member and citizen survey they only reported findings at an all Wales level.
- 4.4 The WAO survey of environmental health staff found that 100 per cent of Council staff respondents felt they fully understood the requirements of their job and 80 per cent strongly agreed or agreed that they had received sufficient training to do a good job. However, only 43 per cent of Council staff responding to our survey strongly agreed or agreed that they had enough time to do all the work that is required. This is higher than the all Wales staff survey average of 35 per cent.
- 4.5 A greater proportion of staff respondents agreed that the quality of the Council's environmental health services are improving than the Welsh survey average, 65 per cent for the Council compared to the all Wales average of 47 per cent. Likewise, 83 per cent of Council staff respondents felt that the environmental health service met all of its statutory obligations, much higher than the all Wales average of 63 per cent. Sixty five per cent of staff respondents in Caerphilly Council felt that senior managers communicated their plans effectively to staff. This is much higher than the all Wales survey average of 38 per cent. Similarly, 79 per cent of Caerphilly Council respondents felt that councillors and senior managers recognise the importance of environmental health services, higher than the all Wales average of 51 per cent. A greater proportion however felt that the Council encouraged them to develop new and more efficient ways of working, 61 per cent compared to the all Wales survey average of 54 per cent.
- 4.6 The WAO found that Caerphilly Council is delivering most of its environmental health services at the highest levels (as judged against the Best Practice Standards) and that whilst since 2011-12 the Council has marginally cut expenditure on environmental health and there was a fall in the number of staff, survey respondents are mostly positive about the current standard of environmental health service.

4.7 In its all-Wales analysis the WAO found that:

- Councils have many statutory Environmental Health duties but spending is not being protected during the current period of financial austerity, which is making it more difficult to deliver national strategic priorities.
- Survey respondents are mostly positive about the current standard of Environmental Health service but there is a low awareness of current performance or future plans amongst citizens.
- New environmental health statutory duties are being introduced which councils will find difficult to deliver.

5. EQUALITIES IMPLICATIONS

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

6. FINANCIAL IMPLICATIONS

6.1 This report is for information purposes only and therefore there are no financial implications. The WAO considered financial data for the period 2011/12 to 2013/14. Environmental Health budgets have reduced since that time in accordance with the Council's Medium Term Financial Plan.

7. PERSONNEL IMPLICATIONS

7.1 This report is for information purposes only and therefore there are no personnel implications.

8. CONSULTATIONS

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

9. RECOMMENDATIONS

9.1 Members are requested to note the report.

10. REASONS FOR THE RECOMMENDATIONS

10.1 To inform Members of the findings of the WAO study.

11. STATUTORY POWER

11.1 Officers within the services within the scope of this study enforce a large number of Acts of Parliament which are listed in part 3 of the constitution, Responsibility for Functions.

Author: Rob Hartshorn, Head of Public Protection – Ext. 5316
Consultees: Cllr. Nigel George, Cabinet Member for Community and Leisure Services
Cllr Gerald Jones, Deputy Leader & Cabinet Member for Housing
Dave Street, Corporate Director, Social Services
Kenyon Williams, Private Sector Housing Manager
Shaun Couzens, Chief Housing Officer
Ceri Edwards, Environmental Health Manager
Jacqui Morgan, Trading Standards & Licensing Manager
David A. Thomas, Senior Policy Officer (Equalities and Welsh Language)
Mike Eedy, Finance Manager
Sian Phillips, HR Manager

Background Papers: None

Appendices:
Appendix 1 Wales Audit Office report entitled “Delivering with less – the impact on Environmental Health Services and Citizens – Caerphilly County Borough Council”

Archwilydd Cyffredinol Cymru
Auditor General for Wales



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

Delivering with less – the impact on Environmental Health Services and citizens **Caerphilly County Borough Council**

Audit year: 2014-15

Issued: December 2014

Document reference: 586A2014

Status of report

This document has been prepared for the internal use of Caerphilly County Borough Council as part of work performed in accordance with statutory functions.

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The Wales Audit Office study team Project Manager was Nick Selwyn and comprised of Simon Pippard, Charlotte Owen and Martin Gibson and colleagues from PwC, KPMG and Grant Thornton.

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Summary

1. Local government plays a pivotal role in shaping and supporting their local communities and providing community leadership and democratic representation. Councils also provide a range of vital front-line services and have statutory responsibilities for many things that affect people's lives. These services include school education, planning and transport; environmental health; social services; housing; waste management; and promoting equality and sustainable development.
2. Environmental health services cover the assessment, control and prevention of factors in the environment that can adversely affect human health. They cover a range of issues that are of particular public concern, such as food safety, pest control, dog fouling and noise pollution. Council responsibilities include: assessing the quality of the homes where people live; assessing the safety of places where people work; checking the hygiene of places where people eat and where food is produced; reducing the causes and effects of air pollution; dealing with problems arising from noise and anti-social behaviour; and pest and dog control.
3. As set out in the Auditor General's recent report '*Meeting the Financial challenges facing Local Government in Wales*'¹, the UK is going through an unprecedented period of fiscal austerity with significant implications for public spending in Wales. As a result of the spending reviews there have been major cuts in Welsh Government budgets. Between 2010-11 and 2013-14, the Welsh Government's revenue budget reduced by around £1 billion (seven per cent) in real terms (at 2010-11 prices). By the end of 2016, the Welsh Local Government Association expects the local government shortfall will be £460 million. Councils are therefore under increasing pressure to reduce costs whilst still having a duty to deliver many statutory services as well as make arrangements to secure continuous improvement.
4. Councils are being tested in how they respond to this challenge. The scale of cost reduction required means that councils will have to look beyond immediate short-term savings and think more radically about how to reduce costs and how to sustain this in the longer term whilst still improving services. Cutting spending effectively requires councils to take a strategic overview to avoid an erosion of service quality in priority delivery areas. Councils should clearly prioritise which services matter most, based on an accurate, realistic assessment of the costs, benefits and risks of the options to cut spending.

¹ Wales Audit Office, *Meeting the Financial Challenges Facing Local Government in Wales*, 27 January, 2014.

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5. As the first in a series of studies looking at how councils are managing to deliver with less, this study considers the impact of cuts in resources on the ability of council environmental health services to deliver their statutory obligations. We have a clear rationale for selecting environmental health services for our first national delivering with less study. Environmental health is highlighted as a service where councils should collaborate more effectively in the “Simpson” Report². Environmental health is also a service that has been afforded less priority than other local government areas such as education and social services. Finally, citizens highly value many of the services provided by council environmental health teams, work such as tackling noise nuisance, dealing with dog fouling and inspecting food premises.
 6. The report provides a summary of our overall national level findings and compares this all Wales picture with the specific findings for Caerphilly County Borough Council (the Council). We have reviewed a wide range of documents and media and undertook fieldwork at all 22 local authorities in Wales. In addition, we completed an assessment of the Chartered Institute of Environmental Health Wales Best Practice Standards and the current levels of practice within each council and a detailed analysis of revenue expenditure and staff data at each Council against the Best Practice Standards. We also undertook a survey of all local authority environmental health staff and all elected members and made available and promoted an on-line survey for Welsh citizens.
 7. In summary, our national report, which was prepared by staff of the Wales Audit Office on behalf of the Auditor General, concluded that **the Council is delivering most of its environmental health services at the highest levels but due to cuts in resources and mixed views on the quality of current services, the Council will find it difficult to take on new statutory duties that protect the public and the environment in the future.** We came to this conclusion because we found the following:
 - councils have many statutory environmental health duties but spending is not being protected during the current period of financial austerity, which is making it more difficult to deliver national strategic priorities;
 - between 2011-12 and 2013-14 the Council marginally cut expenditure on environmental health and there was a fall in the number of staff employed to deliver these services;
 - staff survey respondents are mostly positive about the current standard of environmental health service but there is a low awareness of current performance or future plans amongst citizens; and
 - new environmental health statutory duties are being introduced which the Council will find it difficult to deliver.

² Local Government Leadership Centre, Local, Regional, National: What Services are Delivered Where? March 2011.

Recommendations

8. The key recommendations arising from work we carried out under our national report are set out below. We identify the responsible partners who should co-operate to address these recommendations. These include the Welsh Government, Welsh Local Government Association and Chartered Institute of Environmental Health Cymru as well as councils. We have listed these recommendations in full to ensure all councils are fully aware of our findings and are working with the Welsh Local Government Association and the Wales Head of Environmental Health Group to address these.

Recommendation	Responsible Partners
<p>R1 Revise the best practice standards to:</p> <ul style="list-style-type: none"> • align the work of environmental health with national strategic priorities; • identify the wider contribution of environmental health in delivering strategic priorities of Welsh Government; and • identify the benefit and impact of environmental health services on protecting citizens. 	<p>Councils Chartered Institute of Environmental Health Cymru</p>
<p>R2 Provide scrutiny chairs and members with the necessary skills and support to effectively scrutinise and challenge service performance, savings plans and the impact of budget reductions.</p>	<p>Councils Welsh Local Government Association</p>
<p>R3 Improve engagement with local residents over planned budget cuts and changes in services by:</p> <ul style="list-style-type: none"> • consulting with residents on planned changes in services and using the findings to shape decisions; • outlining which services are to be cut and how these cuts will impact on residents; and • setting out plans for increasing charges or changing standards of service. 	<p>Councils Welsh Local Government Association</p>

Recommendation	Responsible Partners
<p>R4 Improve efficiency and value for money by:</p> <ul style="list-style-type: none"> • identifying the statutory and non-statutory duties of council environmental health services; • agreeing environmental health priorities for the future and the role of councils in delivering these; • determining an 'acceptable standard of performance' for environmental health services (upper and lower) and publicise these to citizens; • improving efficiency and maintaining performance to the agreed level through: <ul style="list-style-type: none"> – collaborating and/or integrating with others to reduce cost and/or improve quality; – out sourcing where services can be delivered more cost effectively to agreed standards; – introducing and/or increasing charges and focussing on income generation activity; – using grants strategically to maximise impact and return; and – reducing activities to focus on core statutory and strategic priorities. 	<p>Councils Welsh Local Government Association Welsh Government</p>
<p>R5 Improve strategic planning by:</p> <ul style="list-style-type: none"> • identifying, collecting and analysing financial, performance and demand/need data on environmental health services; • analysing collected data to inform and understand the relationship between 'cost: benefit: impact' and use this intelligence to underpin decisions on the future of council environmental health services; and • agree how digital information can be used to plan and develop environmental health services in the future. 	<p>Councils</p>
<p>R6 Clearly set out the expectations of council environmental health services under new housing and health legislation and agree how these new duties will be delivered.</p>	<p>Welsh Government, Welsh Local Government Association</p>

The Council is delivering most of its environmental health services at the highest levels but due to cuts in resources and mixed views on the quality of current services, the Council will find it difficult to take on new statutory duties that protect the public and the environment in the future

9. In this section of the report, we summarise the findings of our national report on the state of council environmental health services in Wales and specific to the Council. This information is based on an analysis of the financial pressures councils are under; the changes in environmental health budgets and staffing between 2011-12 and 2013-14; the Best Practice Standards for Environmental Health; the findings of our staff survey for individual councils and the national survey findings for elected members and citizens; and an analysis of new council environmental health duties proposed by the Welsh Government.

Councils have many statutory environmental health duties but spending is not being protected during the current period of financial austerity, which is making it more difficult to deliver national strategic priorities

10. Following the May 2010 election, the new UK coalition government carried out a Spending Review, which was finalised in October 2010. The Spending Review covered the years 2011-12 through to 2014-15 and was driven by a desire to reduce UK government spending in order to cut the budget deficit. The details of the Spending Review were announced on 20 October 2010 and introduced significant cuts in public spending. The review intended to cut £81 billion in public spending over the life of the coalition government, with average departmental cuts of 19 per cent. In addition, major changes in welfare were announced including £7 billion of cuts, changes to incapacity benefit, housing benefit and tax credits and a rise in the state pension age to 66 from 2020. Public sector employees also face a £3.5 billion increase in public pension contributions³. Because of slow economic growth, the UK government undertook a further Spending Review in 2013 to adjust its spending plans and introduce an additional two years of public spending cuts, taking fiscal austerity up to 2017-18.

³ *An introduction to Spending Review*, HM Treasury, 2010.

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11. The Welsh budget is agreed following the UK government spending reviews. While some of the money is spent directly by the Welsh Government in accordance with Ministerial priorities, a significant proportion is allocated to the public bodies which it sponsors and funds; for example local government, the NHS in Wales and Welsh Government sponsored public bodies. Because of the spending reviews, there have been major cuts in Welsh Government budgets. Between 2010-11 and 2013-14, the Welsh Government's revenue budget reduced by around £1 billion (seven per cent) in real terms (at 2010-11 prices). However, the capital budget has seen much sharper reductions – in the order of 40 per cent, in real terms⁴.
 12. Overall, councils in Wales had a £155 million (3.8 per cent) real-terms reduction in their revenue funding from the Welsh Government in 2011-12. In real terms, the revenue funding from the Welsh Government will be around £283 million (seven per cent) lower in 2013-14 than 2010-11. In October 2013, the Welsh Government announced reductions in core funding of £175 million in 2014-15 and a further £65 million in 2015-16. By the end of 2016, the Welsh Local Government Association expects the local government shortfall will be £460 million⁵.
 13. The Welsh Government is prioritising investment in creating jobs, improving educational attainment and supporting children, families and deprived communities. By prioritising these areas, other services get less priority and, consequently, less protection from the cuts that the Welsh Government has to make. In 2012-13, the bulk of council spending is on education and social services, which account for 63 per cent of net revenue expenditure.
 14. Statutory services, which councils are required to deliver, have grown incrementally through the years on the back of numerous individual statutory provisions, regulations, directives and interpretations of all of these by judges on a case-by-case basis. It can sometimes be a very difficult matter of interpretation and judgement as to whether a particular service is a statutory or discretionary one. Work by the UK Department for Communities and Local Government identified 1,340 separate statutory duties and councils have over 200 separate environmental health statutory powers. However, no work has been undertaken in Wales to identify the statutory and non-statutory duties of council environmental health services or agree the national priorities for environmental health in the future.

⁴ Wales Audit Office, *Meeting the Financial Challenges Facing Local Government in Wales*, January 2014.

⁵ www.wlga.gov.uk/media-centre-l-wlga-e-bulletins/175m-down-and-counting

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- 15.** The Chartered Institute of Environmental Health and the all Wales Heads of Environmental Health Group has, through its Best Practice Standards, further defined the range of statutory and discretionary environmental health services delivered by councils in Wales. This extensive range of services highlights the importance of environmental health in protecting the public and improving the quality of life for people living and visiting Wales. Whilst the best practice standards outline the statutory responsibilities for council environmental health services, they could be improved by better aligning the work of environmental health with national and local strategic priorities.
 - 16.** In addition to the wide range of statutory duties that councils are responsible for, they also provide many preventative and discretionary services. In terms of environmental health these include health promotion, work under school-based health initiatives such as the Healthy Options programme and dealing with pests that are detrimental to a person's health. These services contribute to the well-being of communities and are very often highly valued. Indeed, there is increasing recognition of the value of these low-level preventive and discretionary services in promoting quality of life. They can often also delay or prevent any need for more intensive and costly services. Yet, with councils having to make significant cuts to their budgets and under pressure to prioritise resources on education and social services, many of these high-value: low-cost discretionary services are under threat.
 - 17.** Environmental health work is often a local priority for improvement for councils. The Local Government (Wales) Measure 2009 (the Measure) places a general duty on councils to make arrangements to secure continuous improvement in the services they provide. In 2013-14, 17 of the 22 councils have adopted improvement objectives that relate to the work of environmental health services. Eleven councils set objectives relating to the need to improve the quality, condition and/or affordability of housing; eight councils to improve and protect the environment; five prioritised health improvements; and one council improving public health and protection services.

Exhibit 1: Council Improvement Objectives 2013-14

Seventeen of the 22 Welsh councils prioritised environmental health work as part of their 2013-14 improvement objectives

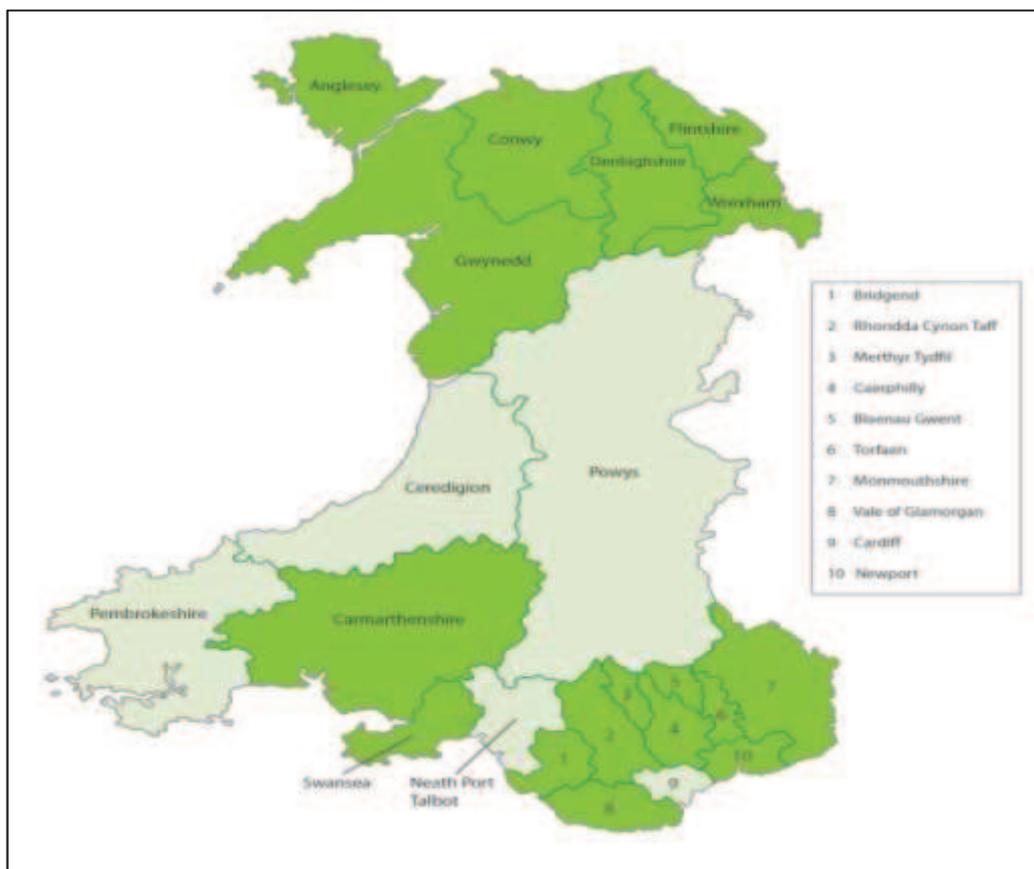


Exhibit Source: Wales Audit Office, Review of Improvement Objectives 2013-14.

- 18.** The Council has set one improvement objective that relates to environmental health: Improve the availability of private and public sector housing to reduce the number of residents who may become homeless. [Appendix 1](#) provides the full list of council Improvement Objectives 2013-14 relating to environmental health services for all councils in Wales.

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19. In 2011, the Welsh Government published its Programme for Government, which sets four broad strategic themes covering the Assembly term 2011-2015. These are: growth and sustainable jobs; educational attainment; supporting children, families and deprived communities; and improving health and well-being for all citizens⁶. Under these four broad objectives the Welsh Government has made a series of commitments to either improve current services or develop new approaches, and allocated funding to support this activity. Many of these relate to the work of council environmental health services. For example: improving the quality of Welsh homes; preventing poor health and reducing health inequalities; improving safety in communities; and living within environmental limits and acting on climate change. Reductions in environmental health services will have an effect on the delivery of national strategic priorities.

The Council is delivering most of its environmental health services at the highest levels as judged against the Best Practice Standards

20. Our review has been delivered consistently across the 22 Welsh Councils judging the Best Practice Standards that cover all aspects of environmental health services delivered by councils in Wales. These show that the work of council environmental health teams are broad and far reaching and impact on all residents and visitors in Wales as well as supporting delivery of the Programme for Government and local improvement priorities. The Chartered Institute of Environmental Health and the all-Wales Heads of Environmental Health Group has, through its Best Practice Standards, sought to further define the range of statutory and discretionary environmental health services delivered by councils in Wales⁷.
21. The standards are subject to regular review and update to take account of changes in statutory guidance; the impact of new legislation or case law; and to reflect new ways of delivering services. The standards define activity in each of the service areas and set out the characteristics that constitute: a minimum standard service; a good standard of service; and best practice in each of the areas. These broadly reflect the statutory obligations for all environmental health services covering 11 areas of activity. A short summary is set out on each of these in [Appendix 2](#).
22. Exhibit 2 shows that in most environmental health areas the Council is delivering services that are above minimum standard. Overall, the Council is delivering:
- 58 per cent of environmental health services to the highest standard compared to an Wales average of 37 per cent;
 - 32.2 per cent assessed as being delivered to a good standard compared to an all Wales average of 30 per cent;
 - 8.6 per cent at the minimum standard of service set compared to an all Wales average of 22 per cent; and

⁶ Welsh Government: <http://wales.gov.uk/about/programmeforgov/about?lang=en>

⁷ Chartered Institute of Environmental Health Wales and all Wales Heads of Environmental Health Group, Best Practice Standards, October 2013.

- 1.1 per cent below the minimum standard (or the standard is not measured by the Council) compared to an all Wales average of 11 per cent.

Exhibit 2: The Council's performance against the Best Practice Standards 2013-14

The Council's environmental health service is mostly delivering a good or best practice level as judged against the Best Practice Standards.

Caerphilly	Below Minimum Standard/not measured	Minimum Standard	Good Standard	Best Practice
Communicable Disease Control	0	0	0	7
Food safety Control	0	0	4	14
Health and Safety	0	1	4	10
Recruitment Training and Development	0	3	5	12
Port Health	0	0	0	0
Pest Control	0	0	5	10
Dog Control	0	0	5	12
Pollution Control	1	7	16	21
Licensing	0	2	1	3
Housing	1	2	15	10
Health Improvement	1	1	5	9
Totals	3	16	60	108

Exhibit Source: Wales Audit Office analysis of Welsh councils' performance in delivering the Best practice Standards, 2013-14.

Since 2011-12 the Council has marginally cut expenditure on environmental health and there was a fall in the number of staff employed to deliver these services

- 23. In this part of the report, we examine the reduction in the budgets for council environmental health services over the last three years and the impact of these changes on staff numbers and roles. The amount of money that councils spend on environmental health services is very small, relative to total local government spend. In 2012-13, councils in Wales spent £9,085 million on the services they provide, of which £40.8 million was spent on Environmental Health services. This equates to 0.44 per cent of all council expenditure. The combined budgets for all council environmental health services in 2011-12 were £41.2 million. This fell to £40.8 million in 2012-13 and to £39.5 million in 2013-14. This equates to a fall of 4.2 per cent between 2011-12 and 2013-14.
- 24. With regard to the Council, the budget for environmental health services in this period has fallen by 1.55 per cent, the second smallest cut in expenditure of those 15 councils that cut expenditure on environmental health in this period⁸. In addition, the Council also overspent its environmental health budget in 2011-12 by 1.8 per cent but underspend by 1.2 per cent in 2012-13.

Exhibit 3: Percentage difference between budgets set in 2011-12 and 2013-14

The Council has had the second lowest budget cut in environmental health resources

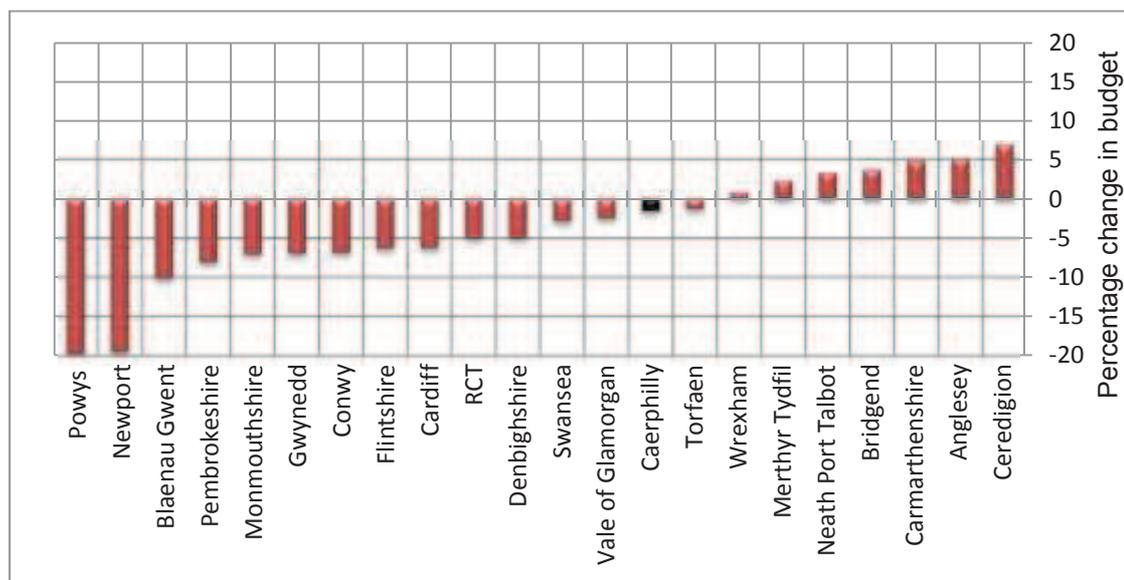


Exhibit Source: Wales Audit Office analysis of Welsh councils’ environmental health budget and staffing for the period 2011-12 to 2013-14.

⁸ Budgets for environmental health services include ‘back office’ support activities provided by other directorates and costs are recharged to environmental health through an apportionment model and include their associated overheads (furniture, equipment, IT, etc).

25. Exhibit 4 shows that between 2011-12 and 2013-14, the Council has seen the greatest reductions in budgets set in its pest control and health improvement budgets. Some budgets have seen an increase, most notably licensing. Overall, however, the Council has reduced expenditure on environmental health services by 1.55 per cent with budgets falling from £2,406,844 in 2011-12 to £2,370,051 in 2013-14.

Exhibit 4: Comparison of the change in Best Practice Standards budget between 2011-12 and 2013-14

The Council has reduced expenditure on environmental health services by 1.55 per cent in the last three financial years.

Best Practice Standard Area	All Wales % change in budget	Caerphilly % change in budget
Recruitment Training and Development	28.8%	1.4%
Health Improvement	13.7%	-10%
Port Health	2.6%	0%
Dog Control	1.6%	-3.88%
Food Safety Control	1.2%	2.7%
Pollution Control	-3%	-4.8%
Housing	-4.7%	-0.3%
Communicable Disease Control ⁹	-7%	0%
Health and Safety	-11.7%	0.4%
Licensing	-17.5%	15.2%
Pest Control	-18.9%	-14.7%
Total	-4.18%	-1.55%

Exhibit Source: Wales Audit Office analysis of Welsh councils' environmental health budget and staffing for the period 2011-12 to 2013-14.

26. A council's workforce is one of its greatest assets and a significant proportion of council expenditure is on staffing. At a time of financial pressures, balanced budgets are often achieved mainly by reducing staff numbers through voluntary early release and vacancy management, where staff that leave are not replaced. This trend is set to continue as councils look to further reduce staff costs as part of their strategies for achieving additional budget reductions.

⁹ Budget information for this area is not reported separately by the Council and activity is included in food safety control and Health and safety inspections.

27. From our analysis of councils' staff resources, we found that 16 of the 22 councils had cut their environmental health staff numbers between 2011-12 and 2013-14. Nationally, the number of council employees working in environmental health services in all 22 councils has fallen from 1,046 in 2011-12 to 874 in 2013-14. The number of staff employed by the Council to deliver environmental health services has marginally fallen from 58.8 full time equivalents in 2011-12, to 57.6 in 2013-14. This equates to a reduction in of 2 per cent – Exhibit 5.

Exhibit 5: Percentage difference in staff numbers in 2011-12 and 2013-14

Sixteen councils have reduced the number of staff employed to deliver environmental health services since 2011-12 and the Council has the third lowest percentage cut.

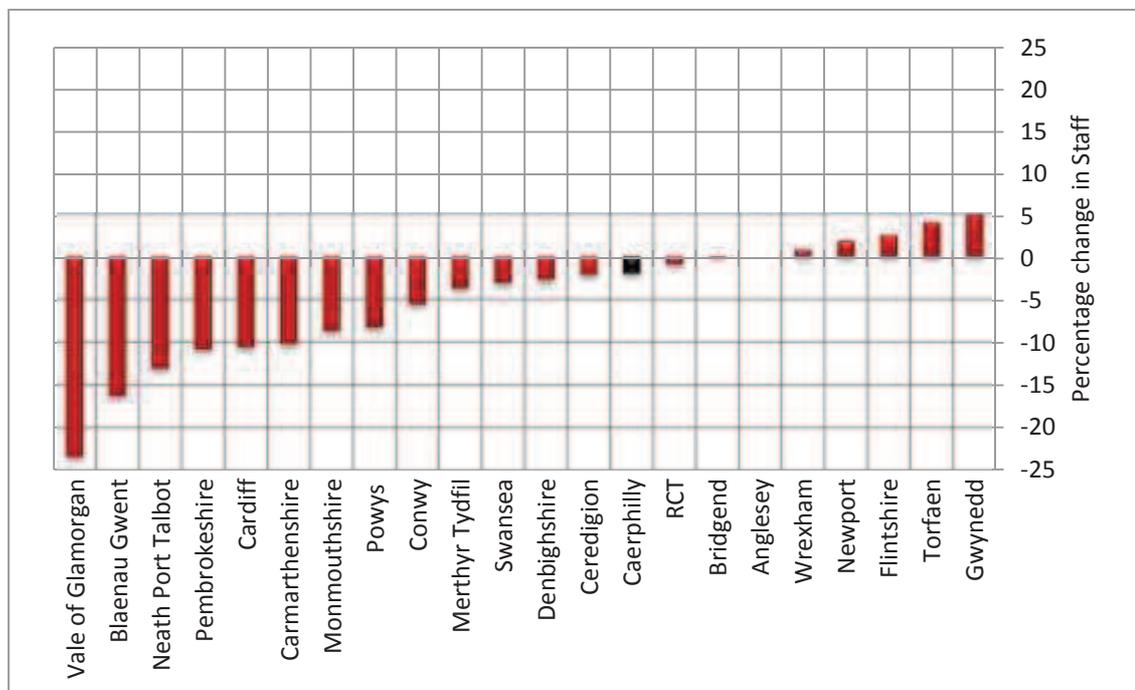


Exhibit source: Wales Audit Office analysis of Welsh councils' environmental health budget and staffing for the period 2011-12 to 2013-14

28. Exhibit 6 shows that the Council has seen greater reductions in paid trainees and administration staff but at a rate lower than the Welsh average. The only growth has been in qualified Environmental health Officers. The two per cent reduction in environmental health staff numbers in the Council is much lower than the overall Welsh average reduction of 16.4 per cent for all councils.

Exhibit 6: Comparison of the number of full-time equivalent Environmental Health Staff by function between 2011-12 and 2013-14

The number of full-time equivalent staff employed by the Council to deliver Environmental Health services fell by two per cent between 2011-12 and 2013-14.

Staff Function	All Wales % change in staff	Caerphilly % change in staff
Manager/Team leader	-18.8%	0%
Qualified EHO	-13.3%	6%
Technician	-16.6%	-1.27%
Administrator	-19.6%	-19.8%
Trainee (Paid)	-62.5%	-50%
Trainee (Unpaid)	0%	0%
Total	-16.4%	-2%

Exhibit Source: Wales Audit Office analysis of Welsh councils' environmental health budget and staffing for the period 2011-12 to 2013-14.

Survey respondents are mostly positive about the current standard of environmental health service

- 29.** Carrying out surveys of the views of staff, elected members and citizens can be valuable in providing an insight into the relative strengths or weaknesses of the service and the scope for improvements. For this work, we undertook a survey of all local authority environmental health staff and all elected members between December 2013 and January 2014. We received 599 responses from council environmental health staff (62.7 per cent of those surveyed) and 206 responses from elected members (17.6 per cent of those invited to respond). We also made available and promoted an on-line survey for Welsh citizens. The survey began on 5 December 2013 and closed on 4 March 2014 and we received 572 responses.
- 30.** For the staff survey we report the findings specific to the Council comparing responses from Council employees with the Welsh survey average. Given the size of the respondent base, for the elected member and citizen survey we only report findings at an all Wales level.
- 31.** Our survey of environmental health staff found that 100 per cent of Council staff respondents felt they fully understood the requirements of their job and 80 per cent strongly agreed or agreed that they had received sufficient training to do a good job. However, only 43 per cent of Council staff responding to our survey strongly agreed or agreed that they had enough time to do all the work that is required. This is higher than the all Wales staff survey average of 35 per cent.

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32. A greater proportion of staff respondents agreed that the quality of the Council's environmental health services are improving than the Welsh survey average, 65 per cent for the Council compared to the all Wales average of 47 per cent. Likewise, 83 per cent of Council staff respondents felt that the environmental health service met all of its statutory obligations, much higher than the all Wales average of 63 per cent.
 33. Our surveys found that whilst councillors are receiving information and deciding on budget cuts in environmental health services, a significant proportion – 46 per cent – are unclear on the impact of their decisions and whether services are able to continue to deliver in the future. 70.4 per cent of councillors responding to our survey believe that their council's environmental health services are meeting their statutory obligations and 69.4 per cent that these services are improving.
 34. Sixty five per cent of staff respondents in the Council felt that senior managers communicated their plans effectively to staff. This is much higher than the all Wales survey average of 38 per cent. Similarly, 79 per cent of Council respondents felt that councillors and senior managers recognise the importance of environmental health services, higher than the all Wales average of 51 per cent. A greater proportion however felt that the Council encouraged them develop new and more efficient ways of working, 61 per cent compared to the all Wales survey average of 54 per cent.
 35. With regard to members of the public, the people who receive these services, we found a mixed picture of how informed they feel about the changes taking place. We found that most respondents have yet to see a significant change in how their council provides services to them. For example, 69 per cent felt that the speed of response when requesting a service remained quick and only 28.3 per cent felt that it took longer to deal with their query. Only 27.7 per cent stated that they are now paying for services that were provided free in the past and only 16.6 per cent that the charge for the service had increased. Only 15.9 per cent stated that the service they requested was no longer provided.
 36. Whilst 90.5 per cent of citizens who responded to our survey are aware that councils have to cut how much they spend on the services they provide, only 33 per cent believe that they have been informed on where the council plans to make savings and reduce expenditure and a large proportion – 45.6 per cent – state they did not know what their council planned to do and where cuts in services are planned.
 37. Only 17.4 per cent of respondents feel they know how reductions in budgets will affect them with regard to the services they receive, compared to 53.3 per cent who claim they have not been informed. In addition, only 26 per cent of respondents believe that their council keeps them informed of how well the services they receive are performing. Only 24 per cent of respondents to our survey believe their council has effectively engaged with them on future plans and are clear how future cuts will affect them.

New environmental health statutory duties are being introduced which councils will find it difficult to deliver

38. The Welsh Government is planning significant new legislation that will impact directly on the services provided by councils' environmental health teams. This is on top of recent major legislative changes such as the Food Hygiene Rating (Wales) Act 2013¹⁰, which created new mandatory duties for council environmental health services. There is concern, especially amongst councillors and staff, that the introduction of new powers and duties at a time when services are being significantly cut back will prove unworkable.
39. The Housing (Wales) Bill was introduced on 18 November 2013 and will make significant changes across the housing sector to ensure that people have access to a decent, affordable home and better housing-related services. In particular, the Welsh Government is proposing improved standards and management in the private rented sector by the introduction of a mandatory registration and licensing scheme; reduced levels of homelessness by placing its prevention at the centre of local authority duties to help people at risk; and fewer long-term empty properties by encouraging owners to sell or rent them – thereby helping to increase housing supply. Key to many of the bill's intentions will be the effective oversight of private sector housing and use of new enforcement powers to drive up standards and improve housing quality. Many of these new duties will become the responsibility of environmental health teams.
40. In April 2014, the Welsh Government began consulting on the Listening to you: Your health matters White Paper¹¹ that sets out a series of proposals for legislation to help further improve and protect people's health and well-being in Wales. The White Paper identifies actions to address the important public health issues of tobacco, alcohol misuse and obesity; to build community assets for health through proposals to strengthen the role of local health boards when planning and delivering pharmaceutical services, and to improve provision and access to toilets for public use; and to improve the regulation of certain types of procedures such as cosmetic piercing and tattooing. Council environmental health teams will play an important role in delivering key elements of this legislation such as health promotion and regulation of services.

¹⁰ The act makes it compulsory for food businesses to display their food hygiene rating where it can easily be seen by customers. Food businesses are rated between 0 (urgent improvement necessary) to 5 (very good) based on their compliance with food law requirements. The act requires local authorities to enforce the mandatory scheme in their area and ensure ratings are correctly displayed.

¹¹ <http://wales.gov.uk/docs/phhs/consultation/140402consultationen.pdf>

Appendix 1

Council Improvement Objectives 2013-14 relating to environmental health services

Council	Improvement Objective
Blaenau Gwent	<ul style="list-style-type: none"> To provide a clean and pleasant environment to enjoy and be proud of, by listening to our citizens and visitors and promoting what we do.
Bridgend	<ul style="list-style-type: none"> Working together to tackle health issues and encourage health lifestyles.
Caerphilly	<ul style="list-style-type: none"> Improve the availability of private and public sector housing to reduce the number of residents who may become homeless.
Carmarthenshire	<ul style="list-style-type: none"> Improve the Council housing stock and assist local people to gain access to rented and affordable homes. Protect and enhance the environment and make a major contribution to sustainable energy and climate change policies.
Conwy	<ul style="list-style-type: none"> People in Conwy are safe and feel safe. People in Conwy live in safe and appropriate housing. People in Conwy are healthy and independent.
Denbighshire	<ul style="list-style-type: none"> Ensuring access to good quality housing.
Flintshire	<ul style="list-style-type: none"> To meet housing need in the County and to work with partners to ensure a sufficient supply of quality and affordable homes and housing services in the social, mixed tenure and private sector housing markets. To protect, plan and develop sustainable natural and built environments.
Gwynedd	<ul style="list-style-type: none"> Promoting an appropriate supply of housing for local people.
Isle of Anglesey	<ul style="list-style-type: none"> Increase our Housing Options and reduce Poverty.
Merthyr Tydfil	<ul style="list-style-type: none"> Active Lifestyles - People in Merthyr Tydfil are physically active and as a result have improved health. Sustainable Environment - People in Merthyr Tydfil will live in communities that are sustainable, clean and energy efficient.
Monmouthshire	<ul style="list-style-type: none"> We want to work with our residents to reduce the impact we have on the environment and use our resources more sustainably.
Newport	<ul style="list-style-type: none"> Disabled Facilities Grants (DFGs)-To provide an enhanced programme of Disabled Facilities Grants with the aim of reducing average delivery time from first date of contact.

Council	Improvement Objective
Rhondda Cynon Taf	<ul style="list-style-type: none"> Public health and protection – protecting people from harm and tackling anti-social behaviour – this was called Enforcement and Regulation in previous years and has been re-titled to better reflect the main outcomes to be achieved.
Swansea	<ul style="list-style-type: none"> Help people adopt and develop healthy and sustainable lifestyles in order to improve health. Improve Housing and Housing supply in order to increase the availability of good quality, affordable housing.
Torfaen	<ul style="list-style-type: none"> Ensure the local environment is safe, managed and maintained.
Vale of Glamorgan	<ul style="list-style-type: none"> To reduce the time taken to deliver disabled facilities grants to children and young people and to adults to achieve the Welsh average performance of 2011/12 as a minimum.
Wrexham	<ul style="list-style-type: none"> All people are enabled to make healthy choices. Homes that meet people’s needs and aspirations. An environmentally responsible place.

Appendix 2

The Best Practice Standards 2013-14

Best Practice Standards

Communicable Disease Control – Councils have statutory responsibility for notifiable infectious disease in their locality (which includes the control of food poisoning) under the Public Health (Control of Disease) Act 1984. Certain infectious diseases are notifiable to Public Health Wales and these are investigated by the Consultant in Communicable Disease Control (CCDC) or by officers of the local authority to try to prevent the spread of illness within the community and to try and establish possible causes.

Food Safety Control – Councils are responsible for the routine inspection of food premises located within their area and for the on-going enforcement of relevant food law. Duties include investigating complaints made by the public about food and food premises; undertaking food surveillance sampling; providing advice on all food safety matters to the public and the food industry; and providing reports to the Licensing Board in relation to licensed premises.

Health and Safety – Health and safety enforcement is split between local authorities and the Health and Safety Executive (HSE). Local authorities tend to cover most service and retail premises within an area and the HSE larger premises such as factories. Local authorities carry out health and safety inspections and investigate complaints about workplaces.

Recruitment, Training and Development – Provision of learning and development opportunities to equip staff to deliver their job more effectively. For environmental health this includes Continual professional Development or CPD; the means by which environmental health staff maintain their knowledge and skills related to their profession. This is especially important for environmental health services because Environmental Health Officers (EHOs) are often required to provide evidence in court cases and qualified EHOs need to satisfy the court that their knowledge is up to date and of sufficient breadth for them to be considered an authoritative expert witness.

Port Health – The UK imports just under 50 per cent of its overall food requirements. Consequently, it is important that public health safeguards are established and maintained for the commercial use of shipping and the Public Health (Control of Disease) Act 1984. For some local authorities this is an important area of work and includes the inspection of shipping, including passenger vessels, to ensure public health standards are met; investigating reported sickness amongst ship's company or passengers; and inspecting foodstuffs and products of animal origin.

Pest Control – Councils often offer a pest control service for homes and commercial premises. They can provide treatments to control rats, mice, cockroaches and bedbugs. Some services are chargeable and whilst the service is important in dealing with pests that are perceived to be detrimental to a person's health, the ecology or the economy, not all councils provide these services.

Best Practice Standards

Dog Control – Councils deal with complaints from members of the public about dog fouling, stray dogs, nuisance dogs and dangerous dogs. Councils in Wales also have the power to create specific dog control orders through the Dog Control Orders (Miscellaneous Provisions) (Wales) Regulations 2007.

Pollution Control – Councils provide a specialist range of monitoring, investigation and enforcement services covering air pollution and air quality; contaminated land; and noise and vibration. This work can include review and assessment of air quality; identification and regulation of contaminated land; routine monitoring of landfill gas at closed council landfill sites; noise and vibration measurements and analyses; regulation of industrial processes; investigation of complaints concerning industry; provision of environmental data and information; and provision of advice and technical support for the Building Regulation, regeneration and development control processes.

Community Safety – Community safety is not just an issue for police and fire and rescue authorities. Councils contribute in a variety of ways, including the work of environmental health services. For example regulation, licensing and trading standards through the provision of alcohol and entertainment licenses to help maintain public order, food hygiene certification for businesses to prevent food poisoning.

Public Health - Public health is about helping people to stay healthy and avoid getting ill. Responsibility for many Public Health functions rests with Councils and includes advice and information on a whole range of health services such as immunisation, healthy eating, tobacco and alcohol, drugs recovery, sexual health and mental health issues.

Licensing – Council licensing services cover a wide range of activities, events and services, most of which we encounter during our day-to-day life. In terms of environmental health licensing relates to visits and inspections carried out of specific licensed premises and services that impact on the health of citizens and livestock, including premises licensed for animal welfare purposes or acupuncture, tattooing, cosmetic piercing and electrolysis.

Housing – All landlords have a legal responsibility to maintain their properties and ensure they are let in a good state of repair. The property must be free from all serious health and safety hazards. Where the landlord fails in this duty, councils will inspect the property using the Housing Health and Safety Rating System (HHSRS) and where necessary enforce that the landlord removes the hazard(s) from the property. Councils must also run a licensing scheme for certain types of high-risk houses in multiple occupation (HMO). Various acts of Parliament also give councils discretionary powers to resolve unsatisfactory conditions in houses, HMOs and flats, and to reduce the impact of long-term empty properties. Councils also deliver capital improvement work to private sector housing through renewal areas and group repair schemes, as well as provide Disabled Facilities Grants to support people to live independently.

Exhibit Source: Best Practice Standards, October 2013.

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

Website: 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

Gwefan: www.wao.gov.uk



HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 23RD JUNE 2015

SUBJECT: INTERMEDIATE CARE FUND

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To provide members with information on the Welsh Government decision to continue with the intermediate care fund regionally albeit with a reduction in the level of funding.

2. SUMMARY

- 2.1 The report will provide information on those schemes that the partnership has agreed to continue to fund via the ICF to a level of 3.1M.

3. LINKS TO STRATEGY

- 3.1 The Welsh Government introduced the ICF initially as a grant for 2014/15, funding was allocated regionally with the purpose of integrating services with a significant focus on preventing admission to and facilitating timely discharge from hospitals.
- 3.2 The Welsh Government announced the continuation of the ICF albeit at reduced levels, transferring the funding to Health boards to administer under ring fenced arrangements with effect from April 2015.

4. THE REPORT

- 4.1 In 2014/15 Welsh Government awarded a total of £8.1m of ICF grant funding to the Greater Gwent Region which included £5.4m revenue funding and £2.7m capital funding. Welsh Government have now confirmed a reduction in revenue funding for 2015/16 of £2.3m and that no further capital funding will be available. In response to this reduction in funding the Greater Gwent Health, Social Care and Well-being Partnership has reviewed the funding that will be awarded to individual schemes for 2015/16.
- 4.2 The Greater Gwent Health, Social Care and Well-being Partnership (the Partnership) consists of the following:

Aneurin Bevan University Health Board
Blaenau Gwent County Borough Council
Caerphilly County Borough Council
Monmouthshire County Council
Newport City Council
Torfaen County Borough Council

4.3 Theme 1 of the fund covers step up/step down services. It has been agreed to continue with this area of service. This is primarily used for assessment beds in a variety of locations across the region, including Local Authority Residential Homes, Independent Sector Nursing Homes, Extra Care Establishments and the Integrated Resource Centre. Feedback from these schemes has been very positive in terms of outcomes for people and prevention of admission to/facilitating timely discharge from hospital.

4.4 Theme 2, Community Support

It has been agreed to retain the Neuro Community services model at a reduced funding level to enable further integration to be considered with the Community Resource Teams (Frailty) to ensure people receive the right service at the right time, this scheme primarily provided input for people who had experienced a stroke.

Community Connector roles have been maintained for both people and their carers and have been linked to the Neighbourhood Care Network (NCN) footprints. These posts are essential in enabling partners to prepare for the implementation of the Act by providing citizens with Information, Advice and Assistance (IAA) to promote independence and enable people to meet their own needs.

Hospital transport provided by the third sector will remain to enable people to be discharged home appropriately, which in turn will increase capacity within the ambulance service. Third sector support for hospital discharge will be retained in Torfaen only this will mean that the commissioned service is equitable across the region.

4.5 Theme 3 Dementia Care

The Rapid Intervention Liaison Scheme initially piloted in the Royal Gwent Hospital will remain and be expanded to other hospital sites to ensure appropriate support for individuals, their carers and staff in terms of addressing the needs of people with dementia whilst they are in hospital. The third sector funding for enhanced dementia care providing support to people and their carers will be funded at a reduced level enabling them to continue with core services. The Raglan Project which is operated within the Monmouthshire locality has also been approved for continuation.

4.6 Theme 4 seven day working

Continued funding for essential posts in the CRT's has been agreed which is essential for planning hospital discharge. For Caerphilly, this means continued funding for a programme arranger and reablement support workers.

4.7 Theme 5 Complex Care Team

Funding for the "Strength Based Assessment" scheme within Monmouthshire has been agreed for 2015/16 at a reduced level.

4.8 The funding for 14/15 was provided on the assurance that the scheme developed would be independently evaluated. Caerphilly procurement team lead the tender process and subsequently the contract has been awarded to Cordis Bright Consulting following a competitive tender. This evaluation was funded from the 2014/15 grant funding so there is no financial implication for 2015/16

4.9 The responsibility of administering the fund will transfer from Caerphilly to ABuHB for 15/16 and onwards.

5. FINANCIAL IMPLICATIONS

5.1 The cost of evaluation of the projects is 32 K and was funded from ICF grant in 2014/15.

5.2 The funding awarded to individual schemes for 2015/16 is set out in appendix 1.

6. PERSONNEL IMPLICATIONS

6.1 Any posts that relate to the ICF funded will be recruited to normal way using appropriate policies and procedures.

7. CONSULTATIONS

7.1 All comments received have been included in this report.

8. RECOMMENDATIONS

8.1 Members note the content of the report, which identifies areas of continued spend across the region.

9. REASONS FOR THE RECOMMENDATIONS

9.1 Report is for information only.

Author: Jo Williams, Assistant Director Adult Services
Consultees: Adult Services Management Team
Senior Management Team
Mike Jones Interim Accountant
Shaun Watkins Interim HR Manager
Cllr Robin Woodyatt Cabinet Member Social Services

Appendices:
Appendix 1 ICF Funding 2015/2016

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Scheme ref	Scheme Title	APPROVED FUNDING FOR 2015/16							Outcome of 26 March Meeting	
		BG	Caer	Mon	Npt	Tor	Sub Total	ABHB	Total	Updated re. TORF4 decision 27/3/15
THEME 1 - Step Up/ Step Down Services										
BG 1	Step up/Down Beds	152,800	0	0	0	0	152,800	0	152,800	In
BG 4	Healthy at Home	0	0	0	0	0	0	0	0	Out
CCBC 3	Step Up-Down Beds	0	189,387	0	0	0	189,387	117,216	306,603	In
NEWP 2	Step Up-Down Beds	0	0	0	400,000	0	400,000	0	400,000	Reduced from £728k
TORF 4	Step Up-Down Beds	0	0	0	0	201,000	201,000	0	201,000	Reduced from £246k (Nurse removed)
	Sub Total Theme 1	152,800	189,387	0	400,000	201,000	943,187	117,216	1,060,403	
THEME 2 - Community Support										
ABHB 1	Medication Management	0	0	0	0	0	0	0	0	Out
ABHB 3	Neuro-Community Service	0	0	0	0	0	0	500,000	500,000	BG SW removed and ABHB reduced by £123k
CCBC 4	Community Co-ordinators	72,000	108,000	72,000	108,000	72,000	432,000	0	432,000	Reduced by £48k re. Senior post
NEWP 1	Sensory Loss Service	0	0	0	0	0	0	0	0	Out
SUPP7	Community Resource Scheduling-IT	0	0	0	0	0	0	0	0	Out
SUPP1	Carers Co-ordinators	28,400	42,550	28,400	42,550	28,400	170,300	0	170,300	0.5 per NCN instead of 1.0
SUPP5	Hospital Transportation	0	0	0	0	0	0	97,000	97,000	
SUPP6	Hospital Discharge	0	0	0	0	20,000	20,000	0	20,000	service funded in Torfaen only
SUPP9	WAST - Falls Response Service	0	0	0	0	0	0	0	0	Out
SUPP11	Enhanced Weekend Assessment T	0	0	0	0	0	0	0	0	Out
	Sub Total Theme 2	100,400	150,550	100,400	150,550	120,400	622,300	597,000	1,219,300	
THEME 3 - Aids to Daily Living										
BG 2	Rapid Response Adaptation	0	0	0	0	0	0	0	0	Out
BG 3	Independent Living Grant	0	0	0	0	0	0	0	0	Out
MON 1	Increased Spend DFG's	0	0	0	0	0	0	0	0	Out
MON 3	Careline Reablement Initiative	0	0	0	0	0	0	0	0	Out
TORF 1	Telehealth	0	0	0	0	0	0	0	0	Out
TORF 2	DFG Loan Project	0	0	0	0	0	0	0	0	Out
TORF 5	Intermediate Care Equipment	0	0	0	0	0	0	0	0	Out
SUPP8	Hoisting and Raising Equipment	0	0	0	0	0	0	0	0	Out
	Sub Total Theme 3	0	0	0	0	0	0	0	0	
THEME 4 - Dementia Care/Stroke support										
ABHB2	Rapid Intervention Liaison Pilot	0	0	0	0	0	0	250,000	250,000	In
CCBC 2	Development Officer - Shared Lives	0	0	0	0	0	0	0	0	Out
CCBC 5	Enhanced Dementia Service	0	70,000	0	0	0	70,000	0	70,000	additional £50k funding removed
MON 4	Raglan Project	0	0	75,000	0	0	75,000	0	75,000	In
SUPP2	Raglan Project Extension	0	0	0	0	0	0	0	0	Out
SUPP4	Butterfly Project	0	0	0	0	0	0	0	0	Out
	Sub Total Theme 4	0	70,000	75,000	0	0	145,000	250,000	395,000	
THEME 5 - 7 Day Social Work Support										
BG 6	7 Day CRT (BG/Torfaen)	78,820	0	0	0	0	78,820	90,220	169,040	In
CCBC 1	Capacity- Intermediate Care Team	0	45,000	0	0	0	45,000	0	45,000	Prog.arranger and Supp.workers only
MON 2	Enhanced Intermediate Care	0	0	213,000	0	0	213,000	0	213,000	In
	Sub Total Theme 5	78,820	45,000	213,000	0	0	336,820	90,220	427,040	
THEME 6 - Complex Care Team										
BG 5	Complex Care Team	0	0	0	0	0	0	0	0	Out
MON 5	Strength Based Assessment	0	0	80,000	0	0	80,000	0	80,000	Reduced from £160k
SUPP3	Integrated Assessment	0	0	0	0	0	0	0	0	Out
SUPP10	Enhanced Night Support Team	0	0	0	0	0	0	0	0	Out
SUPP12	Timely Discharge of CHC Patients	0	0	0	0	0	0	0	0	Out
SUPP13	Occupational Therapy"pull model"	0	0	0	0	0	0	0	0	Out
	Sub Total Theme 6	0	0	80,000	0	0	80,000	0	80,000	
THEME 7 - Management and Evaluation										
CCBC6	Management and Evaluation	0	0	0	0	0	0	0	0	Out
	Sub Total Theme 7	0	0	0	0	0	0	0	0	
TOTAL APPROVED EXPENDITURE		332,020	454,937	468,400	550,550	321,400	2,127,307	1,054,436	3,181,743	
Shortfall in funding to be underwritten by partner		(13,624)	(13,624)	(13,624)	(13,624)	(13,624)	(68,120)	(13,623)	(81,743)	Underwriting only necessary if actual expenditure exceeds W.G. funding
W.G. INTERMEDIATE CARE FUNDING		318,396	441,313	454,776	536,926	307,776	2,059,187	1,040,813	3,100,000	Assumes funding will be exactly £3.1m

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HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 23RD JUNE 2015

**SUBJECT: SUMMARY OF MEMBERS' ATTENDANCE – QUARTER 4 – 1ST
JANUARY 2015 TO 14TH MAY 2015**

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

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 January to 14th May.

3. THE REPORT

- 3.1 Appendix 1 details Members' attendance for quarter 4 (1st January 2015 to 14th May 2015), 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 (15th May 2015 to 30th June) 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	84	82
Crime & Disorder		38		59	59		69		94	82		81		56	69
Education For Life	75	78	66	69	72	72	75	69	75	73	66	65	81	72	71
Health, Social Care & Wellbeing	88	75	85	88	84	75	66	78	69	72	75	73	74	85	77
The Living Environment															
Regeneration															
Regeneration and Environment	69	77	71	88	76	69	63	81	84	74	81	80	77	78	79
Policy & Resources	81	88	71	79	77	69	78	84	85	79	78	77	88	77	80
Planning Committee	75	83	80	74	78	75	82	85	89	83	85	75	73	75	77
Audit Committee		58	50	42	48	83	75	67	83	77	58	83	58	92	73
Democratic Services Committee		44	63	69	60	69		69	75	71	88	75	69	88	80
Sustainable Development Advisory Panel	73	45	64	45	61	64	64		64	64		82	55	73	70
Average Attendance per quarter	78	67	71	71	74	74	72	77	81	76	77	86	81	76	80
Cabinet	90	94	93	88	91	95	82	92	93	91	93	93	95	91	93

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