

# Agenda



## Cabinet

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Date: Wednesday, 17 October 2018

Time: 4.00 pm

Venue: Committee Room 1 - Civic Centre

To: Councillors D Wilcox (Chair), P Cockeram, G Giles, D Harvey, R Jeavons, D Mayer, J Mudd, R Truman and M Whitcutt

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Item		Wards Affected
1	<u>Agenda yn Gymraeg</u> (Pages 3 - 4)	
2	<u>Apologies for Absence</u>	
3	<u>Declarations of Interest</u>	
4	<u>Minutes of the Last Meeting: 19 September 2018</u> (Pages 5 - 8)	
5	<u>WAO Annual Improvement Report</u> (Pages 9 - 40)	All Wards
6	<u>WAO Scrutiny Fit for the Future Report</u> (Pages 41 - 50)	All Wards
7	<u>Final Year End Analysis of Performance Indicators (All Wales Data)</u> (Pages 51 - 60)	All Wards
8	<u>Academic Results for Newport Schools</u> (Pages 61 - 74)	All Wards
9	<u>Independent Living Strategy 2017-2022</u> (Pages 75 - 122)	All Wards
10	<u>Director of Social Services Annual Report</u> (Pages 123 - 152)	All Wards
11	<u>Work Programme</u> (Pages 153 - 158)	

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# Agenda

## Cabinet

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Dyddiad: Dydd Mercher, 17 Hydref 2018

Amser: 4 y.p.

Lleoliad: Ystafell Bwyllgor 1 – Y Ganolfan Ddinesig

At: Cynghorwyr: D Wilcox (Cadeirydd), P Cockeram, G Giles, D Harvey, R Jeavons, D Mayer, J Mudd, R Truman a M Whitcutt

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### Eitem

### Wardiau Dan Sylw

#### Rhan 1

1	<u>Agenda yn Gymraeg</u>	
2	<u>Ymddiheuriadau am absenoldeb</u>	
3	<u>Datganiadau o fuddiant</u>	
4	<u>Cofnodion</u>	
5	<u>WAO adroddiad gwella blynyddol</u>	Pob Ward
6	<u>WAO craffu yn addas ar gyfer yr adroddiad yn y dyfodol</u>	Pob Ward
7	<u>Dadansoddiad Diwedd Terfynol o Ddangosyddion Perfformiad Blynyddol (Data Cymru Gyfan)</u>	Pob Ward
8	<u>Canlyniadau Academaidd ar gyfer Ysgolion</u>	Pob Ward
9	<u>Strategaeth Byw'n Annibynnol 2017-2022</u>	Pob Ward
10	<u>Adroddiad Blynyddol y Cyfarwyddwr Gwasanaethau Cymdeithasol</u>	Pob Ward
11	<u>Rhaglan Waith</u>	
12	<u>Dyddiad y Cyfarfod Nesaf</u> 14 Tachwedd 2018, 4 yp	

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# Minutes

## Cabinet

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Date: 19 September 2018

Time: 4.00 pm

Present: Councillors D Wilcox (Chair), P Cockeram, D Harvey, R Jeavons, D Mayer, R Truman, M Whitcutt

Apologies: Councillors G Giles and J Mudd

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### 1 Apologies for Absence

Noted above.

### 2 Declarations of interest

There were no declarations of interest.

### 3 Minutes

The minutes of the last meeting were approved as a true record.

### 4 Capital Programme Monitoring and Additions July 2018

The Leader introduced the report which requested new schemes be added to the programme.

The report updated Cabinet on the current capital expenditure position as at the end of July 2018 along with the forecast outturn for 2018/19. Currently £1,770k slippage is being requested into 2019/20.

The report also updated Cabinet on the current position regarding capital receipts. At the time of the Cabinet meeting no capital receipts had been received this year, although it is anticipated there will be a receipt in 2018/19 from the disposal of land at Celtic Springs.

The report highlighted a further increase in capital expenditure across the programme. The vast amount is funded through grants or section 106 fees, which do not impact on the overall affordability of the programme. However, where capital expenditure is funded by borrowing this headroom is decreased. As highlighted in the report the overall headroom currently across the programme is minimal, therefore, it is essential to prioritise capital expenditure, which will use up the headroom. Capital Expenditure over and above this amount will mean a pressure on the revenue medium term plan and will need to be funded by savings elsewhere.

The overall monitoring position looks positive, with only a small amount of slippage, following the re-profiling of the larger projects such as the Schools' Band B programme. It is still early in the financial year and service managers need to provide robust monitoring in order for the Council to continue to manage its cash flow and decision-making process. The Leader urged the Chief Executive, the Head of Finance, and their teams to monitor the Council's cash flow.

The Head of Finance drew Cabinet's attention to a change to the approved Capital Programme. The Education project for reducing the classroom size at St Woolos Primary School needs to be revisited and is withdrawn from the Programme at this stage.

#### **Decisions:**

1. Agreed the changes to the Capital Programme and note the monitoring position as set out in the report, including the use of capital receipts.
2. Agree to prioritise capital expenditure to maintain spend within the current affordability envelope.

### **5 July Revenue Budget Monitor**

The Leader introduced the report, which details the current forecast position on the Council's Revenue budget and the risks and opportunities that present themselves within the July position.

As at July 2018, the Council's revenue budget is forecasting an underspend of £876k before use of the Council's revenue contingency budget - £2.35m underspend including the use of the Council's general budget contingency.

The vast majority of Council service areas and activities are spending within their approved budgets; however, service areas forecast overspend is £5,347k, excluding schools. There are four areas which are key contributors to this overspend which are not unique to Newport City Council but are some of the key drivers for spend:

- Children's out of area placements - £1,917k
- Special education needs - £1,377k overspend
- Adults' community care - £975k overspend
- Independent fostering agencies - £592k overspend

The overspends have been balanced by underspending/better income in non-service budget areas of £2,397k and the general and People services revenue contingency budgets of £3,673k;

- Council tax benefit rebates – (£1,645k)
- Council tax surplus – (£350k)
- Other – (£402k)
- People Services risk contingency – (£2,200k)
- General contingency – (£1,473k)

One off income of (£1,625k) has also been received in this current year and together, these contribute towards the overall underspend position of c£2.35m. The one-off income is significant as without it, the underspend would be £724k, with the Council having to utilise around half of its general revenue contingency budget to remain within budget.

In addition, budgets set by schools for 2018/19 will see them overspending their available funding by c£2.1m, inclusive of forecasted Welsh Government (WG) end of year grant income, which will reduce a significant number of schools individual reserves to almost zero.

In summary:

- service area overspending is at unsustainable levels and whilst the overall forecast position is showing an underspend, this is mainly due to one off income and continued underspending in non-service budgets which cannot be guaranteed into the future;

- undelivered savings will cause pressures for future years' budget setting if these remain undelivered;
- the vast majority of schools will spend more than their available funding in 2018/19.

The Leader commended the Chief Executive and his team for the robust fiscal management of the budget.

#### **Decisions:**

1. Agreed the overall budget forecast position including use of all budget contingencies to balance current forecast service overspending;
2. Agreed to instruct all areas of the Council to maintain robust financial management to reduce area overspending;

### **6 Annual Review of the Well-being Objectives and Improvement Plan 2017-18**

The Leader introduced the report, which informed Cabinet of the progress in meeting the Council's Well-being Objectives and delivery of the Improvement Plan 2017-18.

The Council is subject to duties under the Local Government Measure 2009 and the Well-being of Future Generations (Wales) Act 2015. The Local Government Measure requires local authorities to set its own Improvement Objectives. The Well-being of Future Generations Act requires local authorities to set and publish Well-being Objectives. Improvement Objectives are published as part of the Council's Improvement Plan and Well-being Objectives are part of the Council's Corporate Plan.

This Annual Report outlines progress the Council has made to date in achieving the Well-being Objectives and the goals set out in the Improvement Plan 2016-18. This is the first year for reporting progress of the Well-being Objectives and the second year for reporting progress of the goals in the 2016-18 Improvement Plan.

Particular attention was given to the following:

Well-being Objectives 1 – 4 as being particular highlights of the report.

The Improvement Plan 2016-18 has been successful during the second year and has achieved an overall rating of 'Green – Good'. Overall progress against the Improvement Plan Objectives in 2017-18 is assessed as being 'good' with most Improvement Objectives performing well.

Councillor Mayer commended staff for their work in achieving these objectives.

#### **Decision:**

To approve the report and recommend the report to Council so that Council can fulfil its statutory duty to publish the report within specified dates.

### **7 Wales Audit Office Certificate of Compliance**

The Leader presented the report to Cabinet with the Certificate of Compliance issued by the Wales Audit Office (WAO) following an audit of the Council's Improvement Plan 2016-18.

As part of the programme of regulatory activity the Auditor General has issued the Council with a Certificate of Compliance following an audit of the Improvement Plan 2016-18.

This is the first of two certificates that the Authority aims to achieve in each financial year. The second certificate will be issued as part of the Assessment of Performance Audit and assessment of the Council's arrangements to secure continuous improvement.

This certificate confirms that our improvement plan meets the criteria set out in the local government measure and gives us assurance that in spite of the challenges we face we still managed to meet our duties and show improvement.

**Decision:**

Agreed to accept the positive Certificate of Compliance from the Auditor General for Wales in respect of the audit of the Improvement Plan 2016-18 which confirms that the Council has discharged its duties under the Local Government Measure 2009 with regard to Improvement Planning.

## **8 Corporate Risk Register Update**

The Leader presented the report on the Corporate Risk Register, which identifies risks that may prevent the Council achieving the objectives set out in the Corporate Plan and enables the Council to continue to provide services to the citizens and communities of Newport. Robust management of these risks is imperative to the realisation of the Council's objectives.

The corporate risk register helps the Council to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs by considering the sustainable development principle set out in the Wellbeing of Future Generations (Wales) Act 2015.

There are 14 risks identified in the risk register made up of five high risks and nine medium risks. During this quarter the risk rating for Risk 12 – Increasing Risk of Cyber Attack has increased from nine to 12 following recent Home Office advice. The rating for eight of the risks has remained the same and four risk ratings have been reduced as a result of the mitigating actions in place.

Councillor Jeavons asked that future consideration be given to including the implications of increased traffic through Newport should the M4 Relief Road proposal go ahead. Significant increased traffic flow through Newport will adversely affect the condition of local roads.

**Decision:**

Agreed to approve the contents of the Corporate Risk Register and request regular updates, which will give the Cabinet oversight of the main overarching risks that the Council faces in delivering the objectives of the Corporate Plan.

## **9 Work Programme**

The Leader of the Council presented the latest update to the work programme.

**Decision:**

To agree the updated work programme.





# Report

## Cabinet

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### Part 1

Date: 17 October 2018

Item No: 5

### **Subject** Wales Audit Office Annual Improvement Report 2017/18

**Purpose** To present Cabinet with the finalised Annual Improvement Report (AIR) prepared by the Wales Audit Office (WAO). This report describes how the council is meeting its duty to demonstrate continuous improvement under the Local Government Measure (2009).

**Author** Head of People and Business Change

**Ward** All

**Summary** Each year, the Auditor General must report on how well Welsh councils are planning for improvement and delivering their services. Drawing on the work of the relevant Welsh Inspectorates, and the audit work of the WAO the report presents a picture of improvement over the last year.

The Auditor General has concluded that 'The council is meeting its statutory requirements in relation to continuous improvement'.

**Proposal** **Cabinet is asked to:**  
Welcome the findings of the Auditor General in the AIR and ensure that the Council is putting in place arrangements to address the issues identified in this report.

**Action by** Strategic Directors and Heads of Service

**Timetable** Immediate

This report was prepared after consultation with:

- Strategic Directors
- Head of Finance
- Monitoring Officer
- Head of People & Business Change
- Chair of Cabinet

**Signed**

## **Background**

The Local Government Measure (2009) introduced a new form of improvement reporting required of the Auditor General that sets out the how well councils are improving their services.

Legislation introduced in April 2010 requires councils to make arrangements to improve their services and the way that they work.

Each year, the Auditor General must report on how well Welsh councils are planning for improvement and delivering their services. Drawing on the work of the relevant Welsh inspectorates, and the audit work of the Wales Audit Office (WAO) and the Appointed Auditor the report presents a picture of improvement over the last year.

During the course of the year, the Auditor General did not make any new formal recommendations. However, a number of proposals for improvement have been made and these are repeated in their report. Progress against these will be monitored internally and by the Wales Audit Office through their ongoing program of work. The recommendations regarding 'Scrutiny have been reported elsewhere and are therefore not included in this report.

Based on, and limited to, the work carried out by the WAO and relevant regulators, the Auditor General concluded that the Council is meeting its statutory requirements in relation to continuous improvement for 2017-18. This shows that the council is continuing to improve despite the financial, legislative and population growth challenges that it continues to face.

The Annual Improvement Report is not an exhaustive assessment of all services; rather, it focuses on a range of priorities for improvement.

A copy of the Annual Improvement Report is appended to this report.

## **Financial Summary**

The financial implications of actions and projects identified by the Annual Improvement Report and other regulatory work will be reported and considered in the normal way, in accordance with the council's financial plans and regulations.

## **Risks**

As with the financial implications above, each individual action and wider Improvement Planning agenda will be subject to risk assessment in its own right and in accordance with the council's policy making procedure.

## **Links to Council Policies and Priorities**

Continuous improvement is central to the Council's ambitions for itself, organisationally, and in terms of its role in advancing the City's reputation and the quality of life for its citizens. A range of core priorities and programmes are influenced by this agenda, including:

- The Corporate Plan
- The Improvement Plan
- The Well-being Objectives and Well-being Statement

## **Options Available and considered**

The options available are:

- (a) To consider the Annual Improvement Report and acknowledge the reporting and assessment programme introduced by the Local Government Measure. The Report presents an overview of the current position and provides a platform for future improvement activities.
- (b) To disregard the findings of the report

### **Preferred Option and Why**

The preferred option is (a).

The Annual Improvement Report is an important aspect of the Local Government Measure requirements. It presents an overview of the Council's current position in terms of its improvement programme and strategic ambitions for the organisation and the City as a whole. It forms part of a continuum and provides a context for the Wales Audit Office's work plan.

### **Comments of Chief Financial Officer**

The Improvement Report confirms that the Council has a good track record of managing its budget, with plans in place to further develop the medium-term financial planning arrangements.

In terms of ongoing budgetary pressures and challenges, the Report presents a realistic assessment of the Council's position as it seeks to achieve efficiency savings whilst continuing to provide good and improving services. WAO recognise these pressures and the Council will continue to engage in constructive dialogue with its regulators as it further develops its financial management strategy.

### **Comments of Monitoring Officer**

This WAO Improvement Report has been produced by the Auditor General for Wales to discharge his duties under section 24 of the Local Government Wales Measure 2009. The report also discharges his duties under section 19, to issue a report certifying that he has carried out an audit under section 17 and an improvement assessment under section 18. The details set out in the Improvement Report confirm that the Council is meeting its obligations under the Measure to secure continuous improvement, despite increasing demand for services and financial pressures. However, the Report does identify certain areas for further improvement and progress in addressing these issues will continue to be monitored through the Council's performance management framework.

### **Comments of Head of People and Business Change**

There are no direct staffing implications arising from this report. Work programmes associated with the Council's improvement programmes that have future staffing implications will need to be subject to a separate report to the Cabinet Member for People and Business Change.

The report presents a balanced picture of the Council continuing to drive its programme of improvement and change, whilst highlighting areas that require further attention to ensure effective outcomes in terms of service users and organisational effectiveness. The report provides a number of recommendations in relation to the well-being of future generations and these will be addressed by individual service areas working in partnership where required and considering the five ways of working and sustainable development principle.

### **Comments of Cabinet Member**

The Cabinet Member has been consulted and has agreed that this report goes forward to Cabinet for consideration

### **Local issues**

N/A

## **Scrutiny Committees**

N/A

## **Equalities Impact Assessment and the Equalities Act 2010**

The Equality Act 2010 contains a Public Sector Equality Duty which came into force on 06 April 2011. The Act identifies a number of 'protected characteristics', namely age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation; marriage and civil partnership. The new single duty aims to integrate consideration of equality and good relations into the regular business of public authorities. Compliance with the duty is a legal obligation and is intended to result in better informed decision-making and policy development and services that are more effective for users. In exercising its functions, the Council must have due regard to the need to: eliminate unlawful discrimination, harassment, victimisation and other conduct that is prohibited by the Act; advance equality of opportunity between persons who share a protected characteristic and those who do not; and foster good relations between persons who share a protected characteristic and those who do not. The Act is not overly prescriptive about the approach a public authority should take to ensure due regard, although it does set out that due regard to advancing equality involves: removing or minimising disadvantages suffered by people due to their protected characteristics; taking steps to meet the needs of people from protected groups where these differ from the need of other people; and encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

## **Children and Families (Wales) Measure**

Although no targeted consultation takes place specifically aimed at children and young people, consultation on planning applications and appeals is open to all of our citizens regardless of their age. Depending on the scale of the proposed development, applications are publicised via letters to neighbouring occupiers, site notices, press notices and/or social media. People replying to consultations are not required to provide their age or any other personal data, and therefore this data is not held or recorded in any way, and responses are not separated out by age.

## **Wellbeing of Future Generations (Wales) Act 2015**

The Auditor General helps to ensure that public bodies are held to account for their performance in relation to the requirements of the Wellbeing of Future Generations (Wales) Act 2015. The Wales Audit Office consider the Wellbeing of Future Generations (Wales) Act 2015 in the planning and implementation of their work, they provide the council with assurance as well as helping to identify areas for improvement.

The Annual Improvement Report considers how the council is meeting its duty to demonstrate continuous improvement under the Local Government Measure (2009). The Auditor General has stated that the council is meeting its statutory requirements in relation to continuous improvement; this conclusion has been reached after considering the accumulated audit and inspection work that was carried out during 2017/18.

Each review has its own action plan to address proposals for improvement identified in the individual reviews; each action plan considers how to respond to proposals for improvement in a sustainable way that addresses current issues whilst considering long-term needs.

## **Crime and Disorder Act 1998**

Section 17(1) of the Crime and Disorder Act 1998 imposes a duty on the Local Authority to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.

## **Consultation**

Comments received from wider consultation, including comments from elected members, are detailed in each application report in the attached schedule.

## **Background Papers**

Appendix 1 – Annual Improvement Report

Dated: September 2018

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WALES AUDIT OFFICE  
SWYDDFA ARCHWILIO CYMRU

# Annual Improvement Report: 2017-18

## Newport City Council

Issued: September 2018

Document reference: 734A2018-19



This Annual Improvement Report has been prepared on behalf of the Auditor General for Wales by Katherine Simmons and Sara-Jane Byrne under the direction of Huw Rees.

**Adrian Crompton  
Auditor General for Wales  
Wales Audit Office  
24 Cathedral Road  
Cardiff  
CF11 9LJ**

The Auditor General is independent of government, and is appointed by Her Majesty the Queen. The Auditor General undertakes his work using staff and other resources provided by the Wales Audit Office Board, which is a statutory board established for that purpose and to monitor and advise the Auditor General. The Wales Audit Office is held to account by the National Assembly.

The Auditor General audits local government bodies in Wales, including unitary authorities, police, probation, fire and rescue authorities, national parks and community councils. He also conducts local government value for money studies and assesses compliance with the requirements of the Local Government (Wales) Measure 2009.

Beyond local government, the Auditor General is the external auditor of the Welsh Government and its sponsored and related public bodies, the Assembly Commission and National Health Service bodies in Wales.

The Auditor General and staff of the Wales Audit Office aim to provide public-focused and proportionate reporting on the stewardship of public resources and in the process provide insight and promote improvement.

We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

This document is also available in Welsh.



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# Summary report

## 2017-18 performance audit work

- 1 In determining the breadth of work undertaken during the year, we considered the extent of accumulated audit and inspection knowledge as well as other available sources of information including Newport City Council's (the Council) own mechanisms for review and evaluation. For 2017-18, we undertook improvement assessment work at all councils. We also undertook work at all councils in relation to the Well-being of Future Generations Act, a service-user-perspective themed review and a review of overview and scrutiny arrangements. At some councils, we supplemented this work with local risk-based audits, identified in the Audit Plan for 2017-18.
- 2 The work carried out since the last Annual Improvement Report (AIR), including that of the relevant regulators, is set out in [Exhibit 1](#).

## The Council is meeting its statutory requirements in relation to continuous improvement

- 3 Based on, and limited to, the work carried out by the Wales Audit Office and relevant regulators, the Auditor General believes that the Council is likely to comply with the requirements of the Local Government Measure (2009) during 2018-19.

## Recommendations and proposals for improvement

- 4 Given the wide range of services provided by the Council and the challenges it is facing, it would be unusual if we did not find things that can be improved. The Auditor General is able to:
  - make proposals for improvement – if proposals are made to the Council, we would expect it to do something about them and we will follow up what happens;
  - make formal recommendations for improvement – if a formal recommendation is made, the Council must prepare a response to that recommendation within 30 working days;
  - conduct a special inspection, and publish a report and make recommendations; and
  - recommend to ministers of the Welsh Government that they intervene in some way.

- 5 During the course of the year, the Auditor General did not make any formal recommendations. However, we have made a number of proposals for improvement and these are repeated in this report. We will monitor progress against them and relevant recommendations made in our national reports ([Appendix 3](#)) as part of our improvement assessment work.

## Audit, regulatory and inspection work reported during 2017-18

### Exhibit 1: audit, regulatory and inspection work reported during 2017-18

Description of the work carried out since the last AIR, including that of the relevant regulators, where relevant.

Issue date	Brief description	Conclusions	Proposals for improvement
May 2018	<b>Aligning the Levers of Change: Working in Partnership: Newport Public Services Board</b>	<ul style="list-style-type: none"> <li>• Respondents view the collaboration around Pill positively but there is a need to further develop this across all partners.</li> <li>• Respondents identified that the impact of good or poor decisions is felt most by people in Pill.</li> <li>• There is a need to understand how Public Service Boards (PSBs) and individual organisations learn from good/bad decisions.</li> <li>• Respondents indicated that the people in Pill could be more involved in the decisions about the future and present of their community.</li> <li>• Respondents are positive around integration of plans and priorities between organisations and the PSB as a whole in Pill.</li> <li>• Respondents identified an increasing emphasis on longer-term approaches but this needs further exploration and understanding.</li> <li>• Information and communication about Pill is viewed positively.</li> </ul>	None.

Issue date	Brief description	Conclusions	Proposals for improvement
July 2018	<p><b>‘Scrutiny: Fit for the Future?’ Review</b></p> <p>Review of how well placed councils’ overview and scrutiny functions are to respond to current and future challenges.</p>	<p>The Council’s leadership is committed to improving its scrutiny function and to meeting current and future challenges for scrutiny, but members need a fuller understanding of their scrutiny role and more effective, timely support:</p> <ul style="list-style-type: none"> <li>• the Council has made recent changes to its scrutiny arrangements, which now need to be strengthened and embedded effectively in order for it to be well-placed to meet current and future challenges;</li> <li>• the Council is creating a new environment for scrutiny to drive improvement, however, members need a greater understanding of their role in scrutiny and timely and specific member training to improve their effectiveness; and</li> <li>• the Council is improving the planning and operation of its scrutiny function, which could be further strengthened by greater alignment between the work of scrutiny and Cabinet.</li> </ul>	<p>The Council’s scrutiny function could be further strengthened by:</p> <p>P1 Providing a structured and timely member development programme to improve members’ scrutiny skills and improve their understanding of their scrutiny role.</p> <p>P2 Effectively holding Cabinet members to account for service performance when invited to scrutiny meetings.</p> <p>P3 Improving the planning and links between the forward work programmes of scrutiny committees and Cabinet.</p> <p>P4 Providing further training for scrutiny members on the Well-being of Future Generations (Wales) Act to improve their understanding and consideration of the Act when undertaking scrutiny activity.</p> <p>P5 Reviewing the impact of the new scrutiny structure and arrangements in driving improvement.</p> <p>P6 Improving the public’s engagement with the scrutiny function by using a wider range of engagement methods.</p>

Issue date	Brief description	Conclusions	Proposals for improvement
November 2017	<p><b>Annual Audit Letter 2016-17</b> Letter summarising the key messages arising from the Auditor General's statutory responsibilities under the Public Audit (Wales) Act 2004 and his reporting responsibilities under the Code of Audit Practice. The Annual Audit Letter is in <a href="#">Appendix 2</a> of this report.</p>	<ul style="list-style-type: none"> <li>• The Council complied with its responsibilities relating to financial reporting and use of resources.</li> <li>• I am satisfied that the Council and the Group have appropriate arrangements in place to secure economy, efficiency and effectiveness in their use of resources.</li> <li>• My work to date on certification of grant claims and returns has not identified significant issues that would impact on the 2016-17 accounts or key financial systems.</li> </ul>	None.
<b>Local risk-based performance audit</b>			
It is anticipated that this review will be published by the end of August 2018	<p><b>Thematic Review: Service-user perspective review</b></p>	<p>This project will seek to gain insight into parents' experiences to answer the question 'Do the needs, experiences and aspirations of service users inform the design and delivery of services to more closely meet their needs?' This project will focus on the experiences of parents using the Language and Play sessions and the nurture parenting classes.</p>	

Issue date	Brief description	Conclusions	Proposals for improvement
It is anticipated that this review will be concluded by December 2018	<b>Local Work: Waste Follow Up</b>	This project will follow up on the Council's progress in addressing the proposals for improvement made in our 'Waste Management Review' issued in August 2016.	
<b>Improvement planning and reporting</b>			
April 2017	<b>Wales Audit Office annual improvement plan audit. Review of the Council's published plans for delivering on improvement objectives.</b>	The Council has complied with its statutory improvement planning duties.	None.
November 2017	<b>Wales Audit Office annual assessment of performance audit. Review of the Council's published performance assessment.</b>	The Council has complied with its statutory improvement reporting duties.	None.
<b>Reviews by inspection and regulation bodies</b>			
<b>No reviews by inspection and regulation bodies have taken place during the time period covered in this report.</b>			

# Appendices

## Appendix 1 – Status of this report

The Local Government (Wales) Measure 2009 (the Measure) requires the Auditor General to undertake a forward-looking annual improvement assessment, and to publish an annual improvement report, for each improvement authority in Wales. Improvement authorities (defined as local councils, national parks, and fire and rescue authorities) have a general duty to 'make arrangements to secure continuous improvement in the exercise of [their] functions'.

The annual improvement assessment considers the likelihood that an authority will comply with its duty to make arrangements to secure continuous improvement. The assessment is also the main piece of work that enables the Auditor General to fulfil his duties. Staff of the Wales Audit Office, on behalf of the Auditor General, produce the annual improvement report. The report discharges the Auditor General's duties under section 24 of the Measure, by summarising his audit and assessment work in a published annual improvement report for each authority. The report also discharges his duties under section 19 to issue a report certifying that he has carried out an improvement assessment under section 18 and stating whether (as a result of his improvement plan audit under section 17) he believes that the authority has discharged its improvement planning duties under section 15.

The Auditor General may also, in some circumstances, carry out special inspections (under section 21), which will be reported to the authority and Ministers, and which he may publish (under section 22). An important ancillary activity for the Auditor General is the co-ordination of assessment and regulatory work (required by section 23), which takes into consideration the overall programme of work of all relevant regulators at an improvement authority. The Auditor General may also take account of information shared by relevant regulators (under section 33) in his assessments.



## Appendix 2 – Annual Audit Letter

Councillor Debra Wilcox – Leader / Mr. Will Godfrey – Chief Executive  
Newport City Council  
Civic Centre  
Godfrey Road  
Newport  
NP20 4UR

**Reference: 279A2017-18**

**Date issued:** November 2017

Dear Debra/Will

### Annual Audit Letter – Newport City Council

This letter summarises the key messages arising from my statutory responsibilities under the Public Audit (Wales) Act 2004 and my reporting responsibilities under the Code of Audit Practice.

#### The Council complied with its responsibilities relating to financial reporting and use of resources

It is Newport City Council's responsibility to:

- put systems of internal control in place to ensure the regularity and lawfulness of transactions and to ensure that its assets are secure;
- maintain proper accounting records;
- prepare a Statement of Accounts in accordance with relevant requirements;  
and
- establish and keep under review appropriate arrangements to secure economy, efficiency and effectiveness in its use of resources.

The Public Audit (Wales) Act 2004 requires me to:

- provide an audit opinion on the accounting statements;
- review the Council's and the Group's arrangements to secure economy, efficiency and effectiveness in their use of resources; and
- issue a certificate confirming that I have completed the audit of the accounts.

Local authorities in Wales prepare their accounting statements in accordance with the requirements of the CIPFA/LASAAC Code of Practice on Local Authority Accounting in the United Kingdom. This code is based on International Financial Reporting Standards.

On 28 September 2017, I issued an unqualified audit opinion on the accounting statements confirming that they present a true and fair view of the Council's and Group's financial position and transactions. My report is contained within the Statement of Accounts. The key matters arising from the accounts audit were reported to members of the Audit Committee in my Audit of Financial Statements report on 25 September 2017, and a more detailed report will follow in due course.

I issued a certificate confirming the audit of accounts has been completed on 28 September 2017.

**I am satisfied that the Council and the Group have appropriate arrangements in place to secure economy, efficiency and effectiveness in their use of resources**

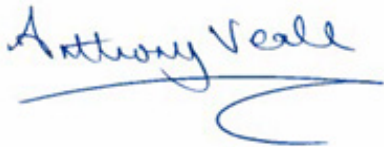
My consideration of the Council's arrangements to secure economy, efficiency and effectiveness has been based on the audit work undertaken on the accounts as well as placing reliance on the work completed under the Local Government (Wales) Measure 2009. The Auditor General highlighted areas where the effectiveness of these arrangements has yet to be demonstrated or where improvements could be made in his [Annual Improvement Report 2016-17](#).

My work to date on certification of grant claims and returns has not identified significant issues that would impact on the 2016-17 accounts or key financial systems

A more detailed report on my grant certification work will follow in 2018 once this year's programme of certification work is complete.

The financial audit fee for 2016-17 is currently expected to be in line with the agreed fee set out in the Annual Audit Plan.

Yours sincerely

A handwritten signature in blue ink that reads "Anthony Veale". The signature is written in a cursive style and is underlined with a long, sweeping horizontal stroke.

**Anthony Veale**

**For and on behalf of the Auditor General for Wales**

cc: Meirion Rushworth – Head of Finance

## Appendix 3 – National report recommendations 2017-18

### Exhibit 2: national report recommendations 2017-18

Summary of proposals for improvement relevant to local government, included in national reports published by the Wales Audit Office, since publication of the last AIR.

Date of report	Title of review	Recommendation
June 2017	<a href="#"><u>Savings Planning in Councils in Wales</u></a>	The report did not include any recommendations or proposals for improvement, although proposals for improvement were included in local reports issued to each Council.
October 2017	<a href="#"><u>Public Procurement in Wales</u></a>	The report contained seven recommendations. Six of the recommendations were for the Welsh Government, one of the recommendations was for public bodies: R3 It was clear from our sampling that some procurement strategies are out of date and there has also been a mixed response to new policy and legislation, such as the Well-being of Future Generations (Wales) Act 2015. We recommend that public bodies review their procurement strategies and policies during 2017-18 and on an annual basis thereafter to ensure that they reflect wider policy and legislative changes and support continuous improvement.
October 2017	<a href="#"><u>Good governance when determining significant service changes – National Summary</u></a>	The report did not include any recommendations or proposals for improvement, although proposals for improvement were included in local reports issued to each Council. The report was designed primarily to provide insight, share existing practice and prompt further conversations and discussions between councils and other organisations.
December 2017	<a href="#"><u>Local Government Financial Reporting 2016-17</u></a>	The report did not include any recommendations or proposals for improvement.

Date of report	Title of review	Recommendation
January 2018	<a href="#">How Local Government manages demand – Homelessness</a>	<p>The report contained eight recommendations all of which were for local authorities.</p> <p>R1 Implementing the Housing (Wales) Act 2014 requires local authorities to develop services which are focussed on preventing homelessness and reducing demand. These are very different to traditional casework led homelessness services, and prevention work requires new skills and early interaction with users and potential users. We found local authorities' progress in revising and strengthening services is variable (paragraphs 1.12 to 1.20). <b>We recommend that local authorities:</b></p> <ul style="list-style-type: none"> <li>• ensure their staff are sufficiently skilled to deal with the new demands of mediating, problem solving, negotiating and influencing with homeless people; and</li> <li>• review and reconfigure their services to engage more effectively with homeless and potentially homeless people to prevent homelessness.</li> </ul> <p>R2 The Welsh Government provided funding to support local authorities to implement the Housing (Wales) Act 2014 and this funding has been critical in enabling new preventative services to be developed. The funding is in place until 2019-20 but authorities need to ensure they use headspace provided by these resources to revise their services to deliver their responsibilities in the future (paragraphs 1.21 to 1.28). <b>We recommend that local authorities review their funding of homelessness services to ensure that they can continue to provide the widest possible preventative approach needed. Reviews should consider use of Supporting People as well as General Council fund monies to support delivery of the authority's homelessness duties.</b></p> <p>R3 How services are configured and managed at the first point of contact can significantly influence how effective local authorities are in managing and reducing demand. Easy to access services which maximise usage, avoid gate keeping and focus on early solutions can significantly improve the prospects for successful homelessness prevention. We found that some authority point of entry systems are poorly designed which reduces the authority's prospects for early intervention to prevent homelessness from occurring (paragraphs 2.4 to 2.11). <b>We recommend that local authorities:</b></p> <ul style="list-style-type: none"> <li>• design services to ensure there is early contact with service users;</li> <li>• use 'triage' approaches to identify and filter individuals seeking help to determine the most appropriate response to address their needs; and</li> <li>• test the effectiveness of first point of contact services to ensure they are fit for purpose.</li> </ul>

Date of report	Title of review	Recommendation
January 2018	<a href="#">How Local Government manages demand – Homelessness</a>	<p>R4 Establishing clear standards of service that set out what the authority provides and is responsible for is critical to ensuring people know what they are entitled to receive and what they need to resolve themselves. We found that authorities are not always providing clear, concise and good quality information to help guide people to find the right advice quickly and efficiently (paragraphs 2.12 to 2.17). <b>We recommend that local authorities publish service standards that clearly set out what their responsibilities are and how they will provide services to ensure people know what they are entitled to receive and what they must do for themselves. Service standards should:</b></p> <ul style="list-style-type: none"> <li>• be written in plain accessible language.</li> <li>• be precise about what applicants can and cannot expect, and when they can expect resolution.</li> <li>• clearly set out the applicant’s role in the process and how they can help the process go more smoothly and quickly.</li> <li>• be produced collaboratively with subject experts and include the involvement of people who use the service(s).</li> <li>• effectively integrate with the single assessment process.</li> <li>• offer viable alternatives to the authority’s services.</li> <li>• set out the appeals and complaints processes. These should be based on fairness and equity for all involved and available to all.</li> </ul> <p>R5 Local authorities need to design services to engage with service users effectively and efficiently, but current standards are too variable to ensure service users are getting access to the advice they need (paragraphs 2.18 to 2.24). To improve current performance we recommend that local authorities make better use of their websites to help manage demand by:</p> <ul style="list-style-type: none"> <li>• <b>testing the usability and effectiveness of current website information using our lines of enquiry set out in Appendix 5;</b></li> <li>• <b>increasing and improving the range, quality and coverage of web based information; making better use of online applications; and</b></li> <li>• <b>linking more effectively to information from specialist providers and advice specialists, such as Citizens Advice.</b></li> </ul> <p>R6 The Housing (Wales) Act 2014 introduces a new duty on social services and housing associations to collaborate with local authority homelessness services in preventing homelessness. We found that these arrangements are not operating effectively and service responses to prevent homelessness and assist homeless people are not always being provided, nor are they consistently effective (paragraphs 3.13 to 3.25). <b>We recommend that local authorities set out and agree their expectations of partners identifying how they will work together to alleviate homelessness. The agreement should be reviewed regularly and all partners’ performance reviewed to identify areas for improvement.</b></p>

Date of report	Title of review	Recommendation
January 2018	<a href="#">How Local Government manages demand – Homelessness</a>	<p>R7 Local authorities monitoring systems and evaluation approaches to ensure compliance with their responsibility under the Equality Act 2010 and the Public Sector Equality Duty are not working as well as they should (paragraph 3.35 to 3.39). <b>We recommend that local authorities address weaknesses in their equalities monitoring, and ensure that their homelessness service accurately records and evaluates appropriate data to demonstrate equality of access for all service users that the local authority has a duty towards.</b></p> <p>R8 Managing demand can be challenging for local authorities. There are some clear lessons to be learnt with regard to the implementation of the Housing (Wales) Act 2014 and homelessness prevention duties that can be applied to managing demand in other services (paragraphs 4.24 to 4.27). <b>We recommend that local authorities use the checklist set out in Appendix 10 to undertake a self-assessment on services, to help identify options to improve how they can help manage demand.</b></p>

Date of report	Title of review	Recommendation
February 2018	<a href="#">Housing Adaptations</a>	<p>The report contained nine recommendations. One of the recommendations was for the Welsh Government, eight of the recommendations were for local authorities and/or delivery organisations:</p> <p>R1 There are many sources of funding and policies for adaptations, which results in disabled and older people receiving very different standards of service (paragraphs 1.5 to 1.9). To address these discrepancies <b>we recommend that the Welsh Government set standards for all adaptations to ensure disabled and older people receive the same standard of service irrespective of where they live, who their landlord is and whether they own their own home.</b></p> <p>R2 Most public bodies are clear on how their work on adaptations can positively impact on disabled and older people, and have set suitable aims that provide focus for action. For adaptations, having the right strategic goals also establishes a clear basis for decision-making on who should be prioritised for services and how and where to use resources. However, we found that current policy arrangements have a number of deficiencies and public bodies are not maximising the benefit of their investment (paragraphs 3.8 to 3.15). <b>We recommend that local authorities work with partner agencies (health bodies, housing associations and Care and Repair) to strengthen their strategic focus for the provision of adaptations by:</b></p> <ul style="list-style-type: none"> <li>• setting appropriate strategic objectives for adaptations that focus on wellbeing and independence;</li> <li>• improving the quality of information on the demand for adaptations by using a wide range of data to assess need including drawing on and using information from partners who work in the local-authority area; and</li> <li>• linking the system for managing and delivering adaptations with adapted housing policies and registers to make best use of already adapted homes.</li> </ul> <p>R3 Ensuring that all those who might need an adaptation have all the information they need in order to apply for and receive an adaptation is important. Good-quality and accessible information is therefore essential for delivery organisations to demonstrate fair access and transparency. However, we identified weaknesses in the quality and coverage of public information relating to housing adaptations (paragraphs 2.6 to 2.15). <b>We recommend that delivery organisations provide information on housing adaptations in both Welsh and English, and accessible formats including braille, large fonts, audio versions and other languages. Information should be promoted widely via a range of media including social media, websites and published information, and also through key partners. Preferably, information should be produced jointly and policies aligned between delivery bodies to improve coverage and usage.</b></p>



Date of report	Title of review	Recommendation
February 2018	<a href="#">Housing Adaptations</a>	<p>R4 Given the wide number of routes into services, delivery organisations need to ensure they have robust systems to deal effectively and quickly with applications. However, we found that the processes used by delivery organisations vary widely and often create difficulties for disabled and older people seeking assistance (paragraphs 2.16 to 2.19). <b>We recommend that delivery organisations streamline applications by creating single comprehensive application forms covering all organisations within a local-authority area that are available via partners and online.</b></p> <p>R5 Delivery of adaptations can be delayed by a variety of factors (paragraphs 2.20 to 2.33). To improve timeliness in delivery <b>we recommend that:</b></p> <ul style="list-style-type: none"> <li>• the Welsh Government reviews whether local authorities should continue to use the means test for Disabled Facilities Grants (DFGs);</li> <li>• local authorities provide or use home improvement agency services to support disabled and older people to progress their DFG applications efficiently;</li> <li>• delivery organisations work with planning authorities to fast track and streamline adaptations that require approvals;</li> <li>• delivery organisations use Trusted Assessors to undertake less complex adaptation assessments; and</li> <li>• the Welsh Government streamlines its approval processes for Physical Adaptation Grants (PAGs).</li> </ul>

Date of report	Title of review	Recommendation
February 2018	<a href="#">Housing Adaptations</a>	<p>R6 Most local authorities, housing associations and Care and Repair agencies have established processes to appoint, oversee and manage builder and/or contractor performance. However, we found wide variations in how delivery organisations arrange, contract and deliver building works (paragraphs 2.37 to 2.44). <b>We recommend that delivery organisations:</b></p> <ul style="list-style-type: none"> <li>• introduce formal systems for accrediting contractors to undertake adaptations. These should include: <ul style="list-style-type: none"> <li>– standards of customer care such as keeping to appointments, keeping the site tidy, controlling noise etc;</li> <li>– vetting of financial standing, tax and VAT status;</li> <li>– promoting good health and safety practices;</li> <li>– requiring the use of warranty schemes;</li> <li>– ensuring that adequate insurance is held; and</li> <li>– requiring references.</li> </ul> </li> <li>• use framework agreements and partnered contracts to deliver adaptations;</li> <li>• address weaknesses in the contracting of adaptations, updating Schedule of Rates used to tender work and undertaking competitive tendering to support value for money in contracting;</li> <li>• develop effective systems to manage and evaluate contractor performance by: <ul style="list-style-type: none"> <li>– setting an appropriate range of information to judge performance and delivery of works covering timeliness of work; quality of work; applicant/tenant feedback; cost of work (including variations); health and safety record; and customer feedback;</li> <li>– regularly reporting and evaluating performance to identify opportunities to improve services; and</li> <li>– providing formal feedback to contractors on their performance covering key issues such as client satisfaction, level and acceptability of variations, right first-time work, post-inspection assessment and completion within budget and on time.</li> </ul> </li> </ul>

Date of report	Title of review	Recommendation
February 2018	<a href="#">Housing Adaptations</a>	<p>R7 Maximising impact and value for money in provision of adaptations requires effective joint working between housing organisations and health and social care services to ensure the needs of often very vulnerable people can be met, and their quality of life improved. However, our findings highlight that delivery organisations continue to have a limited strategic focus on adaptations, concentrating on organisational specific responses rather than how best collectively to meet the needs of disabled or older people (paragraphs 3.16 to 3.21). <b>We recommend that local authorities work with partner agencies (health bodies, housing associations and Care and Repair) to develop and improve joint working to maximise both take-up and the benefits of adaptations in supporting independence by pooling of resources, co-locating staff and creating integrated delivery teams</b></p> <p>R8 Most public bodies recognise the value of adaptations in reducing the risk of falls, preventing hospital admissions and speeding up discharge from hospital. However, the importance of adaptations is not always reflected in local partnership arrangements and outside of Occupational Therapists, health professionals noted that the different local-authority and housing-association systems for administering, approving and delivering adaptations are difficult to navigate (paragraphs 3.22 to 3.24). To enhance take-up and usage of adaptations with health bodies <b>we recommend that delivery organisations jointly agree and publish joint service standards for delivery of adaptations within each local-authority area. The service standards should clearly set out how each agency approaches delivery of adaptations and how they will provide services to ensure people know what they are entitled to receive. Service Standards should:</b></p> <ul style="list-style-type: none"> <li>• be written in plain accessible language;</li> <li>• be precise about what people can and cannot expect to receive;</li> <li>• be produced collaboratively to cover all adaptations services within an area;</li> <li>• set out the eligibility for the different funding streams, application and assessment processes, timescales and review processes; and</li> <li>• offer the viable options and alternatives for adaptations including linking with adapted housing registers to maximise use of already adapted homes.</li> </ul>

Date of report	Title of review	Recommendation
February 2018	<a href="#">Housing Adaptations</a>	<p>R9 Having the right performance indicators and regularly reporting performance against these are important for public bodies to manage operational performance, identify areas of improvement and evaluating the positive impact of services. We found that the current range of performance indicator data is extremely limited and not sufficient to enable a full evaluation of performance (paragraphs 4.5 to 4.20). To effectively manage performance and be able to judge the impact of adaptations, <b>we recommend that the Welsh Government and delivery organisations:</b></p> <ul style="list-style-type: none"> <li>• set appropriate measures to judge both the effectiveness and efficiency of the different systems for delivering adaptations and the impact on wellbeing and independence of those who receive adaptations;</li> <li>• ensure delivery organisations report against their responsibilities in respect of the Equalities Act 2010;</li> <li>• ensure performance information captures the work of all delivery organisations – local authorities, housing associations and Care and Repair agencies; and</li> <li>• annually publish performance for all delivery organisations to enable a whole systems view of delivery and impact to support improvement to be taken.</li> </ul>
April 2018	<a href="#">Speak my language: Overcoming language and communication barriers in public services</a>	<p><b>The report contained two recommendations. One of the recommendations was for the Welsh Government in conjunction with public bodies and the other recommendation was for public bodies.</b></p> <p>Ensuring that people who face language and communication barriers can access public services</p> <p>R1 Public bodies are required to ensure that people can access the services they need. To take account of the requirements of the 2010 Equality Act and other legislation, <b>we recommend that public bodies regularly review the accessibility of their services to people who do not speak English or Welsh as a main language including Deaf people who use sign language. This assessment can include using our checklist.</b></p> <p>Developing interpretation and translation services in Wales</p> <p>R2 Our work with public bodies, interpretation and translation service providers and service users has identified some challenges for interpretation and translation services. <b>We recommend that the Welsh Government work with public bodies, representative groups and other interested parties to make sure that:</b></p> <ul style="list-style-type: none"> <li>• the supply of interpreters is sufficient especially for languages in high demand such as BSL and Arabic;</li> <li>• interpreters with specialist training are available to work in mental health services and with people who have experienced trauma or violence; and</li> <li>• quality assurance and safeguarding procedures are in place.</li> </ul>

Date of report	Title of review	Recommendation
May 2018	<a href="#"><u>Reflecting on Year One: How Have Public Bodies Responded to the Well-being of Future Generations</u></a>	<p>The report did not include any recommendations or proposals for improvement.</p>
May 2018	<a href="#"><u>Strategic Commissioning of Accommodation Services for Adults with Learning Disabilities</u></a>	<p>The report contained six recommendations all of which were for local authorities.</p> <p>R1 People with a learning disability have a right to live independently. The last 50 years have seen significant changes in the provision of accommodation and support. Service provision has moved to a model that enables people to live in the community in ordinary houses throughout Wales (paragraphs 1.3 to 1.10). <b>We recommend that local authorities continue to focus on preventing people becoming dependent on more expensive placements in care homes by providing effective support at home and a range of step up accommodation by:</b></p> <ul style="list-style-type: none"> <li>• improving the evaluation of prevention activity so local authorities understand what works well and why.</li> <li>• utilising the mapping of prevention services under the Social Services and Well-being (Wales) Act 2014 that covers other agencies and service providers.</li> <li>• improving the signposting of additional help so carers and support networks can be more resilient and self-reliant. This should include encouraging carers to make long-term plans for care to maintain and protect their dependants' wellbeing.</li> <li>• sharing risk analysis and long-term planning data with other local authorities, service providers, and partners to agree a shared understanding of the range of options.</li> </ul> <p>R2 Population projections show that the number of people with a learning disability will increase in the future, and those aged over 65 and those with a moderate or severe learning disability will rise significantly (paragraphs 1.3 to 1.10). <b>We recommend that local authorities improve their approach to planning services for people with learning disabilities by building on the Regional Partnership Boards' population assessments for people with learning disabilities and agreeing future priorities.</b></p>

Date of report	Title of review	Recommendation
May 2018	<a href="#"><u>Strategic Commissioning of Accommodation Services for Adults with Learning Disabilities</u></a>	<p>R3 The Welsh Government produced guidance to local authorities, entitled 'developing a commissioning strategy for people with a learning disability' to support authorities in producing strategic plans for the commissioning of learning disability services. In conjunction with codes of practice developed following the Social Services and Well-being (Wales) Act 2014, the Welsh Government requires local authorities to develop integrated commissioning options with Local Health Board services. The aim is to provide a joined-up and cost-effective approach to the commissioning of services but our review highlighted weaknesses in current arrangements (paragraph 2.4 to 2.12). <b>We recommend that local authorities do more to integrate commissioning arrangements with partners and providers and take account of the work of the National Commissioning Board by:</b></p> <ul style="list-style-type: none"> <li>• understanding the barriers that exist in stopping or hindering further integration;</li> <li>• improving the quality of joint strategic plans for learning disability services (see also paragraphs 3.11 to 3.14);</li> <li>• establishing investment models and sustainable financial structures, joint workforce planning and multi-year budgeting; and</li> <li>• developing appropriate governance and data sharing frameworks with key local partners that include a clear process for managing risk and failure.</li> </ul> <p>R4 Local authorities' engagement with people with learning disabilities and their carers is variable. Whilst many authority services have positive relationships with advocacy groups, some are less successful in involving these groups and carers in evaluating the quality of services (paragraph 2.18 to 2.20). <b>We recommend that local authorities do more to involve people with learning disabilities and their carers in care planning and agreeing pathways to further independence by:</b></p> <ul style="list-style-type: none"> <li>• consistently including people with learning disabilities and their carers in the writing, monitoring and development of care plans;</li> <li>• systematically involving carers and advocacy groups in evaluating the quality of services;</li> <li>• involving people with learning disabilities in procurement processes; and</li> <li>• ensuring communications are written in accessible and appropriate language to improve the understanding and impact of guidance and information.</li> </ul>

Date of report	Title of review	Recommendation
May 2018	<a href="#"><u>Strategic Commissioning of Accommodation Services for Adults with Learning Disabilities</u></a>	<p>R5 Local Authorities could do more to involve service providers in commissioning and make the tendering process more effective by making it easier to navigate and more outcome focused. However, providers are not as effectively engaged as they should be (paragraphs 2.28 to 2.38). <b>We recommend that local authorities collaborate with providers, the third sector and suppliers in understanding challenges, sharing data, and pooling expertise by:</b></p> <ul style="list-style-type: none"> <li>• improving the quality, range, and accessibility of tendering information; and</li> <li>• working with providers to shape local markets by coming to a common understanding of the opportunities, risks, and future priorities in providing learning disabilities services.</li> </ul> <p>R6 Most local authorities do not have effective arrangements to monitor and evaluate their commissioning of learning disability services (paragraphs 3.3 to 3.15). <b>We recommend that local authorities develop a more appropriate set of performance indicators and measures of success that make it easier to monitor and demonstrate the impact of service activity by:</b></p> <ul style="list-style-type: none"> <li>• co-designing measures, service and contract performance indicators with service providers, people with learning disabilities and their carers;</li> <li>• ensure commissioners have sufficient cost and qualitative information on the full range of placement and care options available;</li> <li>• equipping commissioners with data to demonstrate the long-term financial benefits of commissioning choices, this includes having the right systems and technology;</li> <li>• integrating the outcomes and learning from reviews of care plans into performance measures;</li> <li>• evaluating and then learning from different types of interventions and placements; and</li> <li>• including learning disability services in local authority scrutiny reviews to challenge performance and identify improvements.</li> </ul>

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# Report

## Cabinet

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### Part 1

Date: 17 October 2018

Item No: 6

### **Subject** **Wales Audit Office Overview and Scrutiny – Fit for the Future? Review**

**Purpose** To advise cabinet of the findings from the Wales Audit Office's review of the Council's overview and scrutiny arrangements.

**Author** Head of People and Business Change  
Democracy and Communications Manager  
Scrutiny and Governance Manager

**Ward** All

**Summary** As part of their programme of work for 2017/18 the Wales Audit Office (WAO) reviewed the Council's overview and scrutiny arrangements. The main aim of the review was to assess how 'Fit for the Future' scrutiny functions in responding to current challenges including the Well-being of Future Generations (WFG) Act.

The review also included how Councils are beginning to undertake scrutiny of the Public Service Boards.

As part of this review, the Wales Audit Office identified 6 areas for improvement.

**Proposal** Cabinet is requested to:

- Consider the contents of the Wales Audit Office Overview and Scrutiny – Fit for the Future? Review; and
- Consider the action plan that has been compiled to address the recommendations that are identified in the Overview and Scrutiny – Fit for the Future? Review.

**Action by** Strategic Directors and Heads of Service

**Timetable** Immediate

This report was prepared after consultation with:

- Chief Executive
- Strategic Directors
- Heads of Service

**Signed**

## Background

As part of their programme of work for 2017/18 the Wales Audit Office (WAO) reviewed the Council's overview and scrutiny arrangements. The main aim of the review was to assess how 'Fit for the Future' scrutiny functions in responding to current challenges including the Well-being of Future Generations (WFG) Act. The review also included how Councils are beginning to undertake scrutiny of the Public Service Boards.

The intended benefits of undertaking this project are:

- Identification of approaches to embedding the sustainable development principle into scrutiny processes and practices to inform practice sharing and future work of the Auditor General in relation to the WFG Act;
- Providing assurance that scrutiny functions are well placed to respond to current and future challenges and expectations;
- Helping to embed effective scrutiny by elected Members for the start of this new electoral cycle; and
- Providing insight into how well councils have responded to the finding of the WAO's previous Scrutiny Improvement Study.

To inform their findings the WAO based their review methodology around the Outcomes and Characteristics for Effective Local Government Overview and Scrutiny that were developed and agreed by scrutiny stakeholders in Wales following their previous National Improvement Study 'Good Scrutiny? Good Question!'

The WAO undertook the review during December 2017 and January 2018. They reviewed documents, observed a sample of scrutiny committee meetings, interviewed officers and held focus groups with Members involved in scrutiny to obtain their views on the Council's current scrutiny arrangements and understand how the Council is approaching and intends to respond to the challenges identified.

The review concluded that the Council's leadership is committed to improving its scrutiny function and to meet current and future challenges for scrutiny, but Members need a fuller understanding of their scrutiny role and more effective, timely training. The WAO came to this conclusion because:

- a. The Council has made recent changes to its scrutiny arrangements, which now need to be strengthened and embedded effectively in order for it to be well-placed to meet current and future challenges;
- b. The Council is creating a new environment for scrutiny to drive improvement, however Members' need a fuller understanding of their role in scrutiny and timely and specific member training to improve their effectiveness; and
- c. The Council is improving the planning and operation of its scrutiny function, which can be strengthened by greater alignment between the work of scrutiny and Cabinet.

The WAO made 6 Proposals for Improvement:

The Council's scrutiny function could be further strengthened by:

P1 Providing a structured and timely member development programme to improve members' scrutiny skills and improve their understanding of their scrutiny role;

P2 Effectively holding Cabinet Members to account for service performance when invited to scrutiny meetings;

P3 Improving the planning and links between the forward work programme of scrutiny committees and Cabinet;

P4 Providing further training for scrutiny members on the Well-being of Future Generations (Wales) Act to improve their understanding and consideration of the Act when undertaking scrutiny activity;

P5 Reviewing the impact of the new scrutiny structure and arrangements in driving improvement; and  
 P6 Improving the public's engagement with the scrutiny function by using a wider range of engagement methods.

See appendix 1 for the WAO's report and appendix 2 for the Council's management response and action plan.

### Financial Summary

- There are no direct costs associated with this report.

### Risks

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
The WAO Proposals for Improvement are not addressed resulting in ineffective scrutiny to hold the Executive to account in the delivery of the Well-being Plan.	M	L	The management response includes an action plan to address the proposals for improvement	Head of Service, Managers

\* Taking account of proposed mitigation measures

### Links to Council Policies and Priorities

Effective scrutiny is essential for better decision making, improved service delivery and performance.

### Options Available and considered

- To consider the contents of the 'Scrutiny – Fit for the Future' report, and the proposed actions to address the proposals for improvement
- To reject the proposed actions or ask for further information

### Preferred Option and Why

The preferred option is a) to initiate the action plan to address the proposal for improvement.

### Comments of Chief Financial Officer

There are no financial implications arising from the report as all the actions identified will be contained within existing approved budgets.

## **Comments of Monitoring Officer**

There are no specific legal issues arising from the Report. The WAO review confirms that the Council is meeting the requirements of the Local Government Act 2000 in terms of delivering an effective overview and scrutiny function, which makes a positive contribution to decision-making and policy development. There are identified areas for improvement, particularly in relation to member training and development, holding the executive to account, performance management and public engagement. However, all of these issues are already identified in the Overview & Scrutiny Annual Report and are being addressed through the agreed action plan.

## **Comments of Head of People and Business Change**

There are no direct staffing implications arising from this report.

The 'Overview and Scrutiny – Fit for the Future?' report provides a balanced view of the council's scrutiny arrangements. It provides a baseline from which we can initiate further improvement and considers how well placed the council is to respond to current and future challenges. The management response to the WAO's report identifies actions that will address the proposals for improvement. This includes further training for members to improve their understanding of the WFG Act which will be addressed through a wider programme of training for members and staff across the Council. In addition, support will be provided by the policy and partnership team to improve the public's engagement with the scrutiny function using a range of engagement and participation methods.

## **Comments of Cabinet Member**

The Cabinet Member has been consulted and has agreed that this report goes forward to Cabinet for consideration.

## **Local issues**

Not applicable

## **Scrutiny Committees**

This report will be presented at Overview and Scrutiny Management Committee on 20<sup>th</sup> September 2018.

## **Equalities Impact Assessment and the Equalities Act 2010**

The Equality Act 2010 contains a Public Sector Equality Duty which came into force on 06 April 2011. The Act identifies a number of 'protected characteristics', namely age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation; marriage and civil partnership. The new single duty aims to integrate consideration of equality and good relations into the regular business of public authorities. Compliance with the duty is a legal obligation and is intended to result in better informed decision-making and policy development and services that are more effective for users. In exercising its functions, the Council must have due regard to the need to: eliminate unlawful discrimination, harassment, victimisation and other conduct that is prohibited by the Act; advance equality of opportunity between persons who share a protected characteristic and those who do not; and foster good relations between persons who share a protected characteristic and those who do not. The Act is not overly prescriptive about the approach a public authority should take to ensure due regard, although it does set out that due regard to advancing equality involves: removing or minimising disadvantages suffered by people due to their protected characteristics; taking steps to meet the needs of people from protected groups where these differ from the need of other people; and encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

## **Children and Families (Wales) Measure**

Although no targeted consultation takes place specifically aimed at children and young people, consultation on planning applications and appeals is open to all of our citizens regardless of their age. Depending on the scale of the proposed development, applications are publicised via letters to neighbouring occupiers, site notices, press notices and/or social media. People replying to consultations are not required to provide their age or any other personal data, and therefore this data is not held or recorded in any way, and responses are not separated out by age.

## **Wellbeing of Future Generations (Wales) Act 2015**

The contents of the Wales Audit Office report consider the five ways of working and sustainable principles.

## **Crime and Disorder Act 1998**

Section 17(1) of the Crime and Disorder Act 1998 imposes a duty on the Local Authority to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.

## **Consultation**

Not applicable

## **Background Papers**

WAO Report: Good Scrutiny? Good Question! (29/05/2014)

The above report is available on the Wales Audit Office Website, click [here](#) to view the report.

Dated: September 2018

## Appendix 1



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iew\_and\_Scrutiny\_rej

# Management Response

**Local Authority:** Newport City Council

**Report title:** Overview and Scrutiny: Fit for the Future?

**Issue date:** August 2018

**Document reference:** 770A2018-19

Ref	Proposal for Improvement	Intended outcome/benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
P1 Page 47	<p><b>The Council's scrutiny function could be strengthened by;</b></p> <p>Providing a structured and timely member development programme to improve members' scrutiny skills and improve their understanding of their scrutiny role.</p>	Members' understanding of their overview and scrutiny role increases.	Yes	Yes	Covered by the Scrutiny Annual Report – 18/19 Action 2: Ensure an effective member development programme is implemented to support Scrutiny Members to undertake their roles. This will need to include feeding into to an overall member development programme and providing comprehensive support to Members.	Establish training needs September 2018 through reissuing the training and development questionnaire to Members; continue development of programme ongoing throughout the year.	Scrutiny and Governance Manager
P2	Effectively holding Cabinet members to account for service performance when invited to scrutiny meetings.	Ensure that the Council has arrangements to enable scrutiny to hold Cabinet members to account more		Yes	Covered by the Scrutiny Annual Report – 18/19 Action 3: Review the arrangements for Cabinet Member	November 2018 (to align with the Committees considerations of the Service	Scrutiny and Governance Manager / Cabinet Office Manager

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
		effectively and ensure Cabinet Members are equipped and prepared to be held accountable for the roles they hold.			attendance at Scrutiny in light of changes to the performance reporting. To enable the Committees to effectively hold Cabinet Members to account for Service Performance, when invited to scrutiny Committees and utilise Cabinet Member time effectively at the meetings.	plans and the CM attendance at these meetings.	
P3	Improving the planning and links between the forward work programmes of scrutiny committees and Cabinet.	Work programmes are coordinated in order that Scrutiny can engage in pre-decision scrutiny.		Yes	Covered by the Scrutiny Annual Report – 18/19  Action 4: Improve the planning and links between the Scrutiny Forward Work Programme and the Cabinet.  And Action 5: To continue regular meetings of the Chairs of Scrutiny, the Scrutiny Officer Team to ensure a positive relationship continues, and workloads are coordinated effectively.	Ongoing	Scrutiny and Governance Manager / Cabinet Office Manager



Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
					This will include meetings with the Executive.		
P4	Providing further training for scrutiny members on the Well-being of Future Generations (Wales) Act to improve their understanding and consideration of the Act when undertaking scrutiny activity.	The principles of the Act are more familiar to members and those are applied during scrutiny processes		Yes	Covered by the Scrutiny Annual Report – 18/19 Action 2: Ensure an effective member development programme is implemented to support Scrutiny Members to undertake their roles. This will need to include feeding into to an overall member development programme and providing comprehensive support to Members.	Establish training needs September 2018 through reissuing the training and development questionnaire to Members; continue development of programme ongoing throughout the year.	Scrutiny and Governance Manager
P5	Reviewing the impact of the new scrutiny structure and arrangements in driving improvement.	Ensure that the new structure and arrangements are achieving the intended outcomes.	Yes	Yes	Covered by the Scrutiny Annual Report – 18/19 Action 6: Review the impact of the new scrutiny structure and arrangements in driving improvement to include a repeat of the Scrutiny Self Evaluation and Peer review exercises	April 2019	Scrutiny and Governance Manager

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
P6	Improving the public's engagement with the scrutiny function by using a wider range of engagement methods.	Ensure that there are greater opportunities for the public to help to influence scrutiny forward work programmes		Yes	<p>Covered by the Scrutiny Annual Report – 18/19</p> <p>Action 1: Redevelop the Public Engagement Strategy to ensure arrangements are put in place to support public involvement and participation within scrutiny is encouraged.</p> <p>To include:</p> <ul style="list-style-type: none"> <li>- Utilising social media to promote Committee work.</li> <li>- Encourage public participation and involvement.</li> </ul> <p>Improving the public's engagement with the scrutiny function by using a wider range of engagement methods.</p>	December 2018 / January 2019	Scrutiny and Governance Manager



# Report

## Cabinet

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### Part 1

Date: 17 October 2018

Item No: 7

**Subject** Year End Performance 2017/18

**Purpose** To inform the Cabinet of the year end performance of the Council for 2017/18.

**Author** Head of People and Business Change

**Ward** All

**Summary** Each year data for Public Accountability Measures (PAMs) is submitted to Data Cymru for comparison to other Welsh Authorities. A bulletin is published by Data Cymru, which summarises the performance of all Authorities across Wales.

It is important to note that these comparator figures do not take into consideration the potential impacts of financial position, population demographics or service demands. Newport Council has historically low levels of spending. Overall 2017/18 performance has improved for 36% of the performance indicators and performance has remained unchanged for 7% of the indicators in comparison to 2016/17.

**Proposal** To consider the contents of the report

**Action by** Strategic Directors, Heads of Service

**Timetable** Immediate

This report was prepared after consultation with:

- Chief Executive
- Strategic Directors
- Heads of Service

**Signed**

## Background

Each year data is submitted to Data Cymru (previously called Data Unit Wales) for relative comparison alongside other Welsh Authorities. The dataset submitted is known as the 'Public Accountability Measures' (PAMs) and enable local authorities to provide an account of their performance to the public, including comparing their performance with that of other authorities. The PAMs also enable the public to hold the authority to account over issues that matter most to them.

In 2017/18, the PAM dataset comprised of 26 performance indicators, but comparisons for only 18 of these have been published by Data Cymru with only 14, which have data directly comparable to 2016/17. The remaining 8 performance indicators are due to be published later in the year. The 2016/17 year-end performance analysis compared the data for 24 performance indicators.

The data for each Local Authority is published in the media and is publicly accessible via Data Cymru's website. Data Cymru also publish a bulletin that summarises performance across Wales.

Against a backdrop of budget cuts and limited resources, Newport has continued to improve performance in national indicators. The improvements reflect significant efforts made in service areas within the Council.

Overall 2017/18 performance has improved for 36% of the performance indicators and performance has remained unchanged for 7% of the indicators in comparison to 2016/17.

The published data indicates that three of the performance indicators are in the top quartile and a further 5 are in the upper middle quartile. The analysis detailed in appendix 1 gives the performance for 2017/18 and includes the comparison of Newport City Council in relation to the other Welsh Local Authorities.

It is important to note that these comparator figures do not take into consideration the potential impacts of financial position, population demographics or service demands. It is worth noting that Newport Council has historically low levels of spending.

The published comparative data ranks local authorities against each other but does not include any qualitative standard of performance.

Whilst it is acknowledged that improvement is needed, and maximising the council's performance within the resources available will be a priority, there have been some positive improvements:

- Significant progress has been made in the percentage of pupil attendance in primary schools improving from 21<sup>st</sup> to 14<sup>th</sup> best in Wales since last year;
- To be able to live independently is a priority for many residents; and the Council has continued to deliver Disabled Facility Grants within statutory timescales and are the 4<sup>th</sup> best in Wales for this indicator; and
- The Pride in Newport campaign has continued throughout 2017/18, which has resulted in nearly 100% of reported fly-tipping incidents being cleared within 5 working days of the incident being reported.

In addition to the national indicators, the Council has adopted four Well-being Objectives and eight Improvement Plan Objectives, which were selected following consultation with the public, members and staff. The objectives include some national performance indicators as well as locally set performance indicators, which support the delivery of the objectives. The annual review of both the Well-being objectives and the Improvement Plan objectives show that we have made good progress against the areas that are important to residents.

Further analysis has been included in appendix 1 and figures are correct as at 5 September 2018. The analysis will help to inform the council's on-going approach to improving performance, which will include the review and revision of targets to aim for improved quartile placement as well as prioritisation of performance indicators according to areas where the most gains are predicted to be made within the resources available.

The following has been noted by Data Cyrmu:

- Waste data will be reflected in the performance framework in October.
- Social Care data will be published in October by Welsh Government and will be reflected in the performance framework in November.

## **Financial Summary**

There are no financial implications to this report.

## **Risks**

There are no risks to this report; each performance indicator is monitored through service planning. Each service plan identifies any risk associated with each service area.

## **Links to Council Policies and Priorities**

This report supports the administration's priorities.

## **Options Available and considered**

1. To consider the contents of this report.
2. To reject this report or ask for further information.

## **Preferred Option and Why**

Option 1) is preferred, as this will ensure that all members are kept fully abreast of performance issues.

## **Comments of Chief Financial Officer**

There are no direct financial implications stemming from this report. The financial implication of individual projects are reported as part of the on-going medium term financial planning and budget monitoring processes and in that respect, having clear responsibility and accountability for delivering the projects and managing resources is key.

## **Comments of Monitoring Officer**

There are no specific legal issues arising from the Report. The performance analysis for 2017/18 confirms that the Council is meeting its obligations under the Local Government Measure 2009 to secure continuous improvement in the delivery of services, despite diminishing resources. The details set out in this report reflect the requirements of the Measure and the approach for monitoring progress against corporate plan, improvement plan and well-being objectives is consistent with the Council's performance management framework and risk management principles.

## **Comments of Head of People and Business Change**

There are no direct staffing implications arising from this report.

Newport has continued to improve performance in national indicators despite a backdrop of budget cuts and limited resources. The improvements reflect significant efforts made in service areas within the

Council. However, it is also acknowledged that further improvement is needed, and maximising the council's performance within the resources available will be a priority.

### **Comments of Cabinet Member**

The Cabinet Member has been consulted and has agreed that this report goes forward to Cabinet for consideration.

### **Local issues**

No specific local issues.

### **Scrutiny Committees**

Performance updates were presented to Performance Scrutiny Committee – People and Performance Scrutiny Committee – Place and Corporate prior to Cabinet meetings.

### **Equalities Impact Assessment and the Equalities Act 2010**

The Equality Act 2010 contains a Public Sector Equality Duty, which came into force on 06 April 2011. The Act identifies a number of 'protected characteristics', namely age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation; marriage and civil partnership. The new single duty aims to integrate consideration of equality and good relations into the regular business of public authorities. Compliance with the duty is a legal obligation and is intended to result in better informed decision-making and policy development and services that are more effective for users. In exercising its functions, the Council must have due regard to the need to: eliminate unlawful discrimination, harassment, victimisation and other conduct that is prohibited by the Act; advance equality of opportunity between persons who share a protected characteristic and those who do not; and foster good relations between persons who share a protected characteristic and those who do not. The Act is not overly prescriptive about the approach a public authority should take to ensure due regard, although it does set out that due regard to advancing equality involves: removing or minimising disadvantages suffered by people due to their protected characteristics; taking steps to meet the needs of people from protected groups where these differ from the need of other people; and encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

### **Children and Families (Wales) Measure**

Although no targeted consultation takes place specifically aimed at children and young people, consultation on planning applications and appeals is open to all of our citizens regardless of their age. Depending on the scale of the proposed development, applications are publicised via letters to neighbouring occupiers, site notices, press notices and/or social media. People replying to consultations are not required to provide their age or any other personal data, and therefore this data is not held or recorded in any way, and responses are not separated out by age.

### **Wellbeing of Future Generations (Wales) Act 2015**

This report enables Cabinet Members to monitor the current position of the council's performance, this helps to drive improvement over the short and long-term and prevent poor performance.

Performance indicators are also reported through the service plans, the well-being objectives and the improvement plan, which take into account the sustainable development principle promoted in the Act and the five ways of working.

### **Crime and Disorder Act 1998**

Section 17(1) of the Crime and Disorder Act 1998 imposes a duty on the Local Authority to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.

## **Consultation**

Comments received from wider consultation, including comments from elected members, are detailed in each application report in the attached schedule.

## **Background Papers**

Cabinet Report: Improvement Plan 2016-18 (11/04/2016)

Cabinet Report: Well-being of Future Generations (Wales) Act 2015 – Newport City Council’s Well-being Objectives (20/03/2017)

Cabinet Report: Mid-year Performance Analysis 2017/18 (17/01/2018)

Cabinet Report: Early Year End Performance Indicator Analysis (18/07/2018)

The above background papers are available to the public.

Dated: September 2018

## Appendix 1

### Wales Public Accountability Measures Analysis 2017/18

#### Public Accountability Measures - Wales Analysis

Each year the council submits data to Data Cymru (formally the Data Unit Wales), which has produced an analysis tool to enable Welsh authorities to compare their performance across 18 performance indicators in 2017/18. The data for each Local Authority is published in the media and on Data Cymru's website.

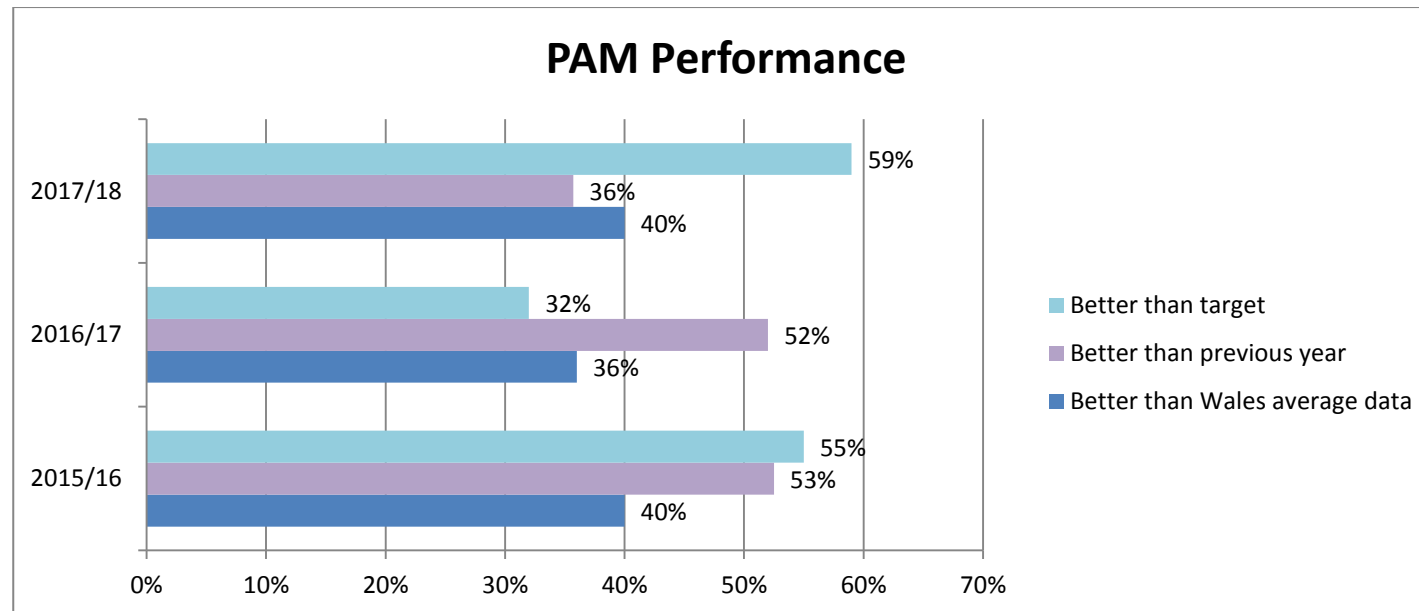
Newport has continued to improve performance in national indicators despite a backdrop of budget cuts and limited resources. The improvements reflect significant efforts made in service areas within the Council. It is important to note that these comparator figures do not take into consideration the potential impacts of financial position, population demographics or service demands.

#### Newport's Performance 2017/18

##### Overall Summary of Performance

In 2017/18 the council has continued to improve in 36% of national indicators and 7% remained the same. Regular monitoring of performance throughout the year by Heads of Service and Cabinet Members has delivered improved services.

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## Performance relative to the rest of Wales

The table below shows the average rank of the PAMs for each authority. The lower values are better because this indicates a higher proportion of performance indicators in the top rankings. For the financial year 2015/16 Newport's ranking was 21<sup>st</sup> and for the financial year 2016/17 our ranking was 22<sup>nd</sup>. However, in 2017/18 our average rank improved to 16<sup>th</sup> out of 22 authorities with our rating increasing from 13.84 (2016/17) to 12.67 (2017/18).

Position in Wales 2015/16			Position in Wales 2016/17			Position in Wales 2017/18		
Local Authority	Average Rank	Rank	Local Authority	Average Rank	Rank	Local Authority	Average Rank	Rank
Vale of Glamorgan	6.21	1	Flintshire	8.36	1	Vale of Glamorgan	7.17	1
Pembrokeshire	7.74	2	Monmouthshire	8.89	2	Denbighshire	8.89	2
Denbighshire	8.82	3	Denbighshire	9.04	3	Gwynedd	9.78	3
Flintshire	9.51	4	Isle of Anglesey	9.11	4	Monmouthshire	9.89	4
Carmarthenshire	9.62	5	Vale of Glamorgan	9.11	5	Flintshire	9.94	5
Monmouthshire	9.77	6	Gwynedd	9.15	6	Powys	10.06	6
Gwynedd	9.97	7	Torfaen	9.43	7	Cardiff	10.50	7
Ceredigion	10.21	8	Ceredigion	9.64	8	Carmarthenshire	10.67	8
Bridgend	10.64	9	Powys	10.19	9	Swansea	10.72	9
Neath Port Talbot	10.79	10	Merthyr Tydfil	10.68	10	Isle of Anglesey	10.83	10
Isle of Anglesey	10.86	11	Swansea	10.79	11	Conwy	11.00	11
Powys	11.13	12	Carmarthenshire	11.07	12	Pembrokeshire	11.71	12
Rhondda Cynon Taf	11.45	13	Wrexham	11.27	13	Merthyr Tydfil	12.00	13
Conwy	11.51	14	Pembrokeshire	11.33	14	Ceredigion	12.33	14
Merthyr Tydfil	11.62	15	Neath Port Talbot	11.57	15	Torfaen	12.44	15
Caerphilly	11.69	16	Bridgend	11.64	16	<b>Newport</b>	<b>12.67</b>	<b>16</b>
Wrexham	12.13	17	Cardiff	11.69	17	Neath Port Talbot	12.78	17
Swansea	12.18	18	Caerphilly	11.81	18	Bridgend	12.78	18
Cardiff	12.28	19	Conwy	11.96	19	Caerphilly	13.22	19
Torfaen	12.67	20	Blaenau Gwent	12.68	20	Rhondda Cynon Taf	13.41	20
<b>Newport</b>	<b>12.92</b>	<b>21</b>	Rhondda Cynon Taf	13.04	21	Wrexham	13.89	21
Blaenau Gwent	13.61	22	<b>Newport</b>	<b>13.84</b>	<b>22</b>	Blaenau Gwent	14.39	22

In comparison with the backdrop of budget cuts and limited resources, the Welsh Government's Standard Spending Assessment by Authority (see table below) ranks Newport as 20<sup>th</sup> out of the 22 authorities. This assessment is centrally determined assessment of each authority's need to spend on revenue services, on the standard spending basis. These improvements reflect the significant efforts being made in the service areas within the Council and do not take into consideration the potential impacts of its financial position, population demographics or service demands.

#### Standard Spending Assessment by Authority (£m) 2017/18 – 2018/19

2017/18 Rank (Highest to Lowest)	Unitary Authority	2017/18	2018/19	2018/19 net Budget	Variance above / (below) SSA
1	Rhondda Cynon Taf	442.52	455.02	471.60	16.58
2	Neath Port Talbot	262.58	269.37	284.85	15.48
3	Bridgend	248.59	255.26	265.98	10.72
4	Monmouthshire	143.88	147.47	157.81	10.34
5	Gwynedd	226.41	234.69	242.86	8.17
6	Swansea	414.59	426.54	434.62	8.08
7	Blaenau Gwent	133.10	134.63	142.42	7.79
8	Merthyr Tydfil	109.68	112.37	117.46	5.09
9	Denbighshire	185.62	189.98	194.42	4.44
10	Torfaen	166.92	171.02	173.00	1.98
11	Ceredigion	134.23	138.27	140.24	1.97
12	Powys	239.31	246.91	247.22	0.31
13	Carmarthenshire	335.32	346.06	345.50	-0.56
14	Isle of Anglesey	127.45	131.70	130.95	-0.75
15	The Vale Of Glamorgan	216.81	222.84	222.05	-0.79
16	Cardiff	592.63	611.41	608.91	-2.50
17	Conwy	207.92	213.02	208.48	-4.54
18	Flintshire	257.53	264.33	259.28	-5.05
19	Wrexham	230.51	238.04	232.87	-5.17
20	Newport	274.65	281.98	274.60	-7.38
21	Caerphilly	333.30	339.57	332.04	-7.53
22	Pembrokeshire	219.61	226.40	215.54	-10.86

## Indicators in Quartile 1

There were 3 performance indicators in quartile 1 one of which has moved up from quartile 2. Actual performance for 2 of these indicators has improved, with the percentage of reported fly tipping incidents cleared within 5 working days and the average number of days taken to deliver a Disabled Facilities Grant ranking 4<sup>th</sup> highest in Wales. It is worth noting that whilst PAM/020 % of principal A roads that are in overall poor condition has moved from quartile 2 into quartile 1 the actual performance has declined, suggesting that performance in this indicator has declined across Wales.

Performance Indicator	2016/17			2017/18			
	Quartile	PI value	Rank	PI value	Rank	Target	Year on year performance - 2016-17 vs. 2017-18 (based on PI value)
PAM/011: Percentage of reported fly-tipping incidents cleared within 5 working days of the incident being reported	1	98.65	3	100	4	97.00%	↑
PAM/015: Average number of calendar days taken to deliver a Disabled Facilities Grant (DFG)	1	190	6	174	4	238	↑
PAM/020: Percentage of principal A roads that are in overall poor condition	2	2.50	7	2.60	6	3.40%	↓

### Key for PI Value colours

Green	Performance indicator is meeting or exceeding target
Amber	Performance indicator has deviated from target
Red	Performance indicator has deviated from target by more than 15%

## Indicators in Quartile 4

One indicator has improved and two have declined in performance when compared to 2016/17. Two performance indicators were introduced in 2017/18 and have no previous year's comparison data.

Performance Indicator	2016/17			2017/18			
	Quartile	PI value	Rank	PI value	Rank	Target	Year on year performance - 2016-17 vs. 2017-18 (based on PI value)
PAM/008: Percentage of pupil attendance in secondary schools	4	93.3	21	93.6	19	93.40%	↑
PAM/012: Percentage of households threatened with homelessness successfully prevented from becoming homeless	n/a	-	-	53.1	19	50.0%	n/a
PAM/013: Percentage of empty private sector properties brought back into use during the year through direct action by the local authority	n/a	-	-	1.3	21	2%	n/a
PAM/016: Number of visits to public libraries during the year per 1,000 population	4	3,292	22	3,278	21	3525	↓
PAM/017: Number of visits to local authority sport and leisure facilities during the year where the visitor will be participating in physical activity per 1,000 population	3	8,038	14	7,452	18	8118	↓

### Indicators where performance has improved

Performance for 5 indicators has improved which represents 36% of the comparable PAM data set. Four of these indicators have also met or exceeded target. In this section there are only 14 indicators with data which is comparable to 2016/17.

Performance Indicator	2016/17			2017/18		
	Quartile	PI value	Rank	PI value	Rank	Target
PAM/007: Percentage of pupil attendance in primary schools	4	94.5	21	94.7	14	94.60%
PAM/008: Percentage of pupil attendance in secondary schools	4	93.3	21	93.6	19	93.40%
PAM/010: Percentage of highways inspected of a high or acceptable standard of cleanliness	3	95.5	12	95.8	11	97%
PAM/011: Percentage of reported fly-tipping incidents cleared within 5 working days of the incident being reported	1	98.65	3	99.74	4	97%
PAM/015: Average number of calendar days taken to deliver a Disabled Facilities Grant (DFG)	1	186	6	174	4	238

### Indicators where performance has declined

Performance for 6 out of 14 indicators (43%) has declined in performance.

Performance Indicator	2016/17			2017/18		
	Quartile	PI value	Rank	PI value	Rank	Target
PAM/001: Number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence during the year	2	9.8	9	10.1	9	9.52
PAM/016: Number of visits to public libraries during the year per 1,000 population	4	3,292	22	3,278	21	3525
PAM/017: Number of visits to local authority sport and leisure facilities during the year where the visitor will be participating in physical activity per 1,000 population	3	8,038	14	7,452	18	8118
PAM/020: Percentage of principal A roads that are in overall poor condition	2	2.59	7	2.61	6	3.40%
PAM/022: Percentage of C roads that are in overall poor condition	2	6.9	7	7.1	9	7.40%
PAM/023: Percentage of food establishments which are 'broadly compliant' with food hygiene standards	2	95.10	11	95.00	12	96.00%



# Report

## Cabinet

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### Part 1

Date: 17 October 2018

Item No: 8

**Subject** Teacher Assessment Outcomes and National Test Results

**Purpose** Inform Cabinet of 2017/18 Teacher Assessment Outcomes

**Author** Deputy Chief Education Officer

**Ward** All

**Summary** The report provides combined pupil performance data for Newport schools at Foundation Phase, Key Stage 2 and Key Stage 3. At Foundation Phase comparison with previous years should be avoided due to changes in assessment criteria.

**Proposal** Cabinet are asked to:

1. To acknowledge the position regarding pupil performance and progress made.
2. To consider any issues arising that the Cabinet may wish to draw to the attention of the Chief Education Officer.

**Action by** Chief Education Officer

**Timetable** Not applicable

This report was prepared after consultation with:

- Cabinet Member for Education and Skills
- Chief Education Officer
- Chief Financial Officer
- Monitoring Officer
- Head of People and Business Change

**Signed**

## Background

All schools are subject to rigorous reporting and monitoring of standards each year, with the principal focus in key stages 2 and 3 being on English/Welsh first language, mathematics and science, and the percentage of pupils achieving the expected level in all three core subjects – the core subject indicator (CSI).

In the Foundation Phase schools report on the performance of 7 year olds in language, literacy and communication (English or Welsh language) (LLC), mathematical development (MD), and personal and social development, wellbeing and cultural development (PSDWCD). The foundation phase indicator (FPI) measures the percentage achieving the expected outcome in all three areas of learning.

Whilst assessment of LLC and MD is broadly comparable to performance in English/Welsh and mathematics at KS2 and KS3, PSDWCD is not the same as science. Instead it provides a holistic assessment of pupils' wellbeing and the extent to which they are able to inter-relate appropriately with those around them. It also reflects a growing awareness of culture and diversity and of the environment in which they live. As such, it is an important measure of their overall 'readiness' for learning. Achievement in each of LLC, MD and PSDWCD is measured in relation to one of six 'outcome' descriptors.

**Expected levels of achievement at the end of foundation phase, key stage 2 and key stage 3:**  
The 'average' pupil is expected to achieve outcome 5 by the end of the foundation phase (formerly national curriculum level 2), with more able pupils achieving outcome 6 (formerly level 3).

At the end of key stages 2 and 3, the 'average' pupil is expected to achieve level 4 and above and level 5 and above respectively and more able pupils are expected to achieve level 5 and 6 respectively. In addition to performance at the expected level, it is important also to analyse performance at the Expected Level + 1 at each stage.

This report contains aggregate data for the Local Authority as whole, aggregated from data submitted by schools as part of the National Data Collection process in June 2018.

### **Update on changes in accountability frameworks using Teacher Assessment Data (Foundation Phase, key stage 2 and 3)**

In agreement with LA Directors the EAS offered a series of workshops for elected members in each LA, in September 2018. These described changes to key documents and regional approaches for the academic year 2018/2019, in relation to national changes to assessment and accountability arrangements. A summary is provided below.

The written statement from the Cabinet Secretary (17 May 2018) includes the following comment on the use of both Teacher Assessment and National Test data for accountability purposes:

"We have consulted on ceasing the publication of Teacher Assessment data below the national level. This will help shift focus back to pupil assessment rather than data wrongly being used as part of a high stakes accountability system. We have consulted on the use of National Reading and Numeracy test data. I want to make it clear that data from these tests are not used as part of the accountability system."

#### **Summary of key items for schools that will cease:**

- School Comparative Report (including National Tests)
- All Wales Core Data Sets (AWCDS) – Foundation Phase, Key Stage 2, Key Stage 3 performance packs
- National Categorisation – primary and secondary Step 1 data
- My local school updates – FP, KS2, KS3

#### **Summary of key items for schools that will continue:**

For 2018/2019 the EAS will continue to provide a slightly reduced EAS School Data Profile to assist with internal school level self-evaluation activity only. This will continue to include a National Test summary

for school level information only. These will be available for schools on School Secure from the second week in September.

**Implications for Local authorities**

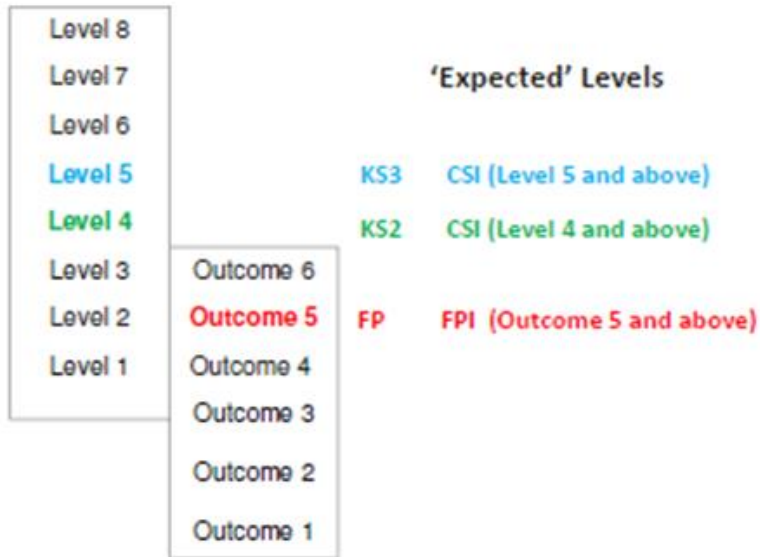
For 2018/2019 the EAS will provide a reduced scrutiny report. The main changes are:

- No comparison with other LAs (rank positions)
- No school level data
- No benchmark summaries

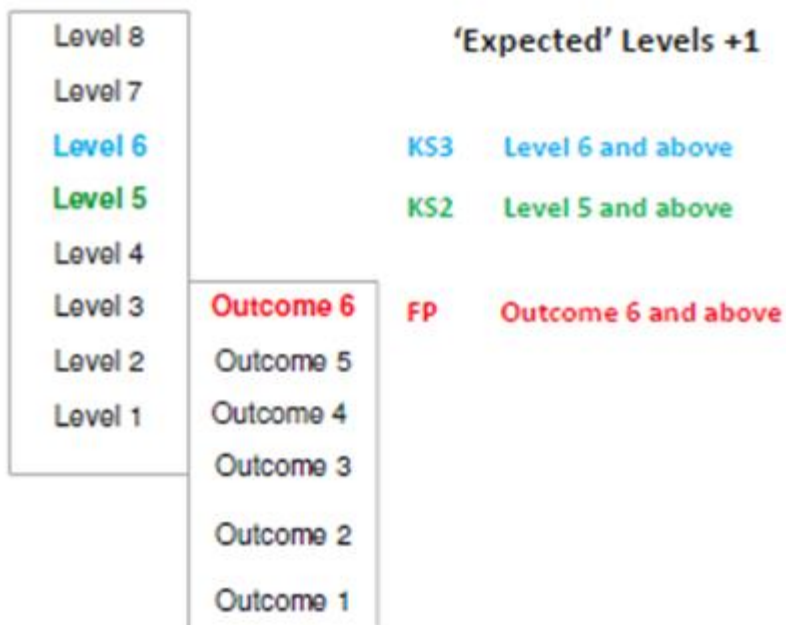
**Information on National Tests:**

As noted above in the statement from the Cabinet Secretary for 2018/2019 information from the National Tests will not be included in Scrutiny papers.

## Expected Levels



## Expected Levels + 1 (Higher Levels)



Cohort sizes	Number of pupils	1 pupil represents
Foundation Phase	1977	0.05%
Key Stage 2	1825	0.05%
Key Stage 3	1644	0.06%

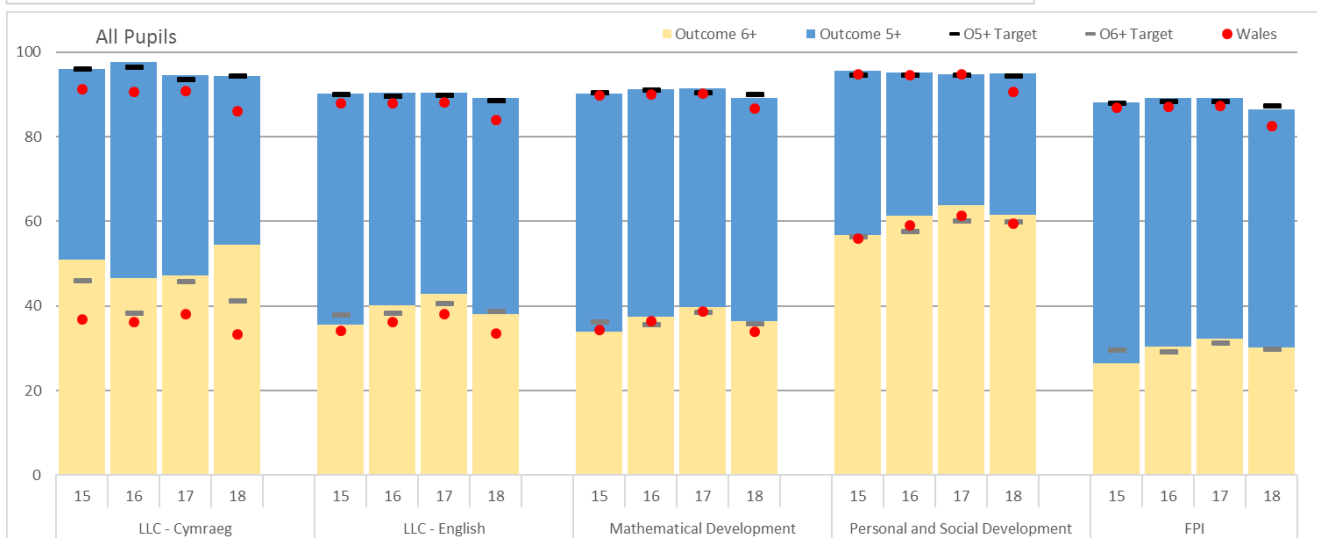
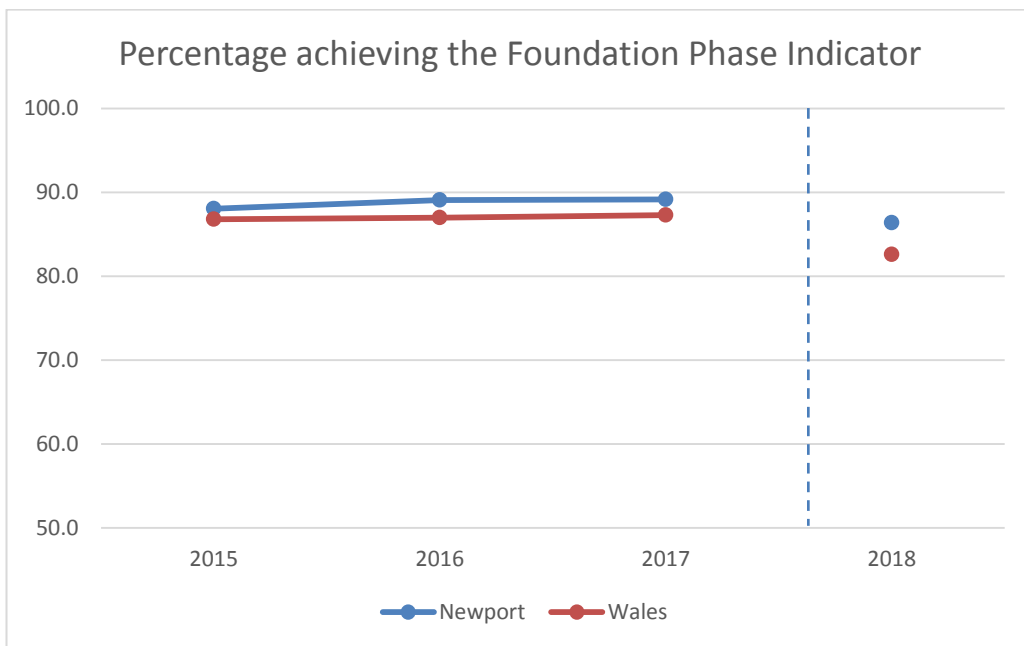


## Foundation Phase

In October 2014 the Foundation Phase Areas of Learning (AoL) were revised to align them with the National Literacy and Numeracy Framework, as well as make them more demanding. They were introduced on a statutory basis from September 2015. This means that the cohort of children that started Reception in September 2015 were the first children to be formally assessed against the revised outcomes at the end of the Foundation Phase in the summer of 2018.

**Comparisons of Foundation Phase outcomes with previous years should, therefore, be avoided as they are not measured on a comparable basis.**

In the foundation phase 86.4% pupils achieved the foundation phase indicator (FPI) in 2018.



### Percentage of pupils achieving Outcome 5+:

	FPI	LLC English	LLC Welsh	Mathematical Development	PSD
Newport 2018	86.4 ↓	89.2 ↓	94.4 ↓	89.2 ↓	94.9 ↑
Target	87.2	88.5	94.4	89.9	94.4
Newport 2017	89.2	90.5	94.5	91.3	94.7
Wales 2018	82.6	84.0	86.1	86.6	93.4

### Percentage of pupils achieving Outcome 6+:

	LLC English	LLC Welsh	Mathematical Development	PSD
Newport 2018	38.0 ↓	54.4 ↑	36.4 ↓	61.6 ↓
Target	38.7	41.1	35.8	59.9
Newport 2017	42.8	47.3	39.7	63.9
Wales 2018	33.5	33.2	33.9	59.4

Performance in the Foundation Phase Indicator declined by 2.8 percentage points.

Performance in LLC English has declined by 1.3 percentage points at outcome 5+, and by 4.8 percentage points at outcome 6+.

Performance in LLC Welsh is stable at 94.4% at outcome 5+, and has improved by 7.1 percentage points at outcome 6+.

Performance in mathematical development has declined by 2.1 percentage points at outcome 5+, and by 3.3 percentage points at outcome 6+.

Performance in PSDWCD has improved slightly by 0.2 percentage points at outcome 5+, but has declined by 2.3 percentage points at outcome 6+.

### Gender differences at outcome 5+ (boys' performance – girls' performance):

	FPI		LLC English		LLC Welsh		Mathematical Development		PSD	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Newport	-6.9	-9.5	-7.1	-8.7	-2.6	-7.2	-4.1	-6.3	-5.4	-6.2
Wales	-7.1	-8.5	-7.2	-8.3	-6.0	-8.9	-4.1	-4.8	-5.0	-5.7

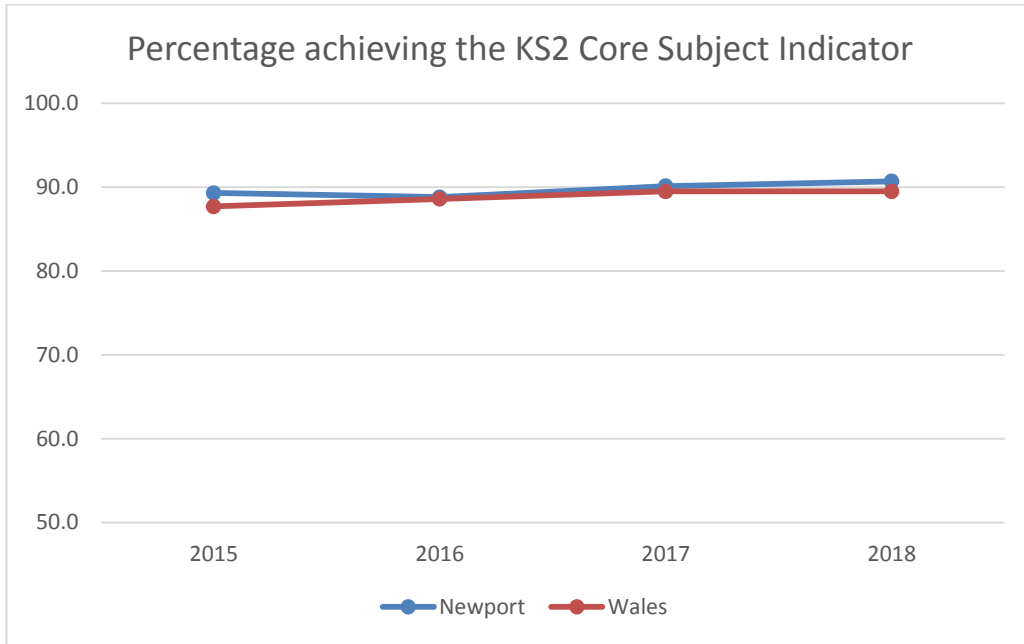
### Gender differences at outcome 6 (boys' performance – girls' performance):

	LLC English		LLC Welsh		Mathematical Development		PSD	
	2017	2018	2017	2018	2017	2018	2017	2018
Newport	-8.5	-10.5	-25.5	-10.7	0.9	0.1	-19.5	-21.1
Wales	-12.7	-10.8	-13.7	-13.6	-0.9	0.3	-18.0	-18.5

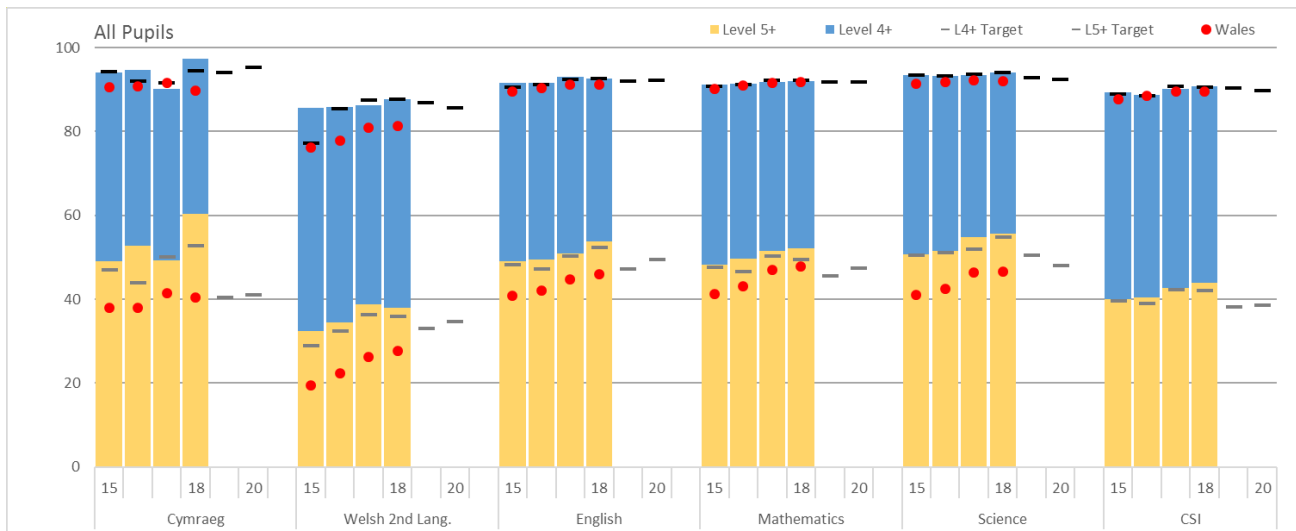
At outcomes 5+ and 6+ gender differences have increased in all indicators except for LLC Welsh. The gender gaps are narrower than that across Wales in LLC Welsh O5+ and all subjects in O6+ except PSD.

## Key Stage 2

Performance improved slightly in 2018, with 90.7% pupils achieving the core subject indicator (CSI), 0.6 percentage points above 90.1% in 2017.



There have been increases in all areas at the expected level (Level 4+) and at the higher level (Level 5+), except for English L4+.



### Percentage of pupils achieving level 4+:

	CSI	English	Welsh (First Language)	Mathematics	Science
<b>Newport 2018</b>	90.7 <span style="color: green;">↑</span>	92.7 <span style="color: red;">↓</span>	97.3 <span style="color: green;">↑</span>	92.0 <span style="color: green;">↑</span>	94.0 <span style="color: green;">↑</span>
<b>Target</b>	90.5	92.6	94.4	92.2	94.0
<b>Newport 2017</b>	90.1	93.0	90.1	91.9	93.4
<b>Wales 2018</b>	89.5	91.1	89.7	91.8	92.1

## Percentage of pupils achieving level 5+:

	English	Welsh (First Language)	Mathematics	Science
<b>Newport 2018</b>	53.8	60.3	52.2	55.7
<b>Target</b>	52.3	52.8	49.5	54.8
<b>Newport 2017</b>	51.0	49.3	51.4	54.8
<b>Wales 2018</b>	45.9	40.4	47.8	46.5

Performance in the CSI has improved by 0.6 percentage points.

Performance in English at the expected level 4+ has declined slightly by 0.3 percentage points.

Performance at the higher level 5+ has improved by 2.8 percentage points.

Performance in Welsh (first language) at the expected level 4+ has improved by 7.2 percentage points.

Performance in Welsh (first language) at the higher level 5+ has improved by 11.0 percentage points.

Performance in mathematics at the expected level 4+ is stable at 92.0%. Performance in mathematics at the higher level 5+ has improved by 0.8 percentage points.

Performance in science at the expected level 4+ has improved by 0.6 percentage points. Performance in science at the higher level 5+ has improved by 0.9 percentage points.

## Gender differences at level 4+ (boys' performance – girls' performance):

	CSI		English		Welsh (First Language)		Mathematics		Science	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
<b>Newport</b>	-3.4	-3.1	-2.7	-4.8	-8.7	-1.2	-1.6	-2.8	-2.3	-3.9
<b>Wales</b>	-4.5	-5.2	-5.0	-5.7	-6.0	-6.5	-2.8	-3.0	-3.4	-4.1

At level 4+ gender differences have increased in English, maths and science. Gender differences are narrower than the national gender differences in all subjects.

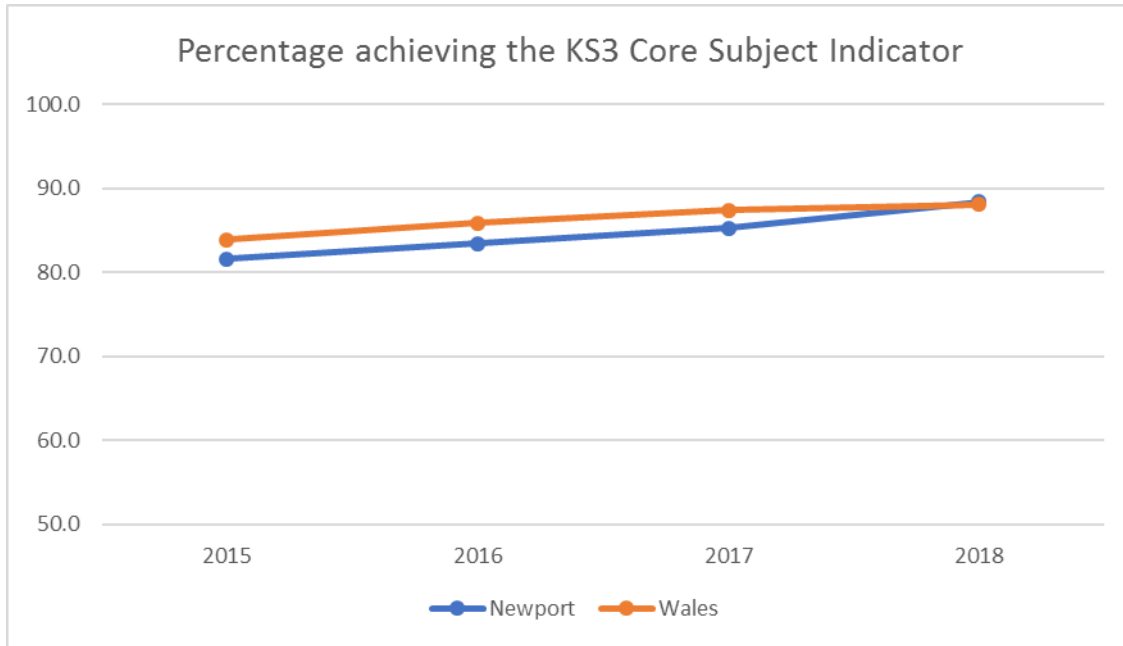
## Gender differences at level 5+ (boys' performance – girls' performance):

	English		Welsh (First Language)		Mathematics		Science	
	2017	2018	2017	2018	2017	2018	2017	2018
<b>Newport</b>	-10.0	-11.6	-11.0	-2.7	-1.4	2.3	-3.7	-6.8
<b>Wales</b>	-12.9	-13.3	-17.3	-14.3	-0.8	0.1	-5.2	-5.4

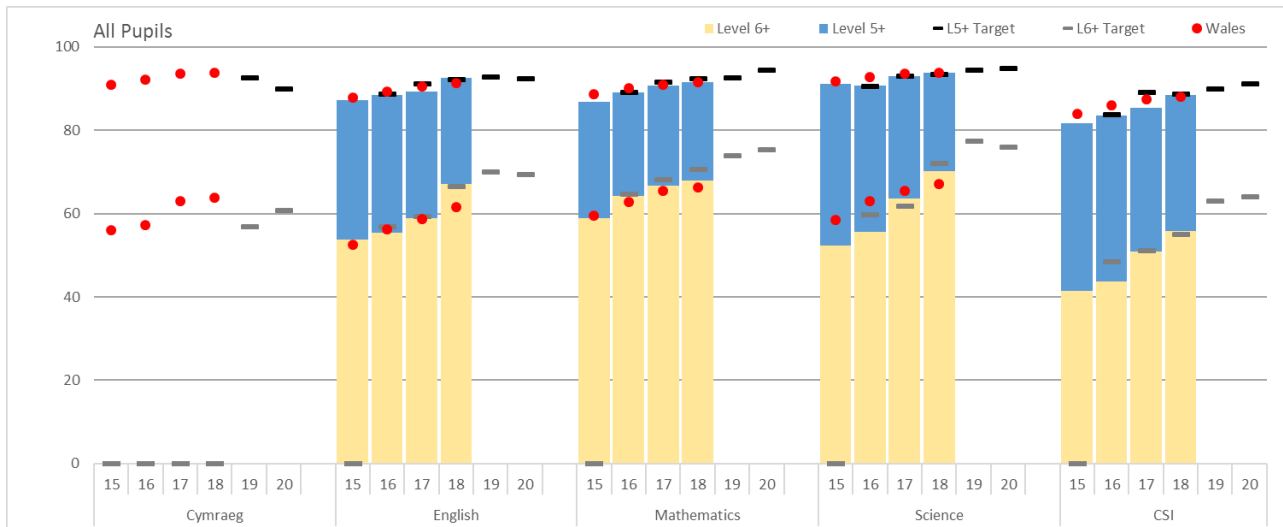
At level 5+ gender differences have increased in English and science. The gender gaps are narrower than the national averages in English and Welsh first language.

### Key Stage 3

Performance continues to improve, with 88.4% pupils achieving the core subject indicator (CSI), an increase of 3.1 percentage points from 85.3% in 2017.



Performance has increased across all indicators at expected level 5+, level 6+ and level 7+. There is a welsh medium secondary school in Newport, but there are only Year 7 and Year 8 pupils in the school at the moment, so there are no Welsh first language results to report.



### Percentage of pupils achieving level 5+

	CSI	English	Welsh (First Language)	Mathematics	Science
<b>Newport 2018</b>	88.4 ↑	92.5 ↑	#DIV/0! ↓	91.5 ↑	93.8 ↑
<b>Target</b>	88.6	92.0	#N/A	92.3	93.3
<b>Newport 2017</b>	85.3	89.3	#DIV/0! ↓	90.6	92.9
<b>Wales 2018</b>	88.1	91.2	93.8	91.6	93.7

## Percentage of pupils achieving level 6+

	English	Welsh (First Language)	Maths	Science
<b>Newport 2018</b>	67.1	-	67.8	70.2
<b>Target</b>	66.4	#N/A	70.6	71.9
<b>Newport 2017</b>	58.8	-	66.6	63.6
<b>Wales 2018</b>	61.6	61.6	66.3	67.1

## Percentage of pupils achieving level 7+

	English	Welsh (First Language)	Maths	Science
<b>Newport 2018</b>	25.2	-	36.3	30.6
<b>Newport 2017</b>	19.2	-	31.7	25.0
<b>Wales 2018</b>	23.4	23.4	32.7	28.0

Performance in the CSI has improved by 3.1 percentage points.

Performance in English at the expected level 5+ has improved by 3.2 percentage points. Performance in English at level 6+ and level 7+ has improved by 8.3 and 6.0 percentage points respectively.

Performance in mathematics at the expected level 5+ has improved by 0.9 percentage points. Performance in mathematics at level 6+ and level 7+ has improved by 1.2 and 4.6 percentage points respectively.

Performance in science at the expected level 5+ has improved by 0.9 percentage. Performance in science at level 6+ and level 7+ has improved by 6.6 and 5.6 percentage points respectively.

## Gender differences at level 5+ (boys' performance – girls' performance):

	CSI		English		Welsh (First Language)		Mathematics		Science	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
<b>Newport</b>	-7.7	-7.1	-6.1	-5.9	-	-	-4.8	-4.5	-4.2	-4.8
<b>Wales</b>	-7.4	-7.1	-7.2	-7.0	-4.8	-5.6	-4.4	-4.2	-4.4	-4.6

Gender differences have decreased for English and maths. The gender gap is wider than the Wales average gender difference for maths and science.

## Gender differences at level 6+ (boys' performance – girls' performance):

	English		Welsh (First Language)		Mathematics		Science	
	2017	2018	2017	2018	2017	2018	2017	2018
<b>Newport</b>	-16.2	-21.9	-	-	-4.3	-8.0	-9.3	-14.4
<b>Wales</b>	-18.5	-18.4	-19.1	-20.3	-7.2	-6.3	-12.1	-12.0

Gender differences have increased for all subjects, and the gender gaps are still wider than the Wales average gender difference.

## Gender differences at level 7+ (boys' performance – girls' performance):

	English		Welsh (First Language)		Mathematics		Science	
	2017	2018	2017	2018	2017	2018	2017	2018
<b>Newport</b>	-13.9	-16.3	-	-	-5.8	-4.3	-10.1	-10.4
<b>Wales</b>	-12.6	-14.1	-11.9	-13.2	-4.0	-4.7	-8.0	-9.2

Gender differences have increased for English and science. The gender gaps are wider than the Wales average gender difference in English and science.

## Provisional KS4 results

Please note that this section is compiled using provisional data provided by schools on exam results day. This data is subject to a validation process throughout September and October. Final confirmed data is not likely to be available until December 2018. A full analysis will be provided on the final validated data set.

	Cohort Number	% L2 E,W+M		
		2017	2018	2018 Target
Newport	1637	55.5	56.4	62.5
<b>EAS - South East Wales</b>	<b>5947</b>	<b>52.9</b>	<b>51.5</b>	<b>60.9</b>
<b>Wales</b>		<b>54.6</b>		

## Financial Summary

This report is for information only.

## Risks

This report is for information only.

## Links to Council Policies and Priorities

Corporate Plan  
 Education Service Plan  
 Wellbeing of Future Generation (Wales) Act 2015

## Options Available and considered

Not applicable. This report is for information only.

## Preferred Option and Why

Not applicable. This report is for information only.

## **Comments of Chief Financial Officer**

There are no financial implications to this report.

## **Comments of Monitoring Officer**

There are no legal implications to this report.

## **Comments of Head of People and Business Change**

The report shows encouraging results at KS2, KS3 and KS4 (provisional data), however widening gender attainment gaps, at a level greater than the Wales average are also noted. Achieving a good education is known to be one of the most significant factors in a person's wellbeing throughout their lives in terms of health, income, economic activity, social exclusion and is also important in terms of wider economic growth. As such educational achievement is key to meeting the sustainable development duty and goals set out in the Wellbeing of Future Generations Act 2015.

## **Comments of Cabinet Member**

I am particularly pleased to note that Newport continues to perform significantly above the Welsh average in the Foundation Phase Indicator. As this is the first cohort assessed against the revised Foundation Phase Areas of Learning, the decline of 2.8 percentage points of learners obtaining the Foundation Phase Indicator must be considered within this context. I will carefully monitor performance with consideration to this new baseline.

Core Subject Indicator (CSI) attainment at key stage two continues to improve and to perform above the Welsh average. However, a further reduction of the gender gap in performance must remain a focus for Newport schools at all key stages.

It is notable that the CSI performance indicator in key stage 3 has continued to improve and is above the Welsh average for the first time in recent years following a 3.1 percentage point improvement in 2017/18. Importantly, Newport's performance in English, Maths and Science at National Curriculum Levels 6+ and 7+ is consistently above the Welsh average. Therefore more able pupils are being supported to achieve their potential. The increased performance at Key Stage 3 is particularly pleasing and reflects the increased focus on this area I have directed in recent years.

## **Local issues**

Not applicable.

## **Scrutiny Committees**

This report has been provided to Scrutiny for discussion on 8<sup>th</sup> October 2018.

## **Equalities Impact Assessment and the Equalities Act 2010**

The Equality Act 2010 contains a Public Sector Equality Duty which came into force on 06 April 2011. The Act identifies a number of 'protected characteristics', namely age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation; marriage and civil partnership. The new single duty aims to integrate consideration of equality and good relations into the regular business of public authorities. Compliance with the duty is a legal obligation and is intended to result in better informed decision-making and policy development and services that are more effective for users. In exercising its functions, the Council must have due regard to the need to: eliminate unlawful discrimination, harassment, victimisation and other conduct that is prohibited by the Act; advance equality of opportunity between persons who share a protected characteristic and those who do not; and foster good relations between persons who share a protected characteristic and those who do not. The Act is not overly prescriptive about the approach a public authority should take to ensure due regard, although it does set out that due regard to advancing equality involves: removing or minimising disadvantages suffered by people due to their protected characteristics; taking steps to meet the needs of people from protected groups where these differ from the need of other people; and encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.



An FEIA has not been prepared as this report is for information only.

## **Children and Families (Wales) Measure**

This report is for information only and is based on learner outcomes reported by schools.

## **Wellbeing of Future Generations (Wales) Act 2015**

All local authorities have a long-term duty to develop a prosperous Wales by developing skilled and well-educated population in an economy which generates wealth and provides employment opportunities. Enabling and facilitating academic attainment for all learners provides a foundation for access to employment and helps break a cycle of deprivation.

Furthermore, regardless of the socio-economic demographic of an individual school community, all schools will be challenged and supported to improve pupil attainment with a view to create “more equal wales” that enables pupils to fulfil their potential no matter what their background or circumstances.

Improvement of pupil outcomes is supported by collaboration of schools, the Local Authority and the regional school improvement service (EAS) including the involvement of pupils, teachers, governors and wider community members.

## **Crime and Disorder Act 1998**

Section 17(1) of the Crime and Disorder Act 1998 imposes a duty on the Local Authority to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.

## **Consultation**

Not applicable

## **Background Papers**

Not applicable

Dated: 17<sup>th</sup> October 2018

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# Report

## Cabinet

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### Part 1

Date: 17 October 2018

Item No: 9

**Subject** Independent Living Strategy 2017-2022

**Purpose** To approve the Independent Living Strategy 2017-2022

**Author** Head of Adult and Community Services, Newport City Council

**Ward** General

**Summary** The purpose of this strategy is to identify the means by which we will meet the eligible needs of adults with learning disabilities in Newport, while developing opportunities for independence and community resilience. The Social Services and Well-being (Wales) Act 2014 places emphasis on the local authority to offer advice and assistance. This strategy therefore needs to account for the requirement of the local authority to act as a signpost to other aspects of community support. In tandem with this approach, we will also consider the emerging focus of our approach to the commissioning of services, based on our evaluation of those services that are likely to be needed in the future.

**Proposal** The Cabinet is asked to authorise approval of the Independent Living Strategy 2017-2022.

**Action by** Head of Adult and Community Services, Newport City Council

**Timetable** Select this text and type in timetable action e.g. immediate

This report was prepared after consultation with:

- Newport City Council Strategic Leadership Team
- Representative Groups of Adults with Learning Disabilities
- Registered Social Landlords (RSL's)
- Social Care Providers
- Newport City Council NCN Social Work Teams

**Signed** Chris Humphrey, Head of Adult and Community Services, Newport City Council

## Background

The Social Services and Well-being (Wales) Act 2014, compels local authorities to promote a greater choice of services, to reduce dependency, and to focus on preventative services. The Act also requires local authorities to develop new service models and user-led initiatives, such as co-production and social enterprises. Rather than looking at accommodation needs as merely bricks and mortar, we need to continue to consider the care and support models in the context of these priorities set out in the Act.

The following are key principles of the Independent Living Strategy:

- To reflect significant changes in legislation, policy and planning
- To reflect changing demographic pressures
- To ensure effective partnership working with key stakeholders
- To make effective use of diminished resources and working within budget constraints
- To identify a range of approaches to promote independence
- To encourage creativity and innovation

The Independent Living Strategy identifies a series of actions to develop community services and an extensive range of benefits which will accrue. The expected benefits include reduced reliance on the Council, increased diversity of support and more sustainable, cost effective provision, and supporting people to achieve better outcomes as they become more independent.

The challenges facing the Council are significant, with many of the young adults with learning disabilities presenting complex needs and conditions. Alongside this, there are a significant number of older adults with learning disabilities who continue to be supported by their families. The Strategy highlights the importance of planning for those future needs by ensuring that Social Services and Strategic Housing continue to work together to develop appropriate accommodation and support models. This will require further partnership working with Registered Social Landlords (RSL's) and will enable the Council to access vital capital funding streams.

The Strategy is aimed at delivery over the period 2017-22, but it is anticipated that it provides an effective blueprint for future planning and partnership working in the years ahead.

Some of the proposed service developments may require formal tendering processes to commission the care and support services.

There are no direct staffing consequences arising from the Strategy.

SLT has indicated support for the Independent Living Strategy and sanctioned issue of it to Cabinet for approval.

### Financial Summary

- The costs and financial implications: You must discuss financial implications with the Head of Finance and the report must identify from where your proposals will be funded, together with any impact on budgets or any opportunity costs

	<b>Year 1 (Current) £'000</b>	<b>Year 2 £'000</b>	<b>Year 3 £'000</b>	<b>Ongoing £</b>	<b>Notes including budgets heads affected</b>
<b>Costs (Income)</b>	<b>500</b>	<b>465</b>	<b>1265</b>	<b>315</b>	
<b>Net Costs (Savings)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
<b>Net Impact on Budget</b>	<b>500</b>	<b>465</b>	<b>1265</b>	<b>315</b>	

The Strategy proposes continued partnership working internally between Social Services and Strategic Housing, and externally with Registered Social Landlords (RSL's) to plan and develop models of accommodation and support to meet the current and future needs of adults with learning disabilities. This will encompass a range of provision, including models where the focus is on enabling people to live more independently. Plans are also in place to meet the anticipated demand from people with learning disabilities currently supported at home by older carers. There is also a need to provide the right type of accommodation and support locally to meet the complex needs of young adults with learning disabilities as they transition from Children's services.

**Finance Comment:**

A detailed analysis has been carried out to ascertain the number of placements which will be required over the period 2019/20 to 2022/23. This includes provision for service users reaching the age of 18 who will move into the care of Adult services from Children & Young People's services and those currently living with aging carers. This analysis has shown that the demand for independent living placements will increase over this period and the additional cost of these placements shown in the table above has been included in the council's medium term revenue plan.

There is no obligation on the council to make placements in accommodation developed by registered social landlords and the accommodation will be used only where this is the appropriate placement to meet the needs of the service user.

**Risks**

The following key risks have been identified:

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
The authority will be unable to fill the tenancies in the proposed developments, resulting in payment of void rents to RSL's.	H	L	Applying the lessons learnt from previous developments, we have identified the benefits of a Project Management approach. This ensures that appropriate planning processes are in place to ensure that vacancies are filled as seamlessly as possible. A Voids Protocol between the Council and NCC has been developed to manage this risk.	Head of Adult Services
There will be not enough capacity in the local provider market to meet the anticipated demand.	H	L	The Council has been effective in managing the market for support provision for adults with learning disabilities, ensuring that there is a good choice and range of services available. A Framework of Approved Providers of Community Opportunities was established in 2017-18. As developmental opportunities arise, the Council will facilitate formal provider events to	Head of Adult Services

			explain our direction of travel and to discuss potential support models.	
The authority will be unable to access capital funding streams.	H	L	Internally, the Council has a robust partnership arrangement between Social Services and Housing. This has led to successful funding applications to Social Housing Grant and ICF. This continued partnership working is integral to the Independent Living Strategy and helps ensure that all available opportunities for capital funding are planned for accordingly.	Head of Adult Services Head of Housing

### Links to Council Policies and Priorities

The strategy has synergy with the Newport City Council Corporate Plan 2017-2022, particularly with the commitment to providing opportunities for development of skills and education, community cohesion, fairness and equality and a sustainable and vibrant Newport.

### Options Available and considered

#### Option 1

The Council continues to commission traditional models of care, and declines the opportunity to develop more modern models of support.

#### Option 2

The Council fulfils its statutory responsibilities to develop creative and innovative approaches to promoting independence.

### Preferred Option and Why

Option 2 is the preferred option for a variety of reasons. Under the Social Services and Wellbeing Act 2014, the Council is required to promote more independent models of support and reduce dependency. By adopting the Strategy, Newport City Council will ensure that we promote a greater choice of services, including a focus on preventative services which reduce the risk of long-term dependency. As the Act also requires local authorities to develop new service models and user-led initiatives, such as co-production and social enterprises, under the Strategy we will continually consider the care and support models in the context of these priorities set out in the Act.

Option 2 will also ensure that we are able to match current and future demands with existing resources. The Independent Living Strategy is set in a context of continued austerity in public expenditure, and fully acknowledges the need to plan to meet future needs in the most cost-effective ways. By continuing to work strategically across the Council with Housing, we will ensure that capital funding opportunities are fully maximised. This will enable us to develop models of support and accommodation that are cost effective through economies of scale. The Ty Eirlys development, opened in April 2017, provides an excellent example of this type of successful model. Other specialist accommodation and support for those with complex care needs will realise cost avoidance through capital funding from RSL'

### Comments of Chief Financial Officer

I confirm that the increase in demand for independent living placements has been identified and quantified over the medium term and that the costs associated with this have been included in the medium term revenue plan. These will be reviewed on an on-going basis.

## **Comments of Monitoring Officer**

The proposed Independent Living Strategy meets the Council's statutory obligations under the Social Services and Wellbeing (Wales) Act 2014, to promote more independent models of support to meet the eligible needs of adults with learning disabilities. The Strategy will require the Council to develop new models of service delivery, with a focus on early intervention and prevention, greater choice for service users and targeting resources to those in greatest need.

## **Comments of Head of People and Business Change**

The purpose of this strategy is to identify the means by which the Council will meet the eligible needs of adults with learning disabilities in Newport, while developing opportunities for independence and community resilience. Through the use of data and feedback the strategy has ensured that it has balanced a commitment to current service users whilst also reflecting on and adapting the probable needs of future generations. As such it is in line with the Council's Well-being Objectives and in keeping with the sustainable development principles. Whilst there are no specific staffing implications associated with the Strategy, the changing demands and needs of service users and on-going budgetary pressures will require the continuation of a flexible and skilled workforce.

## **Comments of Cabinet Member**

The Cabinet Member has approved the report for consideration by cabinet.

## **Local issues**

Should your report impact on one individual ward or two wards, you **MUST** invite comments by local ward members. Add any comments received from ward members to this section, together with any responses.

**NB: Do not circulate for ward member comments until the report is drafted in accordance with the wishes of your Head of Service or Corporate Director and with the knowledge of the relevant cabinet member.**

## **Scrutiny Committees**

Please include a record of any consultation with scrutiny committees. Please add here details of any consultation and the outcomes.

## **Equalities Impact Assessment and the Equalities Act 2010**

The Equality Act 2010 contains a Public Sector Equality Duty which came into force on 06 April 2011. The Act identifies a number of 'protected characteristics', namely age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation; marriage and civil partnership. The new single duty aims to integrate consideration of equality and good relations into the regular business of public authorities. Compliance with the duty is a legal obligation and is intended to result in better informed decision-making and policy development and services that are more effective for users. In exercising its functions, the Council must have due regard to the need to: eliminate unlawful discrimination, harassment, victimisation and other conduct that is prohibited by the Act; advance equality of opportunity between persons who share a protected characteristic and those who do not; and foster good relations between persons who share a protected characteristic and those who do not. The Act is not overly prescriptive about the approach a public authority should take to ensure due regard, although it does set out that due regard to advancing equality involves: removing or minimising disadvantages suffered by people due to their protected characteristics; taking steps to meet the needs of people from protected groups where these differ from the need of other people; and encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

The Fairness and Equality Impact Assessment has been completed and is submitted as supporting documentation.

## **Children and Families (Wales) Measure**

Although no targeted consultation takes place specifically aimed at children and young people, consultation on planning applications and appeals is open to all of our citizens regardless of their age. Depending on the scale of the proposed development, applications are publicised via letters to neighbouring occupiers, site notices, press notices and/or social media. People replying to consultations are not required to provide their age or any other personal data, and therefore this data is not held or recorded in any way, and responses are not separated out by age.

## **Wellbeing of Future Generations (Wales) Act 2015**

The Independent Living Strategy is consistent with the Wellbeing of Future Generations (Wales) Act 2015 and sets out explicitly a pathway towards greater independence for adults with learning disabilities, underpinned by a collaborative approach with key stakeholders to develop more sustainable models of accommodation, support and care.

## **Crime and Disorder Act 1998**

The Independent Living Strategy identifies ways of collaborative working to develop models of accommodation, support and care that take into account the need to safeguard adults with learning disabilities.

## **Consultation**

The feedback from consultation to date with key stakeholders has been very positive.

## **Background Papers**

Dated: 25/9/2018





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## Foreword

Thank you for taking the time to read this draft strategy.

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## Introduction

Newport City Council's Learning Disability Accommodation Strategy 2012-17 provided a blueprint for practitioners, care and support providers, Registered Social Landlords (RSL's), planners and commissioners to collaborate in meeting the future accommodation needs of people with learning disabilities. The strategy was informed and shaped by a recognition that the face of public sector provision was itself radically changing, along with differing expectations of adults with learning disabilities. The strategy has been highly successful as it has provided a context and a reference point in commissioning residential and supported living services to meet the needs of adults with learning disabilities.

In taking stock and updating our approach to reflect a more contemporary perspective, it is important to acknowledge the consistency of direction that was afforded by the Learning Disability Accommodation Strategy 2012-17. Now, with the advent of the Social Services and Well-being (Wales) Act 2014, it is fitting that we should widen our the scope of our strategy for adults with learning disabilities in Newport to not only consider accommodation needs, but to embrace the opportunities presented by the Act to promote greater independence for adults with learning disabilities in all aspects of community living.

The range and scope of the SSWB Act is far reaching, but the key principles will guide Newport's Independent Living Strategy. Local authorities are compelled by the Act to promote a greater choice of services, to reduce dependency, and to focus on preventative services. The Act also requires local authorities to develop new service models and user-led initiatives, such as co-production and social enterprises. Rather than looking at accommodation needs as merely bricks and mortar, we need to continue to consider the care and support models in the context of these priorities set out in the Act.

The Gwent Population Needs Assessment identifies a priority outcome for people with learning disabilities and autism spectrum disorders to support people to live independently with access to early interventions services in the community. The approaches set out in this strategy are consistent with this outcome.

This document will also highlight the significant progress we have made since we first identified our approach in the Learning Disability Accommodation Strategy 2012. The following key statement is taken from the Introduction in 2012.

“At present, the options for adults with a learning disability to live independently are limited. There is a mixture of support provision, but this is mainly based upon people living in a traditional registered care home, a supported living setting that has been deregistered, or receiving targeted support while living in social housing. While there is a place for good 24 hour support services, there is a need to ensure that support packages do not remain static and prevent people having choice over where they live and who they live with.”

It is instructive to consider the major advances made and distance travelled since that statement. Encouragingly, the new Ty Eirlys scheme which opened in April 2017, is focussed on a rounded and inclusive community experience for the tenants. This will provide further impetus to align accommodation solutions and social care models, particularly those that reflect the imperatives of the Act. By ensuring that we have the right systems in place to facilitate effective planning between Social Services, Strategic Housing and Registered Social Landlords (RSL's), we can prepare a range of accommodation and support solutions that meet the diverse needs of adults with learning disabilities. The models that we need to create will be based on the premise that, rather than developing homes for life for people, we will provide the right accommodation and support tailored to an individual's needs at their particular stage of life. The strategy is now broadened to take in the scope of support and services that is needed throughout the community to enable adults with learning disabilities to live more independently.

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## Purpose of the Strategy

The purpose of this strategy is to identify the means by which we will meet the eligible needs of adults with learning disabilities in Newport, while developing opportunities for independence and community resilience. The Social Services and Well-being (Wales) Act 2014 places an emphasis on the local authority to offer advice and assistance. This strategy therefore needs to account for the requirement of the local authority to act as a signpost to other aspects of community support. In tandem with this approach, we will also consider the emerging focus of our approach to the commissioning of services, based on our evaluation of those services that are likely to be needed in the future.

The following are key principles of the strategy:

- **To reflect significant changes in legislation, policy and planning**

- Social Services and Well-being (Wales) Act 2014

This act drives the way in which local authorities need to discharge its social care functions.

- Well-being of Future Generations (Wales) Act 2015

The Independent Living Strategy is thematically consistent with this Act, as it sets out a pathway to meet long-term need on a more sustainable basis. It focusses on supporting individuals to be more independent in the long term, and less reliant on the Council as a provider of services. It is preventative in scope, and this reduced dependency is accompanied by a focus on greater participation in the community and will enhance wellbeing.

- Autism Spectrum Disorders Strategic Action Plan for Wales 2008

This Action Plan identifies steps to improve educational and employment opportunities for people with autism, as well as developing better awareness of available information and resources.

- Newport City Council Corporate Plan 2017-2022

The strategy has synergy with the Corporate Plan, particularly with the commitment to providing opportunities for development of skills and education, community cohesion, fairness and equality and a sustainable and vibrant Newport.

- Gwent Charter for Working Together

The Strategy supports the aims and aspirations of people with learning disabilities, as set out in the Gwent Charter for Working Together.

- **To reflect changing demographic pressures**

- An Older LD population
- Older Family Carers
- Younger people with a learning disability and additional complex needs eg mental health, autism
- Younger care leavers with a learning disability who are at risk of exploitation
- People with Profound and Multiple Learning Disabilities (PMLD)
- Ensure that the range of service options are available to meet the changing needs of individuals at different stages of their life
- Information presented in Gwent Population Needs Assessment

- **To ensure effective partnership working with key stakeholders**

- Adults with Learning Disabilities
- Carers
- Strategic Housing in Newport City Council
- Registered Social Landlords
- Aneurin Bevan University Health Board
- Other Local Authorities
- Private and 3<sup>rd</sup> sector service Providers

- **To make effective use of diminished resources and working within budget constraints**

- Increased emphasis on working towards outcomes using a targeted approach
- To enable Social Workers to plan pathways of care based on individual need, rather than service availability
- Enable providers to develop business strategies based on projected needs
- Maximise opportunities for successful capital grant funding projects
- To ensure that services are sustainable within the scope of the resources that are available

- **To identify a range of approaches to promote independence**

- Building on existing community resources
- Creating the conditions to stimulate community support for adults with learning disabilities



- Pathways to independence
- **To encourage creativity and innovation**
  - Developing new models of accommodation and support
  - Co-production and Social Enterprise

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## What does Newport look like?

### Key Demographics

In 2015 Newport's population was estimated at 147,769 – an increase of over 2,000 since the 2011 census. Newport is the 3<sup>rd</sup> largest city in Wales.

Newport has a youthful population with 20% of residents being aged 0-15, the greatest proportion of any local authority in Wales.

Despite this, increasing life expectancies mean that Newport has a growing older population. 17% of the population are aged 65 or over and there are over 1,000 people aged 90 or over.

Newport has the 2<sup>nd</sup> largest number of people from minority ethnic communities in Wales, estimated at 6.6% of the population in 2009.

The average household income in Newport is £33,139. Over 20,000 households in Newport are classed as living in relative poverty.

There is high demand for housing of all tenures. As of July 2017 there were 7,332 active housing applications on Newport's housing waiting list.

Newport is undergoing major changes with many parts of the city being redeveloped to create a better environment for people to live, work and visit. It has a distinctive role as a city and the aim is to revive the city centre and the surrounding districts to make it a more sustainable city where people can live closer to places where they work and shop and are encouraged to use public transport. Newport has a key regional role within south east Wales and partner agencies are working together to regenerate the city and turn it into a thriving centre for business, leisure and living. The city has long been an ethnically diverse area but its demographic make-up has remained essentially stable for a significant period of time.

## What does learning disability mean?

Learning Disability covers a broad spectrum of individuals. A learning disability is a reduced intellectual ability and difficulty with everyday activities – for example household tasks, socialising or managing money – which affects someone for their whole life. It's important to remember that with the right support, most people with a learning disability in the UK can lead independent lives. A learning disability affects the way a person learns new things in any area of life, it affects the way they understand information and how they communicate. Around 1.5 million people in the UK have a Learning Disability which means they can have difficulty:

- Understanding new or complex information
- Learning new skills
- Coping independently
- Interacting with others

Learning disability can be termed mild, moderate or severe. Some people with a mild disability can communicate easily and look after themselves but take a bit longer than usual to learn new skills. Others may not be able to communicate at all and have more than one disability. They may need full-time care and support for every aspect of their life. Having a Learning disability means that a person needs extra time and guidance to learn something. It does not mean that a person is incapable of learning.

However, people with a learning disability have exactly the same rights as every other member of society and with the same need to be treated with dignity and respect.

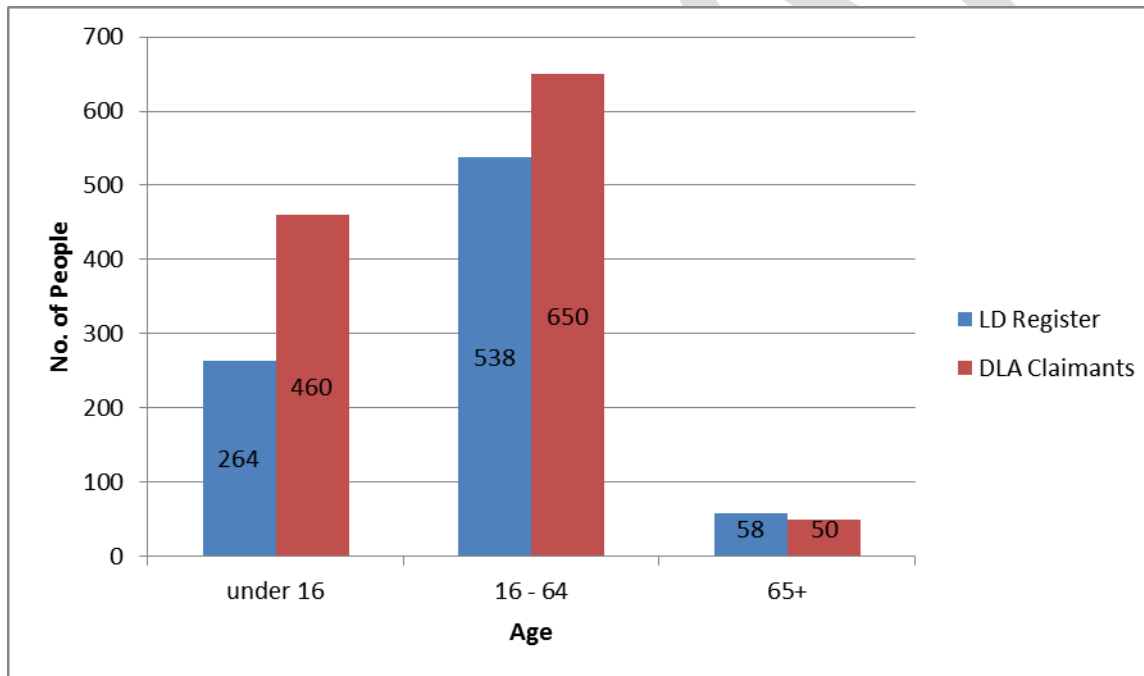
# How many people with a learning disability live in Newport?

## How many people with a learning disability live in Newport?

There are 860 people are on the register of people with learning disabilities in Newport, the vast majority of who live in their own home or with parents or family. *(source Stats Wales, 2017)*

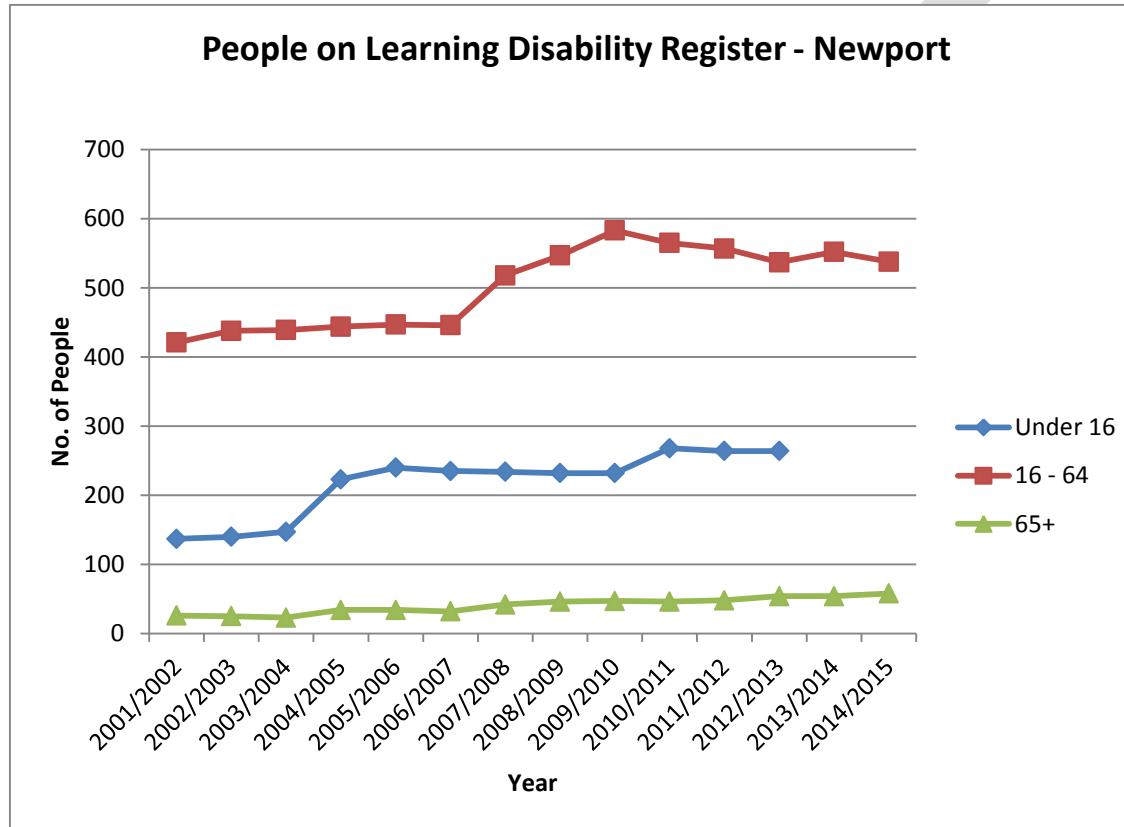
	Community Placements				Residential Placements				TOTAL
	Own Home	Parent/Family	Foster Home	Lodgings/Supported Living	Health Service Accommodation	LA Residential Accommodation	Private or Voluntary Residential Accommodation	Other	
No. People	70	548	38	116	7	2	79	0	860

In November 2015 1,160 people in Newport were claiming Disability Living Allowance due to having a learning disability.



As shown in the above chart, there are over 1,160 people classified with a learning disability in Newport, of which only 695 receive support from Social Services. A distinction needs to be made between the figures used by the Benefits Agency, and the 860 people cited by Stats Wales as being on the learning disability register in Newport. The apparent anomaly is perhaps best explained by different approaches to classification used by the respective agencies, with the probability that some individuals may identify themselves as being learning disabled solely in the context of their entitlement to particular state benefits.

Since 2001/02 there has been a steady increase in the number of people on the register of people with learning disabilities, particularly young people.

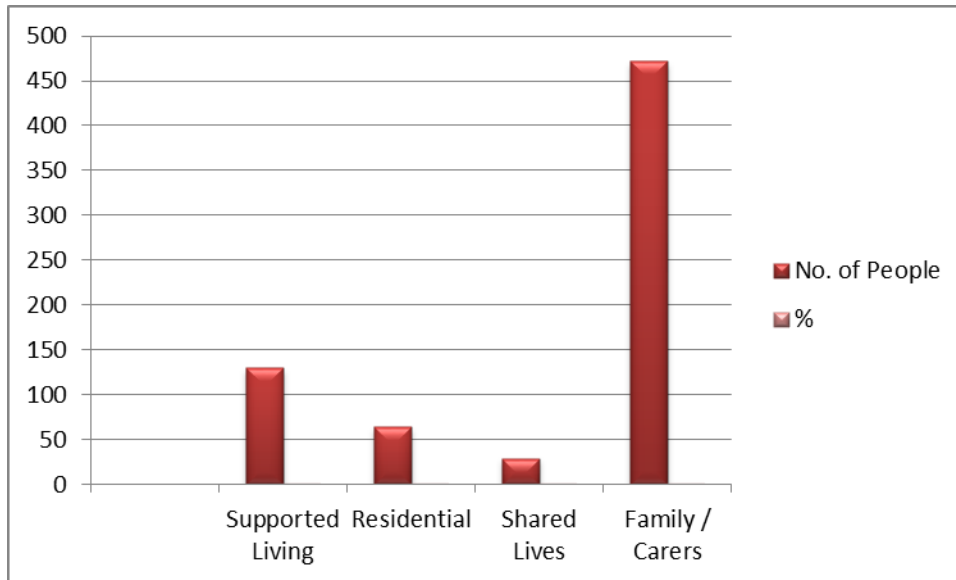


## Market Position Statement - Community Services

Key Messages	National and Local Context
Signposting to existing resources is vital in reducing dependency on the Council	Social Services and Well Being Act 2014 – focus on signposting and development of independent living skills, diversity of service models
Promotion of independent living skills at an earlier age through closer working with Education	Newport City Council Corporate Plan 2017-2022 – focus on educational opportunities and a vibrant and sustainable Newport
Promotion of alternative service models such as time banking, co-operatives, co-production	Well-being of Future Generations (Wales) Act 2015 – focus on sustainability and long-term viability

Newport City Council currently provides services to meet the eligible support needs of 695 adults with learning disabilities. While a total of 226 are in Residential, Supported Living, and Shared Lives provision, 472 people receive packages of care and support while continuing to live with family carers.

## Accommodation Type



Over the past five years, the landscape of community services in Newport for adults with learning disabilities has improved. There is now a broader range of day opportunities available than previously. The Council's day service at Brynglas now focusses on more specialist provision for people with PMLD, following a re-modelling of the scope of the provision. The subsequent transformation of the service to meet this particular group of people has meant that there have been opportunities for other providers to develop services. The outcome has been that new and existing providers have developed new services to meet the changing demand. Many of the people who use these services have given very positive feedback about the way in which services are now more responsive and suited to their needs as individuals.

While each provider has utilised their own particular skill set or focus to their service, there has been some commonalities of approach. Increasingly, services are focussing on developing people's independent living skills, rather than just providing a social outlet. We will continue to challenge providers to develop services that are responsive to those individual needs by commissioning services that are outcomes-based. We have also seen some tentative beginnings of joint working between some of these providers. In particular, some of the Supported Living providers have actively sought out community services that could offer appropriate day and evening opportunities for their tenants.

Residential respite is an important service which can offer care and support to adults with learning disabilities and their family carers. The Council commissions a provider to perform this service at Centrica Lodge. The service is consistent with our focus on maintaining independence, with an emphasis on helping people develop their independent living skills during their periods of stay. Following a successful application to the Integrated Care Fund (ICF), the Council has upgraded and refurbished Centrica Lodge, which will offer an enhanced experience for people during their stay. The addition

of en-suite facilities throughout the home and a lift to improve access for people with restricted mobility are very attractive features. These improvements also include easier access for wheelchair users to the kitchen area, with low level sinks and worktops provided, enabling residents to have the opportunity to take a more active role in preparing their own food. These environmental improvements also enable the service to be delivered in a way that is more focussed on the attainment of individual outcomes.

The Council opened up the framework of approved providers for community services in 2017/2018. This will allow providers to engage with the Council and outline the future direction of their services, as well as enabling new providers to enter the market. As there is an ever-increasing emphasis on community cohesion, we need to encourage providers to avoid insularity and look for opportunities to work together with an outcome based approach, sharing skills and resources where appropriate. There are encouraging signs that the market is recognising this need for collaboration. For example, we went out to tender for support for 9 adults with learning disabilities in March 2018. This has been awarded to a partnership of 2 providers who will utilise their complementary skill sets and areas of expertise to give people a more inclusive and holistic service. As the service will be integrated into existing community resources, it reduces the costs to the Council of paying for a fixed community base.

### **What Are the Challenges Facing the Development of Community Services?**

The SSWB Act has increased the responsibility of the Council to act as a signpost for low level community services, such as help with transport and social activities. Clearly, the rationale is to build upon existing community resources and to reduce demand for more complex care and support packages, whoever provides them.

The Community Connectors can help to provide information on community resources, while the First Contact function will continue to play an important role in gatekeeping and signposting where appropriate. However, we need to look at other ways in which to promote community cohesion. Commissioners and providers should also continue to explore alternative models of support, such as time banking and co-production, enabling people to have a greater role in how services are shaped to meet their eligible care and support needs. The “My Mates” scheme in Monmouthshire is a good example of a successful initiative which has helped to involve adults with learning disabilities in the community. As Newport City Council has won ICF funding for 2018/19 to develop a similar initiative in Newport, we are now well placed to apply learning from that service to make another positive difference in our local community.

Direct Payments can continue to ensure that services are diverse and tailored to an individual’s needs, and the role of managed banking will help to promote this further in Newport following a recent tender. Managed banking is a support service to enable people in receipt of Direct Payments to administer the process effectively and in compliance with their legal requirements.

Shared Lives is another option which can contribute to the development of community services, although it should be noted that its potential as a resource for outreach is limited because of its regulatory restrictions. This means that episodes of outreach support provided through Shared Lives must start and finish within the person’s home.

One of the key challenges facing the Council will be to change people’s expectations of what is available and what they can do for themselves. There needs to be earlier engagement between Children’s Services, Adult Services and Education to ensure that the



pathways to transition are more clearly mapped. There needs to be greater promotion of young people's independent living skills at an earlier age. The development of these independent living skills at an earlier age as part of an effective transition to adulthood is crucial in reducing the long-term financial burden to the Council.

The purchasing power of adults with learning disabilities is another area of previously untapped potential. There are many adults with learning disabilities, particularly in supported living, who have access to their own financial resources. We need to support them to consider how they can use their own resources to find meaningful and fulfilling ways in which to exercise their financial independence.

We need to build on the existing strong partnership working with colleagues in ABUHB to ensure that the common goals of well-being and promoting maintenance are approached strategically and operationally. Initiatives such as the Integrated Care Fund (ICF) provide opportunities for developing both community based services and capital projects that can help achieve these outcomes. The joint working approach that is integral to the ICF mechanism will also continue to contribute to community cohesion.

Ultimately, bringing about these changes in the community will not be achieved overnight. However, by continuing to work with people, carers and other key stakeholders, the Council will be able to shape the future and develop opportunities for adults with learning disabilities in Newport.

<b>Key Actions to Develop Community Services</b>	
Action - Continue to use and develop opportunities for signposting to existing resources	
Benefit – reduced reliance on the Council as a direct provider of support	
Action - Continue to promote Direct Payments	
Benefit – increased diversity of support and more cost effective provision	
Action - Promotion of independent living skills at an earlier age through closer working with Education –	
Benefit- Young people making the transition to Adult Services would require less support	
Action - Supporting adults with learning disabilities to utilise their purchasing power	
Benefit –Adults with learning disabilities can use their Welfare benefits for adults to access opportunities for development of their support networks, travel, and social activities	
Action - Promotion of alternative service models such as time banking, co-operatives, co-production	
Benefit - increased diversity of support and more cost effective provision. Potential investment from ICF required on a short term basis for initial development	
Action - Engagement with people, carers and key stakeholders	
Benefit – Ensuring that strategic plans are supported on a sustainable basis.	
Action - Further developing use of outcomes-based approach to service delivery	
Benefit – Enables service provision to be reduced as key milestones are reached	

Action - Maximising funding opportunities through ICF to develop a range of community-based services eg transitional support services

Benefit – Short-term investment is used to develop sustainable support models

## Market Position Statement - Supported Living and Residential Services

Key Messages	National and Local Context
Partnership working between Social Services, Housing and Registered Social Landlords has been highly successful, providing a blueprint to meet future accommodation needs.	Newport City Council Corporate Plan 2017-2022 – focus on a vibrant and sustainable Newport
Work needs to continue with Care and Support Providers to focus on all aspects of independent living and to reduce levels of need.	Well-being of Future Generations (Wales) Act 2015 – focus on sustainability and long-term viability
Financial climate remains extremely challenging, emphasising the need to maintain a sustainable care market.	

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The majority of people with a Learning Disability receiving support from Social Services (53%) live with their family or in their own home. There is a need to ensure that the 150 people aged 20 –40 years old currently living with their family are supported to transition to an appropriate alternative if and when the need arises. In some cases this will only require the individual being recorded onto the Common Housing Register so that they are able to bid for suitable accommodation when the time is right. For other people with more complex needs, it may be necessary to consider purpose built accommodation to supplement existing private provision. It is therefore important that all individuals are listed on the common housing register so that steps can be taken to ensure the right type of accommodation is available.

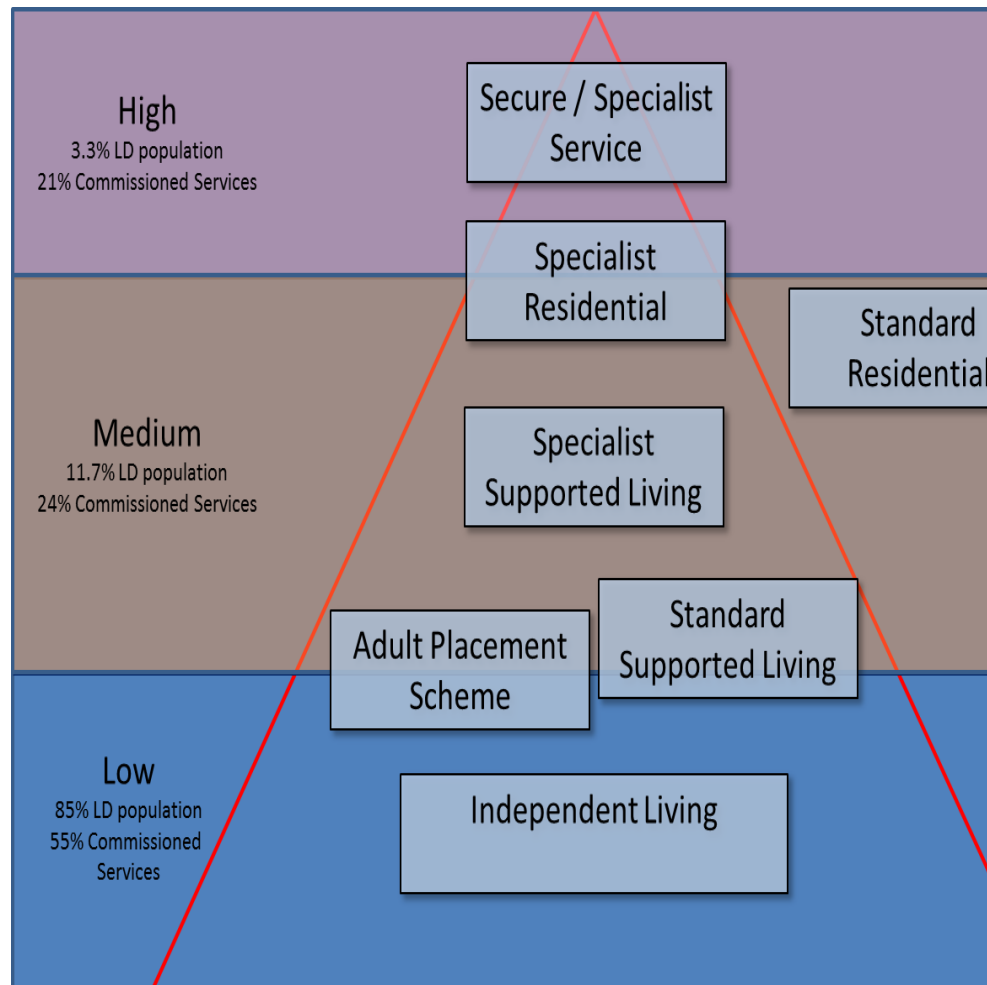
Accommodation needs also change as people get older; currently 70% of people aged over 65 with a learning disability live in either supported lodgings or residential accommodation. This is partly due to historical institutional services that did not maximise independence skills. It is essential that current services seek to promote greater independence. However, it is also recognised that as adults with a learning disability age, their physical health needs can also increase so we need to ensure that we have an appropriate range of services for older adults with a learning disability.

The Learning Disability Accommodation Strategy used an approach which looked at accommodation of people with learning disabilities based on tiers of need. From this, it was possible to establish a paradigm of needs-based accommodation and support. Please see diagrams overleaf. The approach remains broadly relevant and helps to inform Social Workers, Planners, Commissioners and Providers of significant trends. A critique of the approach could suggest that it was to some extent a subjective exercise and should acknowledge that it was possible

for fluctuations of individual need within these tiers. However, the use of this tiered approach remains a useful tool in understanding accommodation and support needs.

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## LEVELS OF NEED



**High** support services are accessed by 3% of the LD population in Newport. They are intensive, specialist and sometimes secure registered residential facilities. These placements are nearly always sourced by Statutory Service such as Health and Social Services. High support services comprise 21% of the placements commissioned by Social Services. Individuals in these services require high levels of support due to complex physical and/or behavioural needs. The facility will be staffed 24 hours a day and the staff team will be highly trained and multidisciplinary

12% of the current LD population in Newport are accessing **Medium** level accommodation support services and account for 24% of the council's accommodation based support commissioning. These services are primarily either registered residential care homes, or designated 24 hour supported living services. There are limited Adult Placement Services that can meet this level of need. Individuals with medium support needs will nearly always require 24 hour support on site or very close at hand.

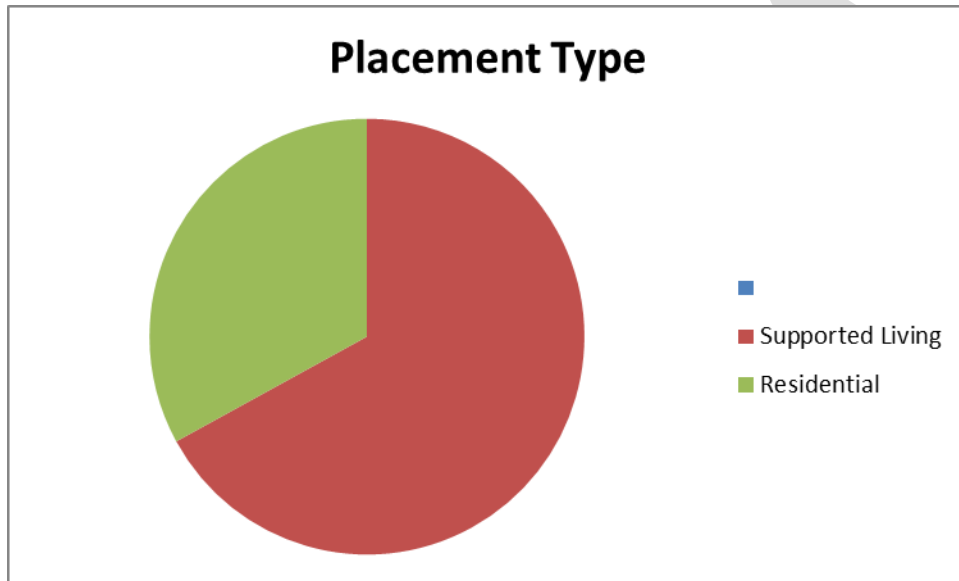
**Low** level support services account for 85% of the total LD population within Newport and are provided to 55% of individuals receiving a service from Social Services. 35% of people living in low level support services are living within a family environment and most of these would require a medium level of support service if it were not for the family environment.

## PLACEMENT DATA LEARNING DISABILITIES SERVICE

Examination of the placement trends over the past 12 months enables us to attain a better understanding of demand for accommodation-based services. Analysis of the existing data sets and key trends enables us to plan for future need in the most cost effective way possible.

Newport City Council currently has a total of 186 Supported Living (67%) and Residential (33%), as at February 2018.

### Placement Type: All Current Placements



A proportion of these are long-standing placements made following the closure of long stay hospitals. As the LD Accommodation Strategy 2012-2017 set out our strategic intention to utilise Supported Living as our preferred accommodation-based support model, it is revealing to consider our current approach through an analysis of more recent data.

In order to understanding our emerging needs, it is instructive to consider the data from the period April 2017 to February 2018 as a snapshot. An analysis of the supported living and residential placements made by Newport City Council for adults with learning disabilities during this period shows the following information:

#### **NEW PLACEMENT TYPE (April 2017– February 2018)**

<b>PLACEMENT TYPE</b>	<b>No.</b>	<b>%</b>
Supported Living	18	72%
Residential	7	28%
<b>Total No. of Placements</b>	<b>25</b>	<b>100%</b>

Of this total of 25 placements, 60% of the people placed were male, while 40% were female. Although the number of placements during this period is unusually high, it is accounted for the planned move to the new Ty Eirlys supported living development which opened in April 2017.

#### **NEW SUPPORTED LIVING PLACEMENTS (April 2017– February 2018)**

<b>PLACEMENTS</b>	<b>No.</b>	<b>%</b>
Moved from Family / Carers Home	5	28%
Moved from Residential Home	4	10%
Moved From Existing Supported Living Placement	9	50%
<b>Total No. of Placements</b>	<b>18</b>	<b>100%</b>

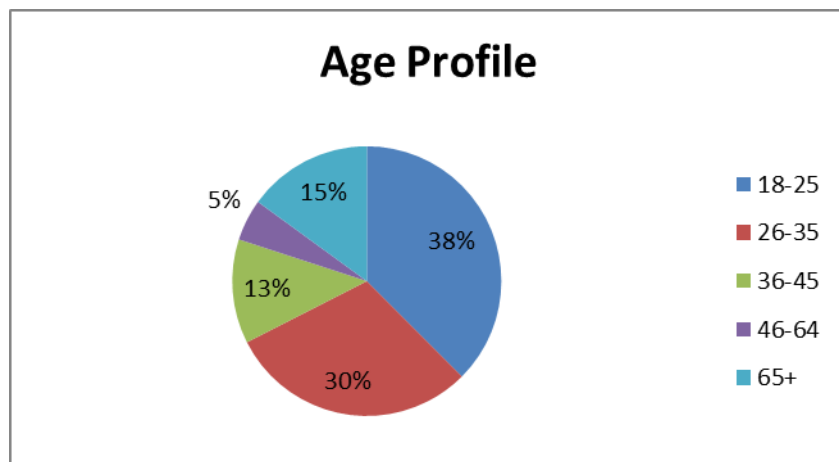
The above table shows a range of individual case management decisions, alongside a planned strategic approach. It is particularly striking that 50% of placements that were made involved moves from existing placements. This is wholly consistent with our targeted approach of promoting people's independence and providing them with more opportunities to develop their independent living skills. The Ty Eirlys service accommodates 13 people, 11 of whom were already living in supported accommodation. The model focusses on community inclusion and peer support and was the result of a 3 year planning programme with Charter Housing. The strategic approach to the development has enabled Charter to evaluate their existing housing stock. Alongside the development of a new, more sustainable resource, it has given Charter

the opportunity to decommission some of their existing housing and for the Council to decommission some services. The success of this approach needs to inform the Council's future approach to commissioning of supported living and residential services. The Council and Registered Social Landlords (RSL's) need to continue to work in partnership in order to avail of capital funding streams and to develop models of accommodation that can meet the diverse needs of adults with learning disabilities. In this context, it is vital that Adult Services ensure that future housing needs are communicated to colleagues in Housing and that work programmes are aligned accordingly.

The age profile of the placements made during this period bears further analysis.

When shown in pictorial form, it illustrates further that the clear majority of placements (68%) have been for people aged 35 or under.

#### **AGE PROFILE OF SUPPORTED LIVING PLACEMENTS (April 2017– February 2018)**



Within this demographic of adults with learning disabilities aged 18-35, 27 placements have been made. 20 (76%) have been in Supported Living and 7 (24%) have been in Residential services. The Council's approach to commissioning of services for learning disabilities has focussed on promoting independence and developing opportunities for community participation, an ethos firmly embedded in Supported Living. Although Residential services can also be compatible with this approach, our commissioning of residential care for this age group has been aimed at meeting very specific and complex needs. To put it in the context of the aforementioned Levels of Need, 6 of these 7 residential placements can be equated to High Level of Need.

When considering **Residential** placements, we are also experiencing an increased demand for residential care for older people with learning disabilities. This has been because their existing supported living or residential environment was no longer able to meet their needs due to the deteriorating physical health. Where possible, we have used the Council's own residential accommodation to meet these support needs. As there is a scarcity of ground floor accommodation in Newport to meet these needs, our ongoing strategic planning must reflect the likelihood of increased demand for this age group.

We also need to examine this and other current key demographic data to anticipate and plan for future needs. As well as an aging LD population already living in Supported Living and Residential accommodation who will require the right type of provision to meet their future needs, there are a significant number of adults with learning disabilities currently living with elderly carers.

#### **Adults with Learning Disabilities Aged 35+ Living at Home with Parents / Family**

<b>Age Group</b>	<b>No. of Clients</b>	<b>%</b>
35-44	42	42%
45-54	37	37%
55-64	14	14%
65+	8	8%
<b>Total</b>	<b>101</b>	<b>100%</b>

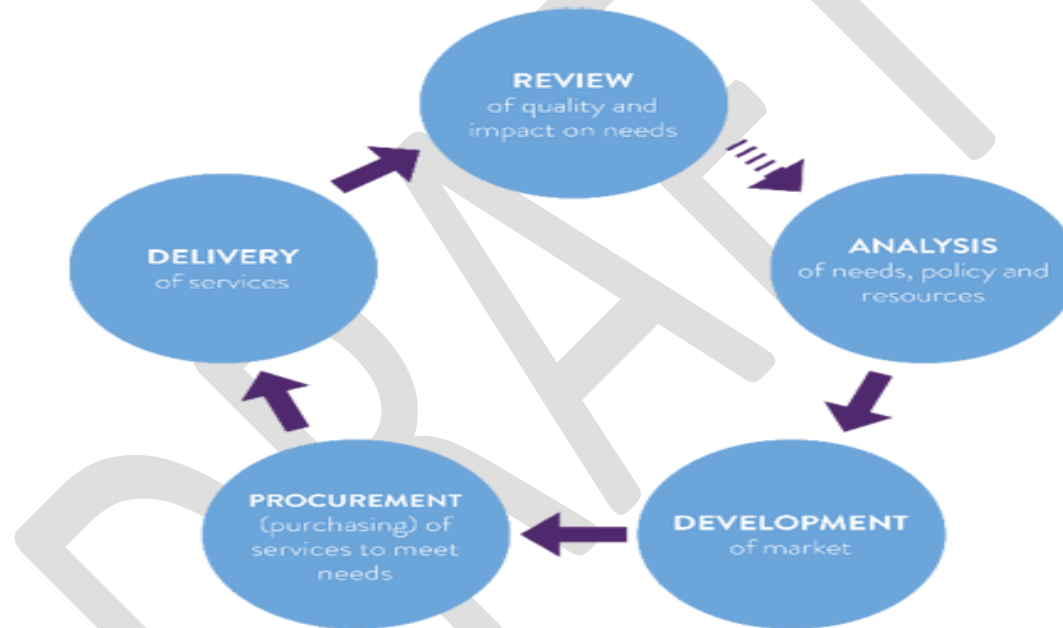
As all of these adults are already in receipt of a service for which they have an eligible need, there is likely to be an increased demand for appropriate accommodation to meet their future needs as their parents / carers grow older. There is also likely to be an increased demand for accommodation to meet the changing needs of people already accommodated. As they grow older, their requirements are likely to change as they become more physically frail. There are currently 24 people living in residential and supported living accommodation over the age of 60. This represents 13% of the total number of adults with learning disabilities who are living in 24 hour care settings. We have commenced some initial scoping of that potential future need and work is underway to phase it in to our developmental plans working alongside Housing and Registered Social Landlords.



## REDUCING LEVELS OF NEED

Reducing dependency has to be a focus throughout all commissioned services, including those people with more complex needs. The classic model of the Commissioning Cycle utilises an evidence-based approach to ensure that the right services are being delivered.

### The Commissioning Cycle

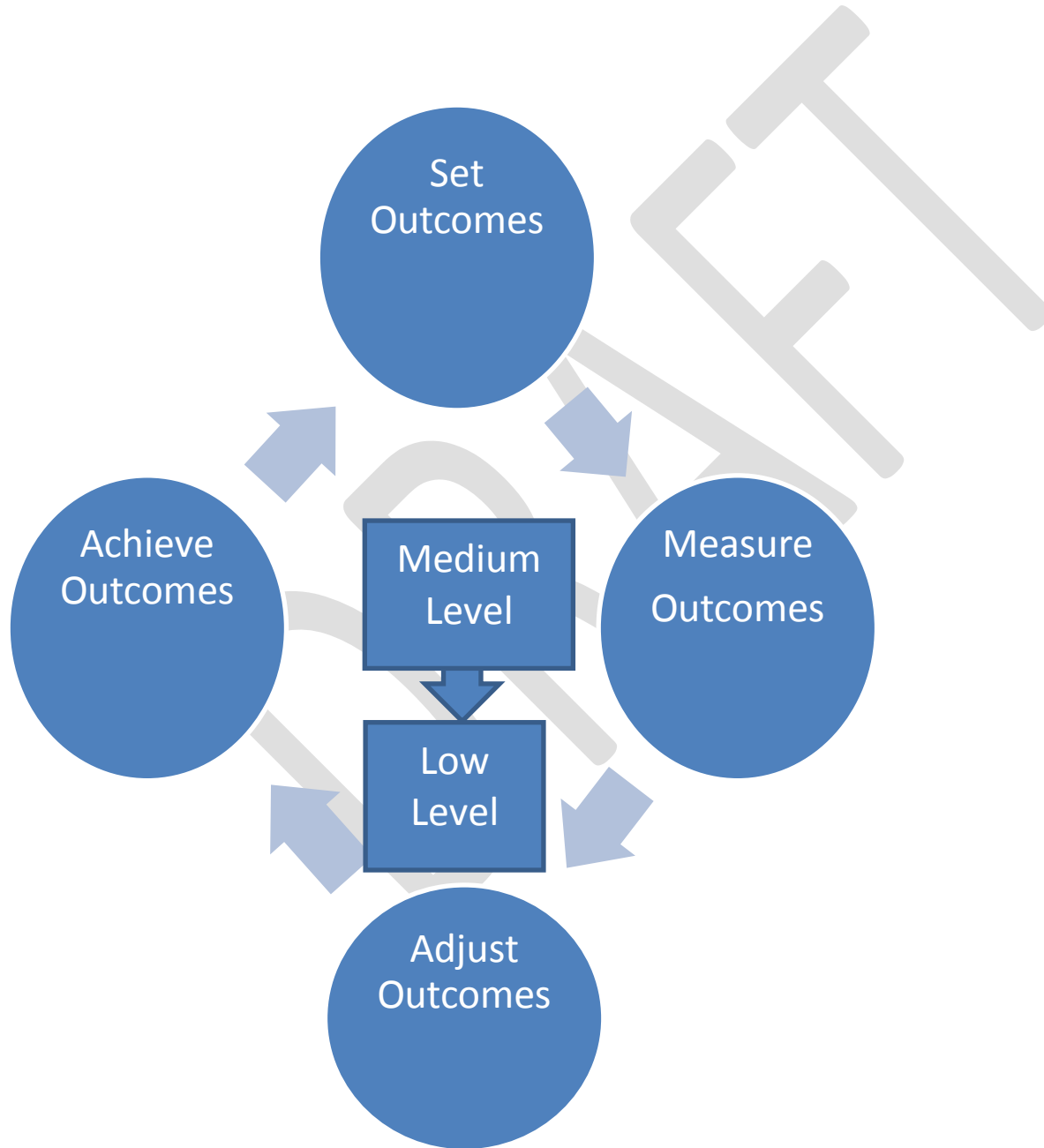


Where possible, and where appropriate, we need to develop opportunities for people to lead more independent lives. The provision of services that are outcomes based is an increasingly important element of supporting people to reducing their level of need. In order to promote independence, we need to develop an outcomes-based approach for individuals by which we can use key milestones to identify progress made. The diagram below adopts the key principles of the Commissioning Cycle to enable people to move downwards through the accommodation-based support services as their levels of need decrease. The financial

challenges facing the Council are immense, but by ensuring that the right services are in place to support people on their journey towards further independence, we will be more efficient and effective in our commissioning.

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# Reducing Levels of Need with Outcomes Based Commissioning



## STRATEGIC DEVELOPMENT OF SUPPORTED LIVING SERVICES

### Developing Services with RSL's

The **Supported Living** model offers Social Services the opportunity to avail of a range of funding options for accommodation and support. Previous collaboration with our Housing Department has resulted in the development of the following accommodation based services in Newport:

- Ty Nant – currently supports 6 adults with learning disability and complex autism
- Renoir Road – currently supports 5 adults with learning disabilities
- Ty Eirlys - service opened in April 2017 and supports 13 adults with learning disabilities. Social Housing grant was used to fund the renovation of a former nursing home in the Stow Park area, and the tenants each have their own flat. There is some communal space to enable the tenants to socialise with one another, alongside a low level of core staff support. Each tenant has their own targeted support levels, with Supporting People funding used for housing related support needs. The service is aimed at those individuals who have the capacity for independence, but who also benefit from peer support in a secure environment. The tenants have already established a local presence and it is envisaged that further opportunities for meaningful community participation will be encouraged.
- 610a Chepstow Road- offers support for 3 adults with learning disabilities, very challenging needs and complex autism in a bungalow setting. The service was previously located in another authority area.

Plans are also being progressed for the development of a Learning Disability Scheme for older tenants, which, as stated previously, is a growing need. The delivery of these schemes means that properties which were previously used can be decommissioned.

Similarly other schemes are being reviewed to determine how successful they have been and whether the type of service provision needs to be revised; this will also be undertaken with the schemes being developed above. It is important that we review and assess the effectiveness of the service models that we have developed, and where necessary, refine and adjust them based on our learning outcomes. For example, the Ty Nant supported living service at Ringland, has recently benefited from a programme of work which has seen a renovation of the environment. This was based on our acquired knowledge of what worked at the service and what needed to improve.

There is significant pressure on social housing at present. Figures from Newport City Council's Housing department in March 2017 show an increase of 5% in the demand for affordable housing need of 1,368 units to be addressed. This is a strong indicator that the supply of affordable housing is not keeping pace with need. It makes it even more critical therefore, that we plan and co-ordinate our resources effectively to ensure that the current and future housing needs of adults with learning disabilities are accounted for. Working collaboratively with RSL's also prevents some of those risks that are prevalent in dealing with private sector landlords.

The way in which we approach these commissioning challenges will be vital. The political requirement for regional collaboration has to be acknowledged, but it should also be counter-balanced with local commissioning intelligence based on the particular needs of people with

learning disabilities in Newport. Shared Lives is another option of that can be offered to provide both short-term and long-term support for adults with learning disabilities. The Council will also need to reflect upon its own role as a service provider to determine whether it is best placed to provide the flexible and innovatory models of support required to promote independence.

As mentioned earlier, enabling an effective transition from Children’s Services to adulthood is very important. This is especially true for those young adults with complex needs who are likely to require a high level of service. Planning and forecasting key areas of demand is an essential element of managing our resources. We need to challenge some of the assumptions and limitations of the children’s care market when young people transfer to adult services. This will help ensure that the most appropriate services are in place, but on a basis which is sustainable in the longer term.

The overall aim is to provide a clear pathway for service users to ensure that appropriate accommodation, care and support are available to meet their needs and that there is an opportunity for choice of area and accommodation type. Support and care provision for each individual will be assessed and can vary dependent upon their needs, with services being provided flexibly rather than adhering to a “one size fits all” approach.

<b>Key Actions to Developing Accommodation and Support Services</b>	
Action - Engagement with key stakeholders	
Benefit – Ensuring that strategic plans are supported on a sustainable basis.	
Action -Ensuring that people register on the Common Housing Register for accommodation.	
Benefit – Assists alignment of service planning between Social Services and Housing to meet current and future housing needs	
Action- Providing new properties by working in partnership with registered social landlords once the needs have been identified.	
Benefit – Ensure that appropriate housing options are available to meet a range of needs.	
Benefit – Access to Supporting People and Housing Benefit funding streams that reduce the financial burden on Social Services and enable more cost effective and sustainable service models.	
Action - Encouraging existing landlords to advertise and let their properties through the common housing register, if they meet the appropriate standards required by the council’s environmental health department.	
Benefit – Increases diversity of accommodation.	
Action - Working with neighbouring local authorities to develop new specialist housing schemes on a regional basis	
Benefit – Partnership working to develop more cost effective and sustainable support models with nearby local authorities	
Action - Ensuring that potential applicants are fully aware of the need to register for accommodation, and understand the housing options that are available to them.	

Benefit – Facilitates demand analysis.
Action - Maximising opportunities for capital funding grants
Benefit – Access to capital funding streams through RSL's that reduce the financial burden on Social Services.
Action Working with Care and Support Providers to focus on all aspects of independent living and developing pathways to reduced need
Benefit – Reduction of dependency and development of more cost-effective and sustainable services.

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## Consultation

Consultation will include the following Key Stakeholders:

Adults with Learning Disabilities  
Carers  
Care and Support Providers  
Registered Social Landlords  
Newport City Council Housing Department  
Supporting People Team  
ABUHB

## How will we know if we have achieved our goals?

(ACTION PLAN TO BE DEVELOPED AFTER CONSULTATION)

For each of the priorities, we have identified some measures which will help show how much is being achieved and what difference it is making. The table below shows these measures and will be used to report performance annually to the Cabinet Member for Social Care and Wellbeing at Newport City Council, whose foreword began this document.

	Priority	Performance Measure	Lead/Contact	Target	Type of PI	Actual Performance

## Comments

This is the first draft of the Independent Living Strategy. It is intended that feedback will be sought from as many sources as possible, including Adults with a learning disability, carers, providers and statutory staff teams.

**comments:**

*DRAFT*

Please return the completed form to Newport City Council, NCN East, Civic Centre, Newport NP20 4UR or alternatively e-mail your comments to [brian.lovett@newport.gov.uk](mailto:brian.lovett@newport.gov.uk)  
If you have any queries please telephone NCN East on 01633 656656.



## Fairness and Equalities Impact Assessments F&EIA (2014)

This form provides an assessment of a policy or proposed change to see whether it promotes fairness and equality, eliminates any unintended discrimination and has positive outcomes for the population of Newport. This Impact Assessment should be used to affect policy and service planning decisions.

In Newport we focus on Fairness through the following themes: Health, Poverty, Skills and Work, Domestic Abuse and Tackling Area Based Deprivation.

Our Equalities focus is taken from the Equalities Act 2010: we consider the nine protected equalities characteristics- age, gender reassignment, disability, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation. We also consider promoting the Welsh language.

This assessment provides evidence that we have considered the General Equality Duty (below) in our decisions, to:

- Eliminate unlawful discrimination, harassment and victimisation
- Advance equality of opportunity and
- Foster good relations

<b>Service Area</b> <b>Adult Social Care</b>	<b>Head of Service:</b> <b>Chris Humphrey</b>	<b>Person responsible for the assessment:</b> <b>Brian Lovett</b>	<b>Date of Assessment</b> <b>22nd June 2018</b> <b>Version 1</b>
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1. What is the service/ policy being assessed?

Independent Living Strategy 2017-2022

2. What is the purpose of the policy/ service change?

The purpose of this strategy is to identify the means by which the Council will meet the eligible needs of adults with learning disabilities in Newport, while developing opportunities for independence and community resilience.

3. Protected Characteristics

Protected Characteristic	Who are the customers/service users?	If we take this decision what is the potential impact?  The impact may be either positive or negative. Explain in what way they may be affected and the evidence of this	Action Plan to address issues raised  What changes or practical measures would reduce adverse impact on particular groups.  What changes would increase positive impacts e.g. improve access or opportunity  May be revisited post consultation	Who will be responsible?	Timeframe to review
Age	Older people Young adults	The Independent Living Strategy will have a positive impact as it recognises the need to plan for current and future needs of	Consultation with user groups was highly positive as the strategy is focussed on enhancing choice of services and development of a broader range of support and accommodation models.	Head of Adult Services	Annual

		adults with learning disabilities. The strategy acknowledges the need to develop more opportunities for independence, through the provision of a diverse range of care and support models and accommodation.			
Gender reassignment	No breakdown available for this category	No specific impact identified other than that highlighted for the general cohort.			Annual
Disability	Adults with Learning Disability Adults with Learning Disability and Physical Disabilities, Complex Autism (where there is an eligible social care need)	The Independent Living Strategy will have a positive impact as it recognises the need to plan for current and future needs of adults with learning disabilities. The strategy acknowledges the need to develop more opportunities for independence, through the provision of a	Consultation with user groups was highly positive as the strategy is focussed on enhancing choice of services and development of a broader range of support and accommodation models.	Head of Adult Services	Annual

		diverse range of care and support models and accommodation. This includes accommodation and support models to meet the needs of adults with learning disabilities with physical disabilities or restricted mobility, and those with complex autism.			
Marriage/Civil Partnership	N/A	N/A	N/A	N/A	N/A
Pregnancy and Maternity	Adults with Learning Disabilities	No specific impact identified other than that highlighted for the general cohort.			
Race	Some service users will have particular cultural or language needs which will mean they need to have specific consideration	The Strategy proposes development of a broader range of choices and focus on more cohesive communities. This will include any culturally specific requirements.	The strategy has a long-term focus, not only on developing service and accommodation models, but also ensuring that systems are in place to map specific needs.	Head of Adult Services	Annual
Religion/belief	Some service	The Strategy	The strategy has a long-term	Head of Adult	Annual

(or the absence of)	users will have particular religious faith or culture which will mean they need to have specific consideration	proposes development of a broader range of choices and focus on more cohesive communities. This will include religious or belief systems.	focus, not only on developing service and accommodation models, but also ensuring that systems are in place to map specific needs.	Services	
Sex	Adults with Learning Disabilities	Impact on users is equal regardless of their gender and mitigated through the reassessment process. Where specific needs are identified through the social work assessment process, this will inform the planning process.	As above	Head of Adult Services	Annual
Sexual Orientation	No breakdown of sexual orientation of users identified	Impact on users is equal regardless of their sexual orientation and mitigated through the reassessment process	As Above	Head of Adult Services	Annual
Welsh language	No breakdown of Welsh speakers within the user group available	Impact on users is equal regardless of their language needs and mitigated through the reassessment	As above with Welsh language requirements forming part of the reassessment and risk assessment	Head of Adult Services	Annual

4. Who has the service consulted regarding the proposed change? When should new consultation take place?

NB: It is essential that service users and other interested parties are involved in the planning process at the earliest opportunity. Consultation and at this stage should be along broad themes, rather than specific proposals. It is appropriate to ask what services are valued, how services could be changed and / or what could be done differently within a specific range of services. This feedback should then inform your business case proposals and the F&EIA. However, you will also have to note here the specific groups you will need to consult with once proposals are formulated and the timescales for doing so.

This strategy was prepared after consultation with:

Representative Groups of Adults with Learning Disabilities  
 Registered Social Landlords (RSL's)  
 Social Care Providers  
 Newport City Council NCN Social Work Teams

5. What evidence/ data has been used to complete this F&EIA (This will include local and national guidance)

This strategy employed empirical data from the Council's Performance Information systems.

## 2. Legal Framework

The Independent Living Strategy is based upon the following legislation:

Social Services and Well-being (Wales) Act 2014

This act drives the way in which local authorities need to discharge its social care functions.

-Well-being of Future Generations (Wales) Act 2015

The Independent Living Strategy is thematically consistent with this Act, as it sets out a pathway to meet long-term need

on a more sustainable basis. It focusses on supporting individuals to be more independent in the long term, and less reliant on the Council as a provider of services. It is preventative in scope, and this reduced dependency is accompanied by a focus on greater participation in the community and will enhance wellbeing.

- Autism Spectrum Disorders Strategic Action Plan for Wales 2008

This Action Plan identifies steps to improve educational and employment opportunities for people with autism, as well as developing better awareness of available information and resources

6. How will the relevant groups be advised of the changes and the F&EIA?

The Strategy has been subject to a consultation with key stakeholders. The Strategy will be published on Newport City Council's website.

7 How will the policy/ practice make Newport more or less fair in relation to:

- Health Inequalities
- Child Poverty
- Skills and Work
- Tackling Domestic Violence
- Alcohol and Substance misuse
- Homelessness
- Armed Forces Veterans

Some adults with learning disabilities may be directly affected by some of these issues. The Independent Living Strategy will have a fairer impact on many of these issues, particular as it emphasises equality of opportunity for a potentially marginalised group of people.

8. How will the service / policy affect local areas of the city?

Will it have a positive or negative impact in terms of fairness and addressing local area deprivation (you will need to use spatial data available through the Newport Profile and specific Ward Profiles to address this question)?

This change seeks to promote a fairer and more equitable approach to the provision of support and provide choice to adults with learning disabilities to access more local community based services. There is no negative impact on local area deprivation, with the Strategy's focus on development of local care, support and accommodation solutions providing employment opportunities in Newport.

9. In summary, how does the changed service /policy promote good community relations (cohesion)?

This policy will help to foster good relations between those who share a relevant protected characteristic and those who don't. The Policy also takes account of the need to eliminate discrimination against those individuals such as carers and family members, who may be affected through their association with older or disabled people.

This policy will help service users who share a protected characteristic to be more independent and integrate into the wider community, in some cases making use of mainstream transport options and breaking down barriers with the general population. It is anticipated that this will create a greater understanding of the issues faced by people with disabilities and promote a more cohesive community.

10. In summary, how does the changed service /policy promote equality?

This Strategy aims to promote equality through:



- Promoting independence
- Maximising choice and control
- Supporting a healthy lifestyle
- Improved quality of life
- Maximising dignity and respect
- The provision of local accessible services, support and accommodation

We believe that the introduction of this Strategy will provide a more fair and equitable service to all by:

- Advancing equality of opportunity between those individuals who share a relevant protected characteristic (this Strategy is particularly relevant to those who have the protected characteristic of age or disability) and those individuals who do not share it
- Fostering good relations between those who share a relevant protected characteristic and those who don't. The Policy also takes account of the need to eliminate discrimination against those individuals, like carers and family members, who may be affected through their association with older or disabled people.

11. In summary, how does the changed service /policy eliminate discrimination?

Individuals will be assessed according to their need, with a equity within the decision making process.

This Strategy supports people to lead more independent lives and exercise choice. It will aid integration into the wider community, breaking down barriers and promoting understanding within the wider community thereby reducing discrimination.

**Signed off by/ Date:**



# Report

## Cabinet

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### Part 1

Date: 17 October 2018

Item No: 10

**Subject** Annual Report of the Director of Social Services

**Purpose** To present to Cabinet the Annual Report of the Director of Social Services.

**Author** James Harris, Strategic Director (People)

**Ward** City wide

**Summary** This report is the Director's evaluation of 2017/18 performance for Social Services. It conforms in format and content with the statutory requirements for the Director's Report.

**Proposal** To receive the Annual Report of the Director of Social Services, 2017/18.

**Action by** James Harris

**Timetable** Immediate

This report was prepared after consultation with:

- Social Services staff
- Cabinet Member for Social Services
- Monitoring Officer
- Head of Finance
- Head of People and Business Change

Signed

## Background

The purpose of this annual report is to set out the local authority's improvement journey in providing services to people in Newport, who access information, advice and assistance, and those individuals and carers in receipt of care and support. This report sets out to demonstrate how Newport Social Services has responded to the new requirements of the Social Services and Well-being (Wales) Act 2014 and how we have promoted and accounted for the delivery of well-being standards to the citizens of Newport.

***The Regulation and Inspection of Social Care (Wales) Act 2016*** (R&I) and the ***Social Services and Wellbeing (Wales) Act 2014 (SSWB)*** sets out the requirement for the Director to produce an annual report setting out the performance of Social Services, following the format prescribed by the Local Authority Social Services Annual reports (Prescribed Form) (Wales) Regulations 2016 and is intended for a range of audiences as set out in the Local Authority Annual Social Services Report guidance document.

The intention of the report is not to detail process but to focus on the activities and outcomes achieved and the impact this has had on citizens in Newport. The evidence of our citizens has been used throughout the report as has the contribution of our partner agencies and commissioned services.

## Director's Summary of Performance

2017/18 was a demanding year characterised by a maintenance in the quality and standards of service delivery. A major task was the continued embedding of the 2016 Social Services and Well-Being Act which has helped positively in the re-shaping of early intervention and preventative services. This has assisted in the ongoing work to manage demand. The well-being objectives wind through all social services operations and tie closely to the Newport City Council Corporate Plan, notably:

- To improve skills, educational outcomes and employment opportunities.
- To enable people to be healthy, independent & resilient.
- To build cohesive & sustainable communities.

Each year financial constraints become more significant when available budgets are set against rising costs and increasing demand. There is a continuous striving to minimise costs and identify savings. In Children's efforts have concentrated on addressing the shortage of placement options and the associated costs as well as appropriately minimising the numbers of looked after children. Work in Adults has included the managing of demand and the building of capacity through the integration of health and social care. As usual, there has also been a drive to minimise delayed transfers of care and these were kept at manageable levels though there remains scope to improve. The Care in Wales inspection reports and performance indicators demonstrate however, that the service delivered to children and adults is being maintained, a significant achievement.

In addition to legislative change and financial challenges, implementation of the Welsh Community Care and Information System (WCCIS) has been delivered. This took considerable planning, training and management and means that Newport City Council will be able to take full advantage of this still developing case information system designed for Councils and Health Boards.

Partnership working has developed further with the other South East Wales Local Authorities with numerous joint initiatives maintained and developed. The integrated partnership with Barnardo's has also remained a strength with a retendering for the strategic partnership delivered by Barnardo's recently completed. The Regional Partnership Board, at which the third sector, Aneurin Bevan University Health Board and South East Wales Local Authorities are represented, has emerged as a primary route for the transformation of health and social care and Newport City Council engages fully in this process.

2018/19 will prove no less challenging but social services in Newport City Council are lean, efficient and well-placed to respond.

## Financial Summary

There are no budget implications arising from this Report.

## Risks

Risk	Impact of Risk if it occurs (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
That the new duties identified in the Social Services and Wellbeing Act 2014 will bring unsustainable financial pressure	H	M	Directors of Social Services (and WLGA) fully engaged with Wales Government on the drafting of regulations and guidance.  We are maintaining strong financial controls on day to day decision making in the service	James Harris, Strategic Director (People) Chris Humphrey Head of Adult Integrated Services (Social Care and Health) and Sally Jenkins, Head of Children and Family Services
That users and carers will not have the opportunity to contribute further to our understanding of their experience to inform the development of services in future years	H	L	The plan will be to continue to hold regular and frequent service user and carer forum meetings, as well as making use of a wide variety of other consultative mechanisms that we have put in place for users and carers. We will continue to develop imaginative ways of capturing people's views, comments and experiences	James Harris,  Chris Humphrey, Head of Adult Integrated Services (Social Care and Health) and Sally Jenkins, Head of Children and Family Services
The members of staff are not given the opportunity to use this report to gain a greater sense of ownership for the future direction of services and their part in continuous improvement	H	L	The report will continue to be used widely amongst members of staff and partner agencies and used as a vehicle for ensuring a wide ranging discussion in team meetings and management to ensure that it provokes a healthy debate.	James Harris

## **Links to Council Policies and Priorities**

- Newport City Council's Corporate Plan 2017 – 22.

## **Options Available and considered**

Option 1 - Cabinet endorses the Annual Report of the Director of Social Services for 2017 - 18.

Option 2 – Cabinet does not endorse the Annual Report of the Director of Social Services for 2017 -18 and sets out specific reasons and recommendations for action.

## **Preferred Option and Why**

Option 1 as the Annual Report of the Director of Social Services is a statutory requirement whereby the Director provides their assessment of performance to the Cabinet.

## **Comments of Chief Financial Officer**

There are no financial implications in the production of this annual report.

## **Comments of Monitoring Officer**

The Director of Social Services has a statutory duty under the Social Services and Wellbeing (Wales) Act 2014 (as amended by the Regulation and Inspection of Social Care (Wales) Act 2016) to produce an annual report to the Council, setting out his personal assessment of the performance of Social Services in delivering its social care functions during the preceding 12 months. This Annual report covers the financial year 2017/18 and has been prepared in accordance the Local Authority Social Services Annual Reports (Prescribed Form) (Wales) Regulations 2016 and statutory guidance, as set out in the Local Authority Annual Social Services Report guidance document. The Report also sets the Director's assessment of how well the Council has promoted and delivered well-being standards for service users and carers in need of care and support, in accordance with the six well-being outcomes. The Report confirms that the Director of Social Services is satisfied that the Council continues to make good progress in implementing the Services and Wellbeing (Wales) Act, in a structured and programmed manner, and is meeting the requirements of the Future Generations and Well Being Act and the corporate well-being objectives. This statutory Annual Report reflects the Director's personal assessment of the performance of Social Services and is, therefore, being presented to Cabinet for information purposes and not for comment or amendment. The Report will also need to be presented to full Council.

## **Comments of Head of People and Business Change**

This report sets out the Director of Social Services' own assessment of the performance of Social Services in 2017-18 as part of his statutory role. Whilst there are no direct staffing implications that arise specifically from the report there are potentially implications in the future, either as a result of on-going financial uncertainty or the further implementation of the Social Services and Wellbeing Act or Wellbeing of Future Generations Act. These will need to be considered as they arise and are not the purpose of this report.

## **Comments of Cabinet Member**

The Cabinet Member supports the content of this Report.

## Comments of Overview and Scrutiny Management Committee

### Draft minutes of the Committee's discussion of the draft Director of Social Services Annual Report 2017/18

**(At the time of submission the comments remain draft.)**

The Strategic Director – People introduced the report to the Committee, and advised the format of the report followed the Welsh Government recommendations. The Committee were advised that there had been a real stride to make the report straightforward, manageable and readable and it was minded that this was a draft.

Members discussed the following:

- Comment was made that the report was easy to read. It was noted that on page 31 – 33 there are number of statistics but no comments in relation. This would be a welcome addition. Members also made comment that there was a reliance on surveys.
- Members discussed the Social Services Rota visits which are made to children and adult homes. It was asked if Members carry out enough visits and if they had validity. It was advised that the visits are taken once a month, and it is designed to take feedback from the staff and residents and view the facilities to check if the building is fit for purpose. The visits from the Members have value and feedback is fed back and action is taken where appropriate.
- Members were pleased with the manager of Oaklands being recognised in the report and said it was a good example of community working. Query was then made about the South East Wales Fostering, is there a danger where children are placed outside their environment, as if a children was placed in Blaenau Gwent then family contact could be challenging. Reassurance was also asked around if children placed by private firms will have the same quality of care and monitoring as they would with the Council.  
Members were advised that nothing had been agreed yet. The fostering population is aging so there had to be recruitment. Each region can look at what we can put together and what works for us. Willingness to work together and how to share resources to offer better services across authorities, but it is agreed that it would be challenge such as sorting out fees. It was advised that a full scale move is unlikely as the number of children is very great. The Council manage family contact with the children in our care.  
Members were also told that there is no difference whatsoever in the support offered in different agencies and all children have the same access.
- Transitions from Children to Adult Services – can more information on handover from children to adult services be included in the final report such as how many transitions and how many were on time. The Members were advised that an element of this can be added in the final report, and revised versions will be circulated with what changes had been made.
- Comments were made about the key achievements for Newport 2017-18. 4000 course attendances didn't state what they resulted in, and just attending a course didn't help members understand. Some Members thought that Not all of the priorities

In response the Director of Social Services revised the draft Report to reflect the comments made by Scrutiny.

## **Local issues**

City-wide report

## **Equalities Impact Assessment and the Equalities Act 2010**

Not applicable to this report

## **Children and Families (Wales) Measure**

Not applicable to this report

## **Wellbeing of Future Generations (Wales) Act 2015**

This report sets out how Social Services has responded to the following requirements:

- Long term: the importance of balancing short- term needs with the need to safeguard the ability to also meet long – term needs
- Prevention: How acting to prevent problems occurring or getting worse may help us meet our objectives
- Integration: Consider how the proposals will impact on our wellbeing objectives, our wellbeing goals, other objectives or those of other public bodies
- Collaboration: have you considered how acting in collaboration with any other person or any other part of our organisation could help meet our wellbeing objectives
- Involvement: The importance of involving people with an interest in achieving the wellbeing goals, and ensuring that those people reflect the diversity of the City we serve.

## **Crime and Disorder Act 1998**

Not applicable to this report

## **Consultation**

There is a continuing programme throughout the year of meeting with users and carers to help people make their contribution to the continuing intelligence supporting the Director's Annual Report..

## **Background Papers**

None.



# Report of the *Director of Social Services*



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# 1. Introduction

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2017/18 was a demanding year characterised by a maintenance in the quality and standards of service delivery. A major task was the continued embedding of the 2016 Social Services and Well-Being Act which has helped positively in the re-shaping of early intervention and preventative services. This has assisted in the ongoing work to manage demand. The well-being objectives wind through all social services operations and tie closely to the Newport City Council Corporate Plan, notably:

- **To improve skills, educational outcomes and employment opportunities.**
- **To enable people to be healthy, independent & resilient.**
- **To build cohesive & sustainable communities.**

Each year financial constraints become more significant when available budgets are set against rising costs and increasing demand. There is a continuous striving to minimise costs and identify savings. In Children's efforts have concentrated on addressing the shortage of placement options and the associated costs as well as appropriately minimising the numbers of looked after children. Work in Adults has included the managing of demand and the building of capacity through the integration of health and social care. As usual there has also been a drive to minimise delayed transfers of care and these were kept at manageable levels though there remains scope to improve. The Care in Wales inspection reports and performance indicators demonstrate however, that the service delivered to children and adults is being maintained, a significant achievement.

In addition to legislative change and financial challenges implementation of the Welsh Community Care and Information System (WCCIS) has been delivered. This took considerable planning, training and management and means that Newport City Council will be able to take full advantage of this still developing case information system designed for Councils and Health Boards.



Partnership working has developed further with the other South East Wales Local Authorities with numerous joint initiatives maintained and developed. The integrated partnership with Barnardo's has also remained a strength with a retendering for the strategic partnership delivered by Barnardo's recently completed. The Regional Partnership Board, at which the third sector, Aneurin Bevan University Health Board and South East Wales Local Authorities are represented, has emerged as a primary route for the transformation of health and social care and Newport City Council engages fully in this process.

2018/19 will prove no less challenging but social services in Newport City Council are lean, efficient and well-placed to

## 2. Summary of Performance 2017/18

This is the second year of reporting against the measures introduced by the Welsh Government (WG) following the introduction of the Social Services and Well-Being Act in 2016. Anomalies within the reporting framework have been identified and regional and national discussions have highlighted differences in the ways that Local Authorities are recording their activity.

These anomalies along with the roll out of the Welsh Community Care and Information System (WCCIS) have required performance measures to be reviewed and Newport City Council (NCC) has been involved in national discussions led by WG to develop new recording and reporting requirements. These are currently due for implementation in 2019/20.



NCC went live with the WCCIS on Monday 12th March 2018 after a challenging implementation process. In order to facilitate the transition the forerunner system, SWIFT, had to be shut down on 6th March and the practicalities of providing access to all staff affected the ability to capture data for the last three weeks of the financial year. Consequently, it was accepted by WG that in some areas the end of year performance report would be restricted to data collected up to the 6th March 2018.

### End of Year Performance Figures for Adult and Community Services

Performance remains strong at year end despite the disruption caused by the implementation of WCCIS, the consequences of which impacted the amber rating for Occupational Therapy (OT) assessments and reviews. Performance for this measure has previously been consistently green but activity was unable to be recorded for the last three weeks of the year as SWIFT was closed down to facilitate the transition to WCCIS.

The amber rating for hospital discharge must be viewed in the national context where NCC's performance remains strong and benefits from an ongoing joint management strategy in partnership with the Aneurin Bevan University Health Board.



ADULT MEASURES	TARGET	RESULTS & COMMENTS
% of adult protection enquiries completed within 7 days	90%	98.9% (Improving) This activity is an important priority as the high performance enables the needs of individuals to be met more swiftly.
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	6.00	6.02 (Improving) Slightly over target (low is good, high is bad) Although slightly over target the performance is very good in the context of previous years and broadly, when compared with other Local Authorities. This activity enables patients to leave hospital as and when they are ready because the appropriate support package is in place.

ADULT MEASURES	TARGET	RESULTS & COMMENTS
% of adults who completed a period of Reablement and have a reduced package of care and support 6 months later	50%	56.5% The target is exceeded, this means that a greater number of individuals have been enabled to live increasingly independent lives through the provision of appropriate support packages. This measure in particular assists the delivery of the Wellbeing objective of being healthy, independent and resilient.
The average length of time in days adults (aged 65 or over) are supported in care homes	1,100	868.2 (Improving) Strong performance (high is bad low is good) and represents people being successfully supported in the community for as long as possible.
Average age of adults entering care homes	75 years	79.2 years (Improving) Supports the above measure in that people are supported successfully in the community and average age of entry to residential care is higher than the average. This is a function of the demand arising from the needs of individuals over which the Local Authority has only limited impact and is therefore more performance information than a target.
% of adults who have received advice and assistance and have not contacted the service again within 6 months	40%	41% This represents a well-managed information advice and assistance service at Newport where a high proportion of people receive appropriate support at first contact.
OT Assessments & Reviews	85%	81.8% This work impacts the speed at which individuals receive an appropriate support package. It will be a focus for improved performance.

## End of Year Performance Figures for Children and Young Peoples' Services

Overall for Children's services 57.89% of the performance measures are green. The service has experienced a broad range of challenges throughout the year and this is a reasonable outcome.

Staff have managed the implementation of WCCIS and responded to a significant increase in the rate of referrals and a growing degree of complexity. Nine measures have shown an improvement against the previous period.



CHILDREN'S MEASURES	TARGET	RESULTS & COMMENTS
% of assessments completed for children within statutory timescales	90%	91.5% This is a good performance and facilitates children receiving appropriate support early.
% of children supported to remain living with their family at 31st March	65%	63.7% Within 2% of target, this is a reasonable outcome given the increase in referrals and growing degree of complexity of individual cases. It is important that child safety is paramount in this area of work
% of Looked After Children returned home from care during the year	13%	10.1% As above
% or re-registrations of children on Local Authority Child Protection Registers (CPR)	10%	3% (Improved) Strong & improving performance (low is good high is bad). It is important to note that children need to remain on the register for as long as appropriate and all cases are peculiar to the individual child.
The average length of time for all children who were on the CPR during the year	300	253.4 (Improved) Strong & improving performance (low is good high is bad)
% of children achieving the core subject indicator at key stage 2	60%	59.4% This measure changes every year as the cohort changes. It can also shift during the year as actual children in care move in and out. There has been significant work this year to better identify the children who require educational support throughout their time in care.
% of children achieving the core subject indicator at key stage 4	5%	3% As above
% of children seen by a registered dentist within 3 months of becoming Looked After	40%	12.7% This has been highlighted as a measure that requires revision as children may have seen a dentist just before becoming looked after or may have left care before a dental appointment is sourced.

CHILDREN'S MEASURES	TARGET	RESULTS & COMMENTS
% of children looked after at 31st March who were registered with a GP within 10 working days of the start of their placement	90%	91.9% (Improved) It is worth noting that a small percentage of children will not require registration as they are appropriately registered already.
% of looked after children who have had 1 or more changes of school	12%	12.7% (Improved) This improved performance is welcomed. It is worth noting that some moves are made to bring siblings together, hence a higher number of moves may be beneficial to a child in the longer term.
% of looked after children who have had 3 or more placements	9%	9.5% (Improved) As above, it is important that the right placement is made for the longer term
Care leavers who are in education, training or employment at 12 months	45%	44.4% (Improved) This is an important measure and one requiring improvement as education/training/employment significantly improves the well being and life chances of a young person
Care leavers who are in education, training or employment at 24 months	45%	45.7% (Improved) As above.
% of care leavers who have experienced homelessness during the year	10%	8.5% This improvement reflects the ongoing engagement and support to care leavers provided by the Local Authority and other agencies.
Number of first time entrants into the youth justice system	79	76 This is a measure over which the Local Authority has limited/ no control and is more a function of wider society and Police operations.
Number of young people sentenced to custody	25	9 The Local Authority – mainly through the Youth Offending Service - works with young people to reduce offending and repeat offending but the comment above relevance.
Young people out of court disposals re-offend within 12 months	30%	20% (Improving) As above.
Young people with statutory orders who re-offend within 12 months	50%	40% (Improving) As above.

This performance report is restricted to the measures required by WG and is the benchmark for comparison between all Welsh Local Authorities. The discrepancies of data collection methods and interpretation of these new measures have meant that the comparison is not robust.

It must be noted that to continuously improve performance at a time of such significant financial constraints will be challenging and in some service areas, maintaining current levels of performance will be an achievement in itself.

### 3. How Are People Shaping Our Services?

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NCC is committed to ensuring that people are able to have a say in how they receive support and how services will be developed and delivered in the future.

#### Some examples of how we do this are:

- Co-production in the assessment process to enable citizens to express their preferences around how support will be delivered.
- Contract monitoring processes where the views of citizens who receive services are sought and providers are contractually required to gather feedback and comments to inform service development.
- Citizen engagement/involvement in the bid evaluation process for new services.
- Complaints and compliments.
- Consultation events and citizen fora
- Feedback from inspections.
- Engagement with Care in Wales (CIW).
- WG Citizens Survey. <https://gov.wales/statistics-and-research/national-survey/?lang=en>.



#### Consultation events in 2017/18

These included:

- Over 50's Information Day in October 2017 – attended by 700 citizens - an annual event that will be celebrating its 20th anniversary in 2018.
- Newly established Carers Network, several meetings and drop-ins throughout the year building peer support and Local Authority engagement opportunities.
- The Community Connectors attended over 100 community events during the year and have a presence at drop in information points across the City.
- Annual public budget consultation process in December 2017.
- A consultation was held with the children resident at Forest Lodge to ascertain their views of the service.
- A consultation event was held with Pobl tenants to gain their views about the Independent Living Strategy that outlines the future service model for accommodation options for adults with learning disabilities.
- The Cabinet Member for Social Services is very active at community level and is a regular attendee of the Carers Forum, the 50 Plus Forum and various other events and meetings across the full range of client groups. The outcomes of these engagements are varied. These include the less tangible benefit of members of the community being able to engage, question and potentially influence the Cabinet Member to the Cabinet Member requesting specific research or policies to be pursued.
- An extensive consultation and engagement programme was initiated before people moved to Ty-Eirlys (Quality Standard 6).





## Results of Citizen Survey 2017/18 – Adults and Children’s

<https://gov.wales/statistics-and-research/national-survey/?lang=en>

ADULTS SERVICES	CHILDREN’S SERVICES
<ul style="list-style-type: none"> <li>• <b>85%</b> said I live in a home that best supports my well-being.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>85%</b> said I live in a home where I am happy.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>84%</b> said I feel safe from any kind of abuse, physical harm or from falling both inside and outside my property.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>73%</b> said I feel I belong in the area-Where I live.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>85%</b> said I had the right advice and information when I needed it</li> </ul>	<ul style="list-style-type: none"> <li>• <b>95%</b> said I feel safe, for-example cared for and safe from anyone who can hurt you or treat you badly both inside and outside your home.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>81%</b> said I am happy with the care and support I have had.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>84%</b> said I have received the right information and advice when I needed it.</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>89%</b> said I am happy with the care and support I have had.</li> </ul>
CARERS	
<ul style="list-style-type: none"> <li>• <b>63%</b> said they knew who to contact about their support.</li> <li>• <b>63%</b> said they had the right information and advice when they needed it.</li> <li>• <b>65%</b> said they had been involved in decisions about how the care and Support was provided to the person they care for.</li> <li>• <b>59%</b> said ‘feel supported to continue in my caring role.</li> </ul>	

### CIW inspections of NCC registered services in 2017/18 - Adults

#### • Supported Living August 2017

The Care and Social Services Inspectorate in Wales (CSSIW) reported that feedback from tenants in our supported living service was complimentary of the care and support provided and that the service had improved since the introduction of the Act compliant ‘what matters’ documentation.

#### • Parklands Care Home January 2018

CSSIW reported that Parklands is a welcoming home where people are cared for and supported. They acknowledged improvements to information provided to people living in the home and also to the fabric of the building. We were asked to ensure that care documentation was consistent, to ensure regular fire drills and to improve the quality of body maps.

#### • Spring Gardens Care Home – January 2018

CSSIW highlighted a number of areas for improvement. The inspectors recognised that the Authority was already taking action to address areas that were long standing and delayed by changes to management.

#### • Reablement Service March 2018

CSSIW reported that service delivery plans better captured the voice of the person since the introduction of the ‘what matters’ documentation.



## CIW inspections of NCC registered services in 2017/18 – Children’s

### • Forest Lodge – April 2017

CIW reported that the children’s well-being is generally good and their needs are mostly being met by the home. Children are well supported by the manager and staff team who are developing and maintaining good collaborative working relationships with a range of agencies. CSSIW found good indications that the home is working towards making positive changes and identified areas where improvements are required to ensure that children at the home are safeguarded.

### • Cambridge House – October 2017

The previous inspection raised concerns regarding decisions to admit children into the home whose needs were incompatible and the subsequent impact this had on their overall well-being. On this visit however CSSIW found there had been improvements to the admission process and robust decision making was evident. Furthermore, there had been a significant reduction in the number of children admitted into the home resulting in a period of stability. Consequently, staff felt their ability to support resident children had improved.

### • Oaklands – April 2018

CIW reported that children are kept safe, are cared for by staff they know well and who are familiar with their needs. Evidence indicated that the registered manager is supportive of staff and staff development and to ensuring that children enjoy and benefit from staying at the home. Improvements are required in respect of the system for monitoring and reviewing the quality of care, and the condition of the property.

The full reports can be found on the CIW website

<https://careinspectorate.wales/our-reports/regulated-services-inspection-reports>

## Overview of complaints 2017/18

A **Stage 1** complaint is for local resolution. We have 2 days to acknowledge the complaint and 10 working days within which to attempt resolution.

Following **Stage 1**, if the complainant remains dissatisfied they can request to proceed to stage 2. This involves a formal investigation conducted by an independent investigator at a cost to the Local Authority.

Following **Stage 2**, if the complainant remains dissatisfied they are advised to proceed to the Public Services Ombudsman for Wales (PSOW)

During 2017/2018, the Complaints Service received **139 Stage 1** Social Services complaints broken down as follows:

Adults – **43 Stage 1** complaints:

- **43** were **resolved** at stage 1

Children’s – **96 Stage 1** complaints:

- **90** were **resolved** at stage 1

During 2017/2018, the Complaints Service received **13 Stage 2** Social Services complaints broken down as follows:

Adults – **7 Stage 2** complaints:

- **4** were **resolved** at stage 2
- **3** progressed to the **PSOW**
- **1** was **upheld** against the Local Authority
- **1** was **not upheld**
- **1** was **not investigated** by the PSOW

Children’s – **6 Stage 2** complaints:

- **6** were **resolved** at stage 2

9 Children’s Services complaints were closed through signposting or other processes (these were additional to the overall total of 96 in circumstances where legal issues or Court proceedings prevented the Local Authority from dealing with it as a complaint)

The Complaints Service records whether complaints are upheld, partially upheld, or not upheld at Stage 2 of the complaints process. This enables the Directorate to note any themes and trends from the findings to improve future practice and identify any isolated incidents of poor practice that may require attention.

## Overview of compliments

Adults received **9**

*“Parklands exceeded our expectations in many ways because of the care and professionalism of all the staff.”*

Children’s received **3**

*“Thank you for all the support you have given me, your professionalism is excellent” (relates to services delivered by the Pathway Team).*

## Lessons learnt – changes implemented

A number of changes have been actioned as a result of recommendations from these complaints.

- Communication failures identified and improved.
- Improved monitoring of care home responses to requests for assessments of their residents in hospital (to facilitate timely hospital discharge).
- Residents' Contract updated.
- Minutes of meetings/reviews sent out within shorter timescales.
- Provision of up to date training for UASC's (Unaccompanied Asylum Seeker Children).
- Provision for advocacy for ex-service users when making a complaint.



## 4. Promoting & Improving the Well-being of Those We Help

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

Throughout 2017/18 NCC's Information, Advice and Assistance (IAA) Service had meaningful conversations with service users, their families and carers about what really matters to them. Conversations with our IAA staff are strengths based, meaning that we work with people to regain or maintain their independence and encourage them to utilise their own skills and networks to achieve their desired outcomes.

In order to respond appropriately to the wide range of adult enquiries our First Contact Service is a multi-disciplinary team with co-located specialist Officers who offer on the spot advice and assistance to citizens in the following areas:

- Safeguarding.
- Occupational Therapy.
- Housing advice.
- Sensory impairment.
- Independent living – Direct Payments.
- Financial advice.

The citizen survey 2017/18 recorded that **85% of adults and 84% of children** received the right advice and information when needed.

To evidence effective enquiry management at the front door of adult services Newport achieved **a success rate of 41.9%** against a target of 40% for adults who, after receiving advice and assistance did not make contact again within 6 months.

Where the First Contact Team are unable to meet the needs of citizens through the provision of information and advice via a proportionate assessment, an integrated assessment is offered that further explores the person's eligible needs and how best to meet them. In 2017/18:

- **3,143 adult assessments** were completed.
- **839 children assessments** were completed.

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

- Children participate fully in their foster care placement reviews.

A guiding principle is the promotion and maintenance of independence. For Children's Services, this means supporting

families to stay together and maintaining children within their homes and communities wherever it is safe to do so. This is underpinned by timely assessments of need and creative solutions being sought to help keep families together.

- **91.5%** of children assessments were completed within the statutory timescale.
- **63.7%** of children were supported to remain with their family.

The renewal of the strategic partnership with Barnardo's to deliver an Integrated Family Support Service for seven years with the potential for a further three years ensures that specialist support will continue to be offered to children and families to prevent family breakdown and the removal of children. The service has also been extended to children who are currently looked after to provide stability, reduce the incidence of placement breakdown and work towards improving long term outcomes for children in Local Authority care settings.

A regional advocacy contract for children who are the subject of care proceedings was established in July 2017. This service contains the requirement for an active offer of advocacy to every child coming into care in Wales to ensure their voice is heard and fairly represented in formal proceedings.

The Community Connector team continues to offer support to citizens who are socially isolated to gain independence and to improve their well-being based on what matters to them.

- Newport's team of **8 Connectors** provided support to **587 citizens** during 2017/18 and offered a range of information and advice at community events, meetings and forums. The impacts will be varied, in many cases it will be awareness raising and "connecting" advice concerning other sources of support and social contact that make the difference to the life of individuals

The Connector team is involved in outreach work across the city, assisting citizens to gain confidence and access activities. The Connectors have developed new social networks and one example is a weekly lunch time group based in a city centre pub, it's accessible and popular.

*"I've found the weeks are very long and lonely, but since finding the Wednesday group, it breaks the week up."*

*"I've made new friends and best of all I get to enjoy a meal with company."*

Three team members are from Black and Minority Ethnic (BME) backgrounds and they have made new and positive links with minority communities. For example, citizens have been encouraged to attend the Migration Forum, Imams have been supported to become connector champions and groups such as the Njuzu women's swimming club and the Young Muslims and Dostana older persons' groups have been established.

The Community Connectors and our Third Sector partners have populated and continue to update the DEWIS database that contains local and national information about community based organisations, activities and initiatives. We have seen increasing use of this database during 2017/18 as its existence becomes more widely known and we refer and signpost citizens as part of our information and advice service.

## NCC Corporate Plan 2017-2022:

*"We will support community initiatives which seek to reduce social isolation, improve neighbourhood networks and support older people and adults with complex needs to live independently."*

OTs provide assessments to support people to remain physically independent. An OT is based within our First Contact Team to ensure appropriate advice is available for citizens at the earliest opportunity.

A new initiative that will support the work of the OT's is **Ask Sara** which is an easy to use online self help guide to equipment for independent living. Work has been ongoing during 2017/18 to populate and finalise the website and the service will be subject to formal launch in Newport in the coming year. Citizens accessing the site will be able to self-assess their needs and get a personalised advice report. <http://www.newport.gov.uk/en/Care-Support/Ask-SARA.aspx>

**The Newport Support Partnership (NSP)** has been operating since September 2016, it is a consortium arrangement comprising of four Third Sector providers who offer a range of services including advocacy, information, advice and assistance, community support, a sitting service and volunteering opportunities. The emphasis is prevention and early intervention to support well-being and promote independence. Any Newport resident can self-refer and the service is well publicised. <https://volunteeringmatters.org.uk/project/newport-support-partnership/>

- NSP received 1342 enquiries during the first 12 months of operation.
- 122 people received specialist advocacy services.

**The Mental Health Consortium** was established in 2017. It is a Gwent wide service, jointly commissioned with ABUHB. The consortium is led by Growing Space with Hafal, DEWIS and MIND

as partners. Together they offer specialist information and advice, therapeutic support, advocacy and accredited skills and training opportunities. <https://www.gwentmentalhealthconsortium.org/>

**The Carers Network** was established in 2017 with 70 new carers signing up to receive targeted information via email, quarterly newsletters and the website. Various drop in sessions across the City have been arranged, facilitated by the Carer Development Officer and the Community Connectors. Several trips, spa days and social events have been organised in response to what carers have told us they want.

- 63% of carers said they knew who to contact about their support (Citizen's Survey).



## Priorities for 2018/19

- To continue to work with Third sector partners to maximise opportunities for the delivery of services that are focussed on prevention and early intervention.
- The development of a community well-being hub in the East of the City in partnership with Health. The hub will expand the early intervention and preventative support network within the City and link with the Aneurin Bevan University Health Board's Care Closer to Home initiative that aims to offer better information and advice at primary health care level.
- To formally launch and publicise Ask Sara.
- The development and implementation of a Newport Children's Charter

## NCC Corporate Plan 2017-2022:

*"We will support the development of health and well-being hubs which can provide day and work opportunities, carers respite, social prescribing and care closer to home."*

## NCC Corporate Plan 2017-2022:

*"The Newport Children's Charter will set out promises to children and families."*

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

During 2017/18 all of the Children’s Social Work teams were co-located in one building. Despite the initial disruption it has resulted in more effective communication and information sharing between teams.

We all require different solutions and Newport are active partners in the Gwent wide Children and Families Strategic Partnership that is prioritising the development of integrated approaches to supporting children and young people including therapeutic support for Looked After Children and young offenders, after care support and accommodation options for young people leaving care.

Newport has a positive working relationship South East Wales Regional Adoption Collaborative

- In 2017/18 permanent and stable futures were secured for 26 children through adoption.

The Gwent wide attachment and trauma service offers good support & consultation Newport’s Children’s Social Work Teams receive specialist advice and support from the Gwent wide attachment and trauma service.

Newport has more looked after children placed with in house foster carers than with foster placements purchased from independent fostering agencies. This is in contrast to most other Welsh Authorities. Nationally there is a decreasing foster carer cohort which is increasing pressure on residential and secure accommodation, increasing costs and reducing service options to secure the best outcomes for children in care. Newport is actively participating in the National Fostering Framework (NFF) phase 3 work programme that aims to increase the number of Local Authority foster placements across Wales to increase the range and quality of options available for children who are looked after.

- At 31st March 2018 there were **158 approved foster placements** available in Newport but during the year and mainly due to retirement Newport lost 15 fostering households.

### NCC Corporate Plan 2017-2022:

*“We will reduce out of county children’s social care placements by 25%.”*

The Barnardo’s strategic partnership, renewed in 2017/18 for a period of up to 10 years is a clear commitment to keep

families together where possible and to reduce the number of children coming into the care system.

- Barnardo’s provided support to 147 families and 335 children during 2017/18 thereby contributing to the overall total of 63.7% of children that were able to remain with their family.

**The Young Carers Service** is delivered by Barnardo’s to ensure young people who care for family members have an opportunity to engage with their peers, achieve their personal development goals and get appropriate respite from their role as primary carer. During 17/18:

- The number of young people accessing the service at any one time remained a constant 90 throughout the year. Each young person has a personal plan based on what matters to them.
- As a result of ongoing consultation with young carers the service offered cooking, well-being and high school drop in sessions, sports groups, an art group and various trips and activities.



**The Youth Offending Service (YOS)** has increased its focus on desistance based practice – meaning instead of just focussing on offending behaviour, interventions aim to build resilience, focus on positives and building positive engagement and meaningful relationships with young people and their families, and recognise and address the trauma which may underpin the young people’s presenting behaviour.

- A holistic pathway that takes account of and improves mental, physical and emotional health and wellbeing is being developed between the YOS and ABUHB and relevant partners.
- A speech and Language Therapist has been commissioned for two days a week, and has brought significant additionality to the service and improved outcomes for young people.
- A new service provider for young people with substance misuse issues –Barod – was launched this year, resulting in a new secondee to the YOS. Wider range of specialist support is now available.

**The Older Person's Pathway** operates out of GP surgeries where people over 75 years of age identified as being at risk of deteriorating health are referred to Age Cymru who work with the person to co-produce a stay well plan. The aim is to improve independence and well-being through the development of an outcome focussed activity plan that will delay or reduce reliance on primary and social care services.

### NCC Corporate Plan 2017-2022:

*We will extend the Older Persons Stay Well Plan Project across Newport."*

- At 31st March 2018 **sixteen out of twenty GP surgeries** in Newport were signed up with the remaining four due for inclusion in 2018.
- At 31st March 2018 there were **866 stay well plans** in place in Newport.

**Delayed Transfer of Care** (DToc) figures in Newport remain low and overall performance is strong.

- Year-end performance in Newport was **6.02 against a target of 6.**

This represents the effectiveness of the ongoing management strategy that seeks, in partnership with Health to minimise the number of people who can't come out of hospital because they haven't got the right social care services. Although the figure has increased over the past year the continued low figure has to be viewed in the National context and take into account real service pressures within this complex and challenging area of work.

During 2017/18 some changes to the services that support hospital discharge were implemented to respond to growing demands in both health and social care services and to ensure that people continue to be offered the right amount of help at the right time to facilitate their rehabilitation and continued independence.

**Reablement** supports hospital discharge and was reviewed in 2017/18 to further the integration of health and social care within the service model. The principle of working in an outcome focussed way is already embedded across Reablement with staff who are committed to return people to independent living and improving their quality of life after a spell in hospital

- In 2017/18 - **56.5%** of people after receiving a Reablement service have a **reduced package** of care and support (target 50%).
- In 2017/18 - **76%** of people after receiving a Reablement service have **no package** of care and support. (target 50%)

**In Reach** has been further developed in 2017/18 to cover all wards in the Royal Gwent Hospital and will be extended to cover St Woolos Hospital next year. This is a relatively new approach that prioritises the planning required for safe discharge when people are still on the ward, thereby minimising delays.

The Intermediate Care Unit at Parklands Care Home hosts 10 Step Up Step Down with access to a multi-disciplinary team. Paid for by the Integrated Care Fund the facility supports early discharge from acute hospital beds and also prevents hospital admission by offering intensive rehabilitation and assessment

- 77 out of 78 people were discharged from the unit in 2017/18 having successfully achieved their outcomes.

*"my mother in law was made to feel comfortable and safe in a bright and cheerful environment which definately aided her recovery and gave her confidence to return to her own home"*

**Domiciliary Care** provision increased in Newport during the year with three new independent providers entering the market taking the total number of agencies to eighteen. NCC continues to negotiate annual fees that reflect the true cost of care. In addition, our commissioning processes take account of employment terms and conditions to encourage the retention of a skilled and committed social care workforce.

**The Gwent Care Academy** is a Regional initiative that seeks to encourage recruitment and retention within the social care workforce. The new Regulation & Inspection of Social Care legislation (RISCA) requires care workers to register with Social Care Wales and as a region we need to ensure sufficient capacity and quality. The Academy will seek to increase the status of the workforce and help agencies to manage costs by enabling employees to passport their qualifications within the sector.

**The Carers Network** has increased opportunities for citizens with caring responsibilities to obtain information, advice and support from Newport City Council. During 2017/18:

- The community connectors provided information, advice and assistance to **237 carers.**
- Newport is now in regular contact with **463 carers - an increase of 70** from the previous year.



One of the things carers have told us is that they enjoy having time out with the person they care for and we have organised activities on this basis

*“we have enjoyed ourselves so much at Weston and did not know these type of events are organised.*

*It was nice to have a day out together and away from the usual routine. Thank you”*

Newport supported three Social Workers during 17/18 to become qualified Adult Mental Health Professionals (AMHP), thus improving response times for people experiencing mental health crisis.

The Mental Health Consortium operates at a lower level to sustain well-being, to offer advice, encourage resilience and opportunities for therapeutic activity.

*Example: After attending 4 1-1's with a community well-being worker from Newport Mind he has been regularly attending and positively engaging with the men's group. He has also joined the allotment group and reports feeling much more in control of his anxiety.*

## Priorities for 2018/19

- To establish additional residential placements for children within the City.
- To review the in house foster service, to increase capacity, improve training and support for foster carers and reduce pressure on external foster and/or residential placements.
- To embed the new support offer for children who are looked after in partnership with Barnardo's to improve outcomes for children and young people
- To review discharge pathways to ensure people are supported to leave hospital as soon as possible with an appropriate package of care that supports continued independence.
- To further develop the integration of reablement and hospital care services
- To continue to offer specialist and timely advice and assistance to citizens to support them to maintain their well-being and participate within their community.
- To continue to identify and support carers.

## Quality Standard 3 – Taking Steps to Protect & Safeguard People from Abuse, Neglect or Harm

A full report on Corporate Safeguarding was presented to Scrutiny in February 2018 and is available on the Council's website. Safeguarding is intrinsically embedded within the Well Being of Future Generations Act 2015 with the requirement for public bodies to ensure citizens are safe and the Social Services and Well Being Act strengthens the safeguarding and protection of both adults and children.

The 2017/18 Citizen's Survey reported;

- **95% of children** said they felt safe.
- **84% of adults** said they felt safe.

Safeguarding children, young people and vulnerable adults is a corporate priority and Newport is an active member of each of the 2 regional safeguarding boards that have amalgamated under the umbrella of “Gwent Safeguarding”.

Corporate safeguarding policies were reviewed during the year and a programme of training and awareness raising is underway. During 2017 a whole Member training event took place, the outcome of which was agreement to host further sessions based around particular issues such as Child Sexual Exploitation (CSE) and Domestic Homicide Reviews.

NCC agreed to pilot a safeguarding multi-agency hub on behalf of Gwent partners. The hub became operational in February 2018 as a pilot to gather data and evidence if the delivery of safeguarding services through a hub improves efficiency and processes through the development of a partnership and collaborative approach to decision making. Partners based in the hub include the Police, Social Services Children Safeguarding (duty) and Adult Safeguarding, Children Preventions and Newport Independent Domestic Abuse Advisors (IDVA's).

- **97.78%** of adult protection enquiries were completed within statutory timescales in 2017/18.

From 1st April 2017 a Regional IDVA (Independent Domestic Abuse Advisor) team was established for high risk victims of domestic abuse. Previously, the service was patchy and the Regional model offers the opportunity to develop a safe and robust response across Gwent. The Manager is employed by Newport City Council and based within the Regional VAWDASV Team. (Violence Against Women, Domestic Abuse and Sexual Violence). The VAWDASV Team operate on a Regional basis to develop and implement policies and strategies around an approach called “Ask & Act”. Training is being rolled out to all front line staff so that they can recognise signs of domestic abuse



All employees complete basic safeguarding awareness training and this is embedded within the Council's induction programme. All employees are expected to report any concerns or suspicions they have for children or adults at risk of harm or abuse. We closely monitor services that we commission to ensure safeguarding policies are in place and staff are appropriately trained.

The Child Protection Unit in Newport consists of 4.5 Independent Reviewing Officers who chair all the Child Protection Conferences for children who are deemed at risk of significant harm, need to be placed on the Child Protection Register and be the subject of a Child Protection Plan to keep them safe.

- 10.91% of children on the Local Authority Child Protection Register were re-registered (this is a slight increase but these figures cannot be fully understood without individualised information)

In October 2017 a new review/scrutiny process for Deprivation of Liberty Safeguards (DOLS) Assessments for Newport citizens was established. Nationally, the applications for authorisations have increased and Newport is no exception. The Regional Team does not have the capacity to meet demand and the management of applications for citizens in supported living types of accommodation by Newport Adult Services has a significant impact on resources.

## Priorities for 2018/19

- To provide a full evaluation of the Gwent wide Safeguarding Hub pilot.
- To continue to roll out training on Ask and Act.
- To identify Safeguarding Champions in each service area.
- Safeguarding vulnerable children, young people and adults will continue to be a priority.

## Quality Standard 4 – Encouraging & Supporting People to Learn develop and participate in society

Supporting children who are looked after and young people leaving care to reach their full potential and achieve positive outcomes is a key priority for Children's Services. Targeted support is provided to children and young people at key stages in their education. In addition, tuition and extra curricula activities are funded to provide further support.

- Attendance levels for children who are looked after in full time education is **88%**.
- **12.7%** of children had 1 or more changes of school (**target 12%**).

- **59.4%** of children achieved the core subject indicator at key stage 2 (**target 60%**).
- **3.3%** of children achieved the core subject indicator at key stage 4 (**target 5%**).

Key stage 4 performance is slightly below target but this measure changes each year as the cohort changes and actual children in care move in and out. There has been significant work undertaken this year to better identify the children who require additional educational support.

Although the number of children having had one or more changes of school is slightly under target, this demonstrates a significant improvement from the figure of 8% in 2016/17.

The Council has an apprenticeship scheme and out of a total of fourteen placements, three young people came to adults and children's services, one of whom has now secured a permanent post.

There are a range of options and information sources to help people achieve the things that matter to them. The Community Connectors have supported established groups by referring new members and set up new groups as a result of their knowledge of unmet need.

An example of this is the male only carers group that was established to meet the needs of men who told us that they would appreciate a regular social event.

*"I didn't know anything about the group until I spoke to a Community Connector. My walking and socialising hadn't been good for many years since my illness but the group has made my life happy and fulfilling and I have something to look forward to"*

The Community Connectors have developed a database of activities taking place in local areas and this information has now been transferred to DEWIS so that people can access the information for themselves 24 hours a day, 7 days a week.

People are living longer and the number of people with dementia is set to increase. Newport City Council is committed to makes the city's dementia-friendly status real by introducing dementia-friendly work practices across the council and creating dementia-friendly toolkits for local businesses to ensure people with dementia are not socially excluded.

### NCC Corporate Plan 2017-2022:

*"We will use best practice materials from the Alzheimer's Society and elsewhere to create a simple toolkit and online training module for staff and businesses to use."*

**The Newport Support Partnership** (NSP), our Third Sector consortium, offers volunteering opportunities via Volunteering Matters who will provide training to Newport citizens who want to offer their time to community services.

- In 2017/18 Volunteering Matters recruited and trained 26 volunteers to deliver community support services on behalf of the NSP.

**The Gwent Mental Health Consortium** led by Growing Space offers a skills, training and well-being service. Newport has a gardening project and a shop selling plants and handcrafted items, offering participants retail experience and organisational skills.

There are also volunteering opportunities within the service for people who would like to support others.

*“Once the individual had attended the anxiety management course with my colleague he wanted to volunteer for Newport Mind a few hours a week.*

*He wanted to give something back as he was now feeling much better and understood about the symptoms of mental health.”*

## Priorities for 2018/19

- To continue to identify and source additional educational support for children who are looked after.
- To develop a full range of services for carers based on consultation and engagement through the Newport Carers Network.
- To ensure early identification of young carers and the provision of appropriate support in partnership with Health, Education and our delivery partner Barnardo’s.
- Continue to support and develop DEWIS & other information sources to encourage self-reliance and maximise opportunities for engagement in community based activities.

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

NCC supports children, young people and adults to be as socially active as possible, to feel they can make decisions for themselves and maintain important relationships

The “what matters conversation” has been fully embedded across Adults and Children’s services, staff are trained to focus on outcomes, the strengths and assets of people, their families and

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

Children who are looked after maintain contact with their families through facilitated sessions and our strategic partner Barnardo’s, in addition to the family intervention work will extend their preventions remit to provide support to existing placements and prevent relationship breakdown.

We hope this will have a positive impact on the below measure that is currently just above where it should be.

### NCC Corporate Plan 2017-2022:

*“We will improve placement stability, including achieving permanence for 85% (up from 75%) and reducing the number of children accessing more than three placements to 5%.”*

In 2017/18 the number of children returned home from care was **10.1% against a target of 13%** - this is a measure with a number of elements out of the control of the Local Authority. Consequently, the measure is under review.

We recognise that where possible children who are looked after need to be close to their communities and social networks.

*“I was much happier when I knew I didn’t have to change schools or lose contact with my friends*

An emerging and urgent priority is to develop new residential and foster placement opportunities close to and within the City to maintain service capacity, maximise options and keep children and young people in the locality.

Respite offers an important opportunity for family members to have time for themselves and Newport offers residential respite services for adults and children, traditional day services and a new Independent Living Service, established in 2017 where a range of providers offer tailor made, age appropriate activities.

### NCC Corporate Plan 2017-2022:

*“Alongside traditional day opportunities we will offer different activities in a wider range of different settings.”*

The assessment process takes account of the views of family and significant others.

- **65%** said they had been involved in decisions about how care and support was provided to the person they care for (Citizens Survey 2017/18).
- **59%** said they “feel supported to continue in my caring role”. (Citizens Survey 2017/18).

Carers can access a sitting service via the Newport Support Partnership (NSP).

- **228** people used the sitting service in 2017/18

Carers also have access to a small fund for goods and services to support their caring role, examples include the funding of a school trip, the provision of driving lessons and the purchase of white goods. Relationships can also be harmful and as outlined under Quality Standard 3 work is done through the Safeguarding Boards and Regional services such as IDVA and VAWDASV to support and protect those who are at risk of harm.

## Priorities for 2018/19

- To further develop the preventions work in Children’s Services to support families, placements and develop alternatives to care.
- To recruit more Foster Carers to meet increasing demand.
- To source more residential placements in Newport to meet increasing demand.
- To increase the number of carers we engage with to ensure the right support is available.
- To continue to educate and inform people about the dangers of unsafe relationships and support those at risk of harm.

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



As outlined in Quality Standard 4, Children’s Services support children and young people to access education and training and provide individualised additional support where necessary.

- School attendance figures for **children who are looked after** were **88%** in 2017/18.
- **44.4%** of young people are in education, training or employment **12 months after leaving care.**
- **45.7%** of young people are in education, training or employment **24 months after leaving care.**

NCC wants to do better and the Corporate Plan sets out a commitment to be achieved by 2022.



### NCC Corporate Plan 2017-2022:

*We will ensure that 85% of care leavers enter employment, education or training*

NCC works with **Registered Social Landlords** (RSL’s) and the Housing Department to ensure we can provide an appropriate response to young people facing homelessness. We have access to supported accommodation and lodgings for young people who need extra help during the transition from care to independent living and are currently working with a private Landlord to increase the options available.

- The incidence of **homelessness in Newport for young people reduced** in 2017/18. The figure of 8.5% demonstrates an improvement when compared to the 10.9% recorded during 2016/17.

- **85% of children** said I live in a home where I am happy (Citizen's Survey 2017/18).
- **85% of adults** said I live in a home that best supports my well-being (Citizen's Survey 2017/18).

**Disabled Facilities Grants** (DFG's) are available to citizens to make their homes safe and enable them to remain independent

- In 2017/18 we **completed 122 DFG's** were awarded to fund ramps, stairlifts, accessible showers etc. The total cost was £903k.
- In 2017/18 85% of adults said "I live in a home that best supports my well-being"(Citizen Survey).

In order to improve the service offered to our care home residents NCC worked with the University of Bradford's School of Dementia Studies in 2017/18, initially to evaluate care practice and then to provide training in Dementia Care Mapping as a new approach to person centred care.

During the year, 12 employees were trained and we are using the technique to support our pre-admission work, helping us to understand a person before they begin to live in our homes and also to ensure that people living with us are positively occupied and content.

### NCC Corporate Plan 2017-2022:

*We will develop our internal Care Homes and day opportunities to specialise in Dementia care."*

We work closely with our independent residential providers to ensure they offer the best experience to residents and accommodate their personal preferences.

During 2017/18 the Supporting People Team received over 2,900 new referrals, a 10% increase on the previous year, for housing-related support services. Of those 1,700 went on to receive a dedicated support service from our contracted support providers.

- **5,000** local people received housing related support in 2017/18.

All agencies offering financial advice experienced an increase in referrals during the year as the roll out of Universal Credit commenced. Supporting People money is used to fund a Financial Inclusion Team who, in 2017/18 increased annualised income for vulnerable citizens by over £250,000. This total was achieved by maximising welfare benefits and grants and debt write offs.

A further overall gain of £800,000 for people in receipt of benefits was recorded by the Citizens Advice Bureau who offer financial advice and assistance to citizens within the Newport Support Partnership (Third Sector Consortium).

NCC has developed an Independent Living Strategy to identify the future accommodation needs for adults with Learning Disabilities. The document has been shared with our Registered Social Landlord partners (RSL's) and outlines the type and volume of housing required. This enables a strategic planned approach to housing development and allows Adult Services to work with citizens and their families to prepare them for independent living and to ensure they have access to good quality housing and support.

**Ty Eirlys** opened in 2017 and offers 13 self-contained flats for people with learning disabilities. Its development is the result of partnership work between Newport City Council and the Pobl Group with capital funding from the Social Housing Grant with revenue costs met through a combination of Housing Benefit and Supporting People and Community Care budgets.



The accommodation provides individual flats for the tenants and is a departure from the traditional group living setting.

Tenants have individually tailored care packages, benefit from peer support and have opportunities to participate in activities of their choice in the communal areas.

The focus of the service is on promoting independence and community participation.

*We couldn't go out on our own in group living, staff always came with us. I am more independent here and get to go out with friends."*

*"I do my own cooking and ironing now. I learnt to do this since moving in"*

### Priorities for 2018/19

- Continue to work with the RSL's to develop sustainable accommodation options for all client groups.
- Continue to support people to manage their own tenancies and maintain their independence through the application of Supporting People funding.
- Work with the Gwent Children & Families Partnership to improve support and accommodation options for young people leaving care.

## 5. How We Do What We Do

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### Our workforce and how we support their professional roles

NCC's workforce is a dynamically changing asset that supports service delivery to some of the most vulnerable people in the City. NCC faces many challenges to its service provision, not least as a result of complex social issues associated with city centre living. The demographic, geographical location and industry infrastructure have, in the past, combined to create further challenges to those vulnerable groups in the City, and in turn, for frontline service provision. It is therefore essential that the workforce is supported and developed to ensure frontline practitioners have the skills, knowledge and value base meet those challenges and maximise outcomes for vulnerable people.

Budget management arrangements for workforce development in NCC are clearly defined. The arrangements for grant distribution have recently changed as a result of Social Care Wales being the responsible Authority for governance of Social Care Workforce Development Grant (SCWWDP) funding.

Arrangements to link to the regional format for dissemination of SCWWDP funding have been in "preparation" format during 2017-18, and forms for management and oversight of financial mechanisms of grant distribution will be managed by a "lead Authority" in Gwent.

- NCC continues to match fund 30% as required by the terms and conditions of SCWWDP funding arrangements.
- NCC provides a small core budget that is supportive of corporate training functions such as Health and safety related workforce development and some resource requirements for the training team.

### Key achievements for Newport 2017-18

- Social Work Qualifying Training – two social work trainees across adults and children recruited each year. This assists with succession planning and ensures an appropriately skilled workforce is available.
- 33 Social Work Practice Learning Opportunities undertaken in partnership with three universities. The impact is similar to that above.
- Roll out of the first 3 years in Practice and CPEL framework, including nine employees completing the Consolidation of Practice Module with more than thirty supported in CPEL framework programmes. This develops the skills of the workforce.
- Three supported on the Team Managers Development Programme and one on the for Middle Managers Development Programme. As above.

- Outcomes focussed training delivery with Social Services Inspectorate. This ensures NCC operations are compliant and up to speed with Inspectorate requirements.
- Roll out of Dementia Care Mapping with Bradford University. This is a key supporting element in NCC's drive to be a dementia friendly City.
- Step up to Management Qualification programme implemented nationally, working with partners from pilot regional group. This enables professional development as well as ensuring NCC learns of best practice in neighbouring Local Authorities.
- Assessment Centre support for more than 220 registered learners on Qualifications and Credit Framework based qualifications with Newport Assessment Centre (and other providers).
- Other training and development:
  - Nearly 4000 training course attendances.
  - More than 400 generic/ non qualifying courses.
  - Safeguarding and VAWDASV training.
  - Launch of Occupational Therapy Framework.
  - Preparation for the All Wales Induction Framework.
  - Support of qualification development for new qualifications.
  - Regulation and Inspection Act (Wales) 2016 Briefings
  - Support of regional initiatives with partners including Social Care Wales.
  - Launch of the Occupational Therapy Framework.

- Appointment of regional engagement officers for wider sector support. This facilitates proactive partnership working with the third sector, the Health Board and other partners in a joined up way.

## Priorities for 2018/19

- To continue to support the professional development of staff in an environment of legislative development and resource implications
- To progress the regional Gwent Care Academy initiative to encourage the recruitment and retention of the social care workforce by raising the profile and professionalising the sector.

## Financial Resources & How We Plan for The Future

During 2017/18 under difficult circumstances the council has managed its overall revenue budget well and the revenue out-turn shows an underspend of £1,299k representing just 0.7% of the net revenue budget excluding schools. The council received nearly £1m in unexpected and welcomed grants to deal with social care pressures in the year.

Whilst this position is positive there are areas of budget pressures that have been highlighted throughout most of the year, one of which is the demand led pressures within social care. Within Children's there is significant financial pressure due to out of authority placement costs. This is a trend replicated in many other local authorities and identified as an area of increasing demand and cost nationally. The service is developing proposals to reduce out of authority placements by developing alternative support and residential capacity within Newport at lower cost. This work is on-going throughout 2018/19.

The Adults budget also faces significant pressure due to increased demand. Adults are living longer with more complex conditions and these result in an increase in residential and supported living care packages which are more expensive than non-residential care alternatives. Inflationary increases on care packages from the national living wage and other employment legislation continues to place pressure on service budgets.

The council is working collaboratively with regional partners to maximise the use of regional resources to develop services within Newport.

The annual budget for 2017/18 for social services was £62.138m. There is a well-developed budget management process in place across the service area enabling finance business partners to support service managers in identifying and managing risks within this budget. In turn this supports medium term financial planning, ensuring that all relevant factors can be considered when budgets are set.

## Partnership Working, Political and Corporate Leadership, Governance & Accountability

Partnership working is deeply embedded in the activities of both Children's and Adults with Heads of Service, the Strategic Director and Cabinet Member all regularly engaged. Through the Regional Partnership Board structure there has been full engagement in the bidding and regional decision making processes for the WG £100m Transformation Fund and the Integrated Care Fund, both capital and revenue. The former is a key mechanism for prompting and facilitating integrated working. The Newport Integrated Partnership (NIP), incorporating the third sector, ABUHB, housing associations and NCC is the group that determines and drives the practical implementation of any regional approach to integration. The NCC Strategic Director is joint Chair of the NIP.

The Cabinet Member, Cllr Cockeram, is extremely active ensuring NCC has a clear voice heard at the Regional Partnership Board, numerous service user groups and with the Minister. In addition, Cllr Cockeram provides significant challenge to NCC officers asking pertinent and challenging questions. The Cabinet Member, along with the Strategic Director and Heads of Service regularly attend scrutiny and are challenged closely and constructively. Cllr Cockeram presents reports on social services matters to Cabinet regularly and responds to questions from Cabinet colleagues in addition to his appropriate provision of social services context within Cabinet discussion. In 2017/18 there were:

- 11 Reports presented to scrutiny.
- 7 Reports/agenda items considered by Cabinet.

Heads of Service regularly brief the Corporate Management Team (CMT) on social services matters with safeguarding and Domestic Homicide, Child Practice and Adult Practice Reviews standard items on the CMT agenda. Safeguarding is also a standard item on the agenda of the Senior Leadership Team (SLT), chaired by the Chief Executive. There are monthly reviews – at the least – of the service finances involving the Senior Finance Partner with the Heads of Service and again with the Strategic Director. Budget proposals and annual budget determination follow the NCC budget setting process with Heads of Service discussing these in detail with the SLT before the proposals are considered by the Cabinet Member and then by the Cabinet. Complementing the above there are clear lines of decision making and accountability to the Heads of Service and onward to the statutory Director of Social Services, the Strategic Director with the Cabinet Member providing the strategic direction.

26th September, 2018.

**James Harris**

**Cyfarwyddwr Strategol - Pobl  
Strategic Director - People**

## *Glossary of Terms*

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<b>ABUHB</b>	Aneurin Bevan University Health Board
<b>AMHP</b>	Adult Mental Health Professional
<b>BME</b>	Black and Minority Ethnic
<b>CIW</b>	Care in Wales
<b>CSE</b>	Child Sexual Exploitation
<b>CSSIW</b>	Care & Social Services Inspectorate Wales
<b>DFG's</b>	Disabled Facilities Grants
<b>DOLS</b>	Deprivation of Liberty Safeguards
<b>DTOC</b>	Delayed Transfer of Care
<b>IAA</b>	Information, Advice and Assistance Service
<b>IDVA's</b>	Independent Domestic Abuse Advisors
<b>LAC</b>	Looked after Children
<b>NCC</b>	Newport City Council
<b>NFF</b>	National Fostering Framework
<b>NSP</b>	Newport Support Partnership
<b>OT</b>	Occupational Therapy/Therapist
<b>PSOW</b>	Public Services Ombudsman for Wales
<b>RISCA</b>	Regulation and Inspection of Social Care legislation
<b>RSL's</b>	Registered Social Landlords
<b>SCWWDP</b>	Social Care Wales Workforce Development Programme
<b>UASCA</b>	Unaccompanied Asylum Seeker Children
<b>VAWDASV</b>	Violence against women, domestic abuse and violence Team
<b>WCCIS</b>	Welsh Community Care & Information System
<b>WG</b>	Welsh Government
<b>YOS</b>	Youth Offending Service

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# Report

## Cabinet

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### Part 1

Date: 17 October 2018

Item No. 11

**Subject** Cabinet Work Programme

**Purpose** To report and agree the details of the Cabinet's Work Programme.

**Author** Cabinet Office Manager

**Ward** All Wards

**Summary** The purpose of a work programme is to enable Cabinet to organise and prioritise the reports and decisions that are brought to each meeting. Effective forward planning by Cabinet also impacts positively upon the Council's other Committees, in particular Scrutiny, because work needs to be coordinated on certain reports to ensure proper consultation takes place before a decision is taken.

The current work programme runs to June 2019, but it is a working document. It is important that the work programme is owned and prioritised by Cabinet Members directly, so each month the Cabinet Office Manager brings a report updating Cabinet on any changes, so that the revised programme can be formally approved.

The updated work programme is attached at Appendix 1.

**Proposal** To agree the updated work programme.

**Action by** Cabinet Office Manager

**Timetable** Immediate

This report was prepared after consultation with:

- Chief Officers
- Monitoring Officer
- Head of Finance
- Head of People and Business Change

## Background

The purpose of a work programme is to enable Cabinet to organise and prioritise the reports and decisions that are brought to each meeting. Effective forward planning by Cabinet also impacts positively upon the Council's other Committees, in particular Scrutiny, because work needs to be coordinated on certain reports to ensure proper consultation takes place before a decision is taken.

The Wales Audit Office's Corporate Assessment of Newport City Council, published in September 2013, highlighted the need to "strengthen committee work programming arrangements to ensure they are timely, meaningful, informative, transparent, balanced, monitored, and joined up". Since that report was published, these monthly reports have been introduced to provide Cabinet with regular updates on its work programme, and the opportunity to comment upon and shape its priorities as an executive group. The Democratic Services team have also been working to improve the links between this and other work programmes under its management (e.g. Council, Scrutiny, Audit) to ensure the various programmes are properly coordinated.

The current work programme runs to June 2019, but it is a working document. It is important that the work programme is owned and prioritised by Cabinet Members directly, so each month the Cabinet Office Manager brings a report updating Cabinet on any changes, so that the revised programme can be formally approved.

The updated work programme is attached at Appendix 1.

## Financial Summary

There is no direct cost to adopting a programme of work.

## Risks

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
No action taken	M	L	Work programming arrangements are in place to ensure they are timely, meaningful, informative, and transparent, balanced, monitored, and joined up.	Head of Democratic Services
The process is not embraced by report authors and members	M	M	If there is proliferation of unplanned or late items, the opportunity to ensure work programming is timely, meaningful, informative, and transparent, balanced, monitored, and joined up will diminish	Head of Democratic Services

## Links to Council Policies and Priorities

These proposals will help the Council provide the best possible service to members and will provide information to the public and elected members.

### **Options Available and considered**

- To adopt the process and adopt or amend the work programme
- To consider any alternative proposals raised by Cabinet members
- To take no action

### **Preferred Option and Why**

To adopt the proposals which should help to ensure work programming arrangements are timely, meaningful, informative, and transparent, balanced, monitored, and joined up.

### **Comments of Chief Financial Officer**

There are no financial implications in adopting a programme of work.

### **Comments of Monitoring Officer**

There are no legal implications in adopting a programme of work.

### **Staffing Implications: Comments of Head of People and Business Change**

There are no specific staffing implications in adopting a programme of work.

### **Comments of Cabinet Member**

The Chair has approved the report for consideration by cabinet.

### **Local issues**

There are no local issues as this report relates to the Council's processes

### **Scrutiny Committees**

Monthly update reports allow the Scrutiny and Cabinet work programmes to be better coordinated. The Scrutiny team and Members are currently developing new ways of working through the new Committees, and continually reviewing the work programmes to focus more on risk, and ensure all scrutiny activity has a defined purpose and constructive outcome.

### **Equalities Impact Assessment and the Equalities Act 2010**

This does not apply to this procedural report.

### **Children and Families (Wales) Measure**

This procedural report does not impact on Children and Young People although certain reports contained in the programme may do and will need appropriate consultation and comment when they are presented to cabinet.

### **Wellbeing of Future Generations (Wales) Act 2015**

This is a procedural report but reports contained within the programme will need to show how consideration has been given to the five things public bodies need to think about to show they have applied the sustainable development principle put into place by the Act.

### **Crime and Disorder Act 1998**

This does not apply to this procedural report

### **Consultation**

As set out above

### **Background Papers**

[Newport City Council Corporate Assessment](#), Wales Audit Office (September 2013)

[Newport City Council – Corporate Assessment Follow Up 2015](#), Wales Audit Office (May 2015)

Dated: 9 October 2018

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Meeting	Agenda Items	Lead Officer	Next Council?
18-Jul-18	Revenue Budget Monitor	HoF	24 July 2018: City Centre / Maesglas PSPOs NDR Relief Scheme
	Welsh Language Annual Report	HP&BC	
	Performance Update - Early Year End PI Analysis	HP&BC	
	Strategic Equality Plan Annual Report	HP&BC	11 Sept 2018: Treasury Management Democratic Services Annual Reports Welsh Language Annual Report Strategic Equality Plan Annual Report Member-Officer Protocol Scrutiny Annual Report Standards Committee Annual Report Improvement Plan 2016-18
	Improvement Plan Quarter 4 Update	HP&BC	
	City Centre Regeneration Work Programme	SD - Place DCM	
19-Sep-18	Capital Programme Monitoring July 2018	HoF	27 Nov 2018: Treasury Management Director of Social Services Annual Report
	WAO Annual Improvement Report	HP&BC	
	WAO Certificate of Compliance 1	HP&BC	
	July Revenue Budget Monitor	HoF	
	Corporate Risk Register Update	HP&BC	
	Work Programme	DCM	
17-Oct-18	Final Year End Analysis of Pis (All Wales Data)	HP&BC	
	WAO Annual Improvement Report	HP&BC	
	WAO Scrutiny Fit For the Future Report	HP&BC	
	Academic Results for Newport Schools	CEdO	
	Independent Living Strategy 2017-2022	HA&CS	
	Director of Social Services Annual Report	SD - People	
	Work Programme	DCM	
14-Nov-18	Education and Pupil Performance Data	CEdO	
	Revenue Budget Monitor	HoF	
	Capital Budget Monitor	HoF	
	Medium Term Financial Plan	HoF	
	Treasury Management 6 monthly Report	HoF	
	PSB Summary Document (For information/aware)	HP&BC	
	Work Programme	DCM	
12-Dec-18	Revenue Budget and MTFP: Draft Proposals	HoF	29 Jan 2019: Mayoral Nomination 2019-20 Council Schedule of Meetings Treasury Management Council Tax Reduction Scheme
	Corporate Risk Register Update	HP&BC	
	WAO Certificate of Compliance 2	HP&BC	
	PSB Summary Document (For information/aware)	HP&BC	
	Work Programme	DCM	
16-Jan-19	Revenue Budget Monitor	HoF	
	Capital Budget Monitor	HoF	
	Verified Key Stage 4 and 5 Pupil Outcomes	CEdO	

NEWPORT CITY COUNCIL: CABINET / COUNCIL WORK PROGRAMME

	<b>Mid-Year Analysis of Pis</b>	<b>HP&amp;BC</b>	
	<b>PSB Summary Document (For information/aware Work Programme</b>	<b>HP&amp;BC DCM</b>	
13-Feb-19	<b>Revenue Budget and MTFP: Final Proposals</b>	<b>HoF</b>	<b>26 Feb 2019: Budget and Medium Term Financial Plan</b>
	<b>PSB Summary Document (For information/aware Work Programme</b>	<b>HP&amp;BC DCM</b>	
13-Mar-19	<b>Pay and Reward Statement 2019/20</b>	<b>HP&amp;BC</b>	<b>30 April 2019: IRP Annual Report NDR Rate Relief Pay and Reward Policy  14 May 2019: AGM</b>
	<b>EAS Business Plan</b>	<b>CEdO</b>	
	<b>Categorisation of Schools</b>	<b>CEdO</b>	
	<b>Corporate Risk Register Update</b>	<b>HP&amp;BC</b>	
	<b>PSB Summary Document (For information/aware Work Programme</b>	<b>HP&amp;BC DCM</b>	
	<b>Items TBC</b>		
17-Apr-19	<b>PSB Summary Document (For information/aware Work Programme</b>	<b>HP&amp;BC DCM</b>	
22-May-19	<b>Items TBC</b>		<b>Future Dates TBC</b>
	<b>PSB Summary Document (For information/aware Work Programme</b>	<b>HP&amp;BC DCM</b>	
June-19 (date TBC)	<b>Corporate Risk Register Update</b>	<b>HP&amp;BC</b>	
	<b>Risk Management Strategy</b>	<b>HP&amp;BC</b>	
	<b>PSB Summary Document (For information/aware Work Programme</b>	<b>HP&amp;BC DCM</b>	