

Minutes



Performance Scrutiny Committee - People

Date: 10 April 2018

Time: 10.00 am

Present: Councillors D Williams (Chair), J Cleverly, T Holyoake, L Lacey, H Thomas, K Thomas, C Townsend, J Watkins and T Watkins

Co-opted Members : R Penn (Church in Wales)

In Attendance: Councillors P Cockeram (Cabinet Member for Social Services)

D Cooke (Overview & Scrutiny Officer), C Humphrey (Head of Adult & Community Services), S A Jenkins (Head of Children & Young Peoples Services) and A Powles (Assistant Head of Education - Engagement and Learning)

Apologies: Councillor J Guy

1 **Declarations of Interest**

Rebecca Penn – Head Teacher of Charles Williams Primary School

2 **Minutes of the Meeting held on 6 March 2018**

The minutes were **approved** as a true and accurate record of the meeting held on the 6th March 2018, subject to the addition of Rebecca Penn to the attendance list and the amendment of James Harris' title.

3 **Improvement Plan 2016 2018 update - Quarter 3**

Improvement Plan 6 – Ensuring the best educational outcomes for children

Attendees;

- Andrew Powles – Assistant Head of Education – Engagement and Learning

Apologies were given from the Cabinet Member for Education and Skills and Chief Education Officer.

The Committee thanked the Officer his attendance at the meeting noting that he was covering for the Chief Education Officer. It was noted that neither the Chief Education Officer nor the Cabinet Member for Education and Skills were able to attend. It was asked that in future every effort was made to attend to allow the Committee to receive responses from the most appropriate individual.

The Officer introduced the Objective and each of the measures to the Committee.

The Committee asked the following questions;

- Why had overall education performance gone from GREEN STAR – EXCELLENT in the second quarter to GREEN in the third? Does the Officer believe that this would go back up in the fourth and final quarter?
The Officer informed the Members that there had been issues with a long term sickness at Julian's High School and this had effected performance overall within Education. The Officer then explained that this had been remedied by prioritising work at Llanwern High School and undertaking St Julians improvement during Quarter 4. The Officer believed that performance would increase to GREEN STAR – EXCELLENT in the fourth quarter.
- What measures were in place to support schools in Red and Special Measures?
The Officer advised that there were monthly categorisation meetings with red and special measures schools. These meetings were attended by EAS and Head Teachers from the School. Estyn had visited one of the schools in Special Measures and were happy with their progress. Newport High was in receipt of their post action plan and we were meeting them for an update in the next month.
- Does the Officer believe that the measures were challenging enough? What were the barriers to setting more difficult targets?
The Officer explained that the targets were all robust and were created with the input from Head Teachers, EAS and how the schools were performing against similar schools across Wales. All of the schools accepted their targets at the start of the year and the directions of travel had been positive.
- The Officer advised the Committee that during the spring time there had been high levels of sickness with Teachers and young people, however the department were pleased with the forecasted levels of attainment. There had been an increase in rates of exclusion, but this was due to serious behavioural issues that could only result in exclusion, such as an assault of a teacher or possession of a knife.
- The Committee were informed that the Council had been busy developing alternative provisions across the City to ensure all young people had access to education services that were suited to their needs. The new Special Educational Behavioural Department was predicted to open in January 2019. Another option for young people excluded was a managed move to another school. The Officer would provide the Committee with information on the success of the managed moves at a later date. Some young people were placed in schools withdrawal centres, which keep the young person in isolation to ensure they continue attending and receive the required education.
- A Member voiced concerns around the supply teacher practices of Bettwys High School. The Officer explained that the Head Teacher had implemented a performance management process and this had resulted in teachers going on long term sickness. The Officer would follow this up with the Head Teacher.

Improvement Plan 1 – Improving independent living for older people

Attendees;

- Chris Humphries – Head of Adult and Community Services
- Councillor Paul Cockeram – Cabinet Member for Social Services

The Officer presented the overall performance of the IP Objective to the Committee. The Officer highlighted the success of the *CCAS/L/026 OT Assessments and reviews %* measure which was 9% above the target of 85%. The Officers explained that this success was with the team being one member of staff down.

The Committee asked the following questions;

- The Committee asked what the waiting time was for an Occupational Therapist (OT) assessment. The Officer explained that this was 10 weeks, at the time of the meeting, for non-emergency assessments.
- The Committee enquired how effective the OT assessments would be if they had a full complement of staff. The Cabinet Member informed the Committee that there was an experienced temp who had been working in the team, but was unable to join the team permanently. The success the Officers believed was down to an OT being placed with the Daily Team, which ensures that work could be done at point of contact, and urgent visits or ordering of essential resources and equipment could be done immediately.
- The Committee were informed that the NHS covered the out of hours service OT service.
- A member asked who completed the OT assessment. The Cabinet Member explained that a fully qualified OT had to complete the OT assessment. Professionals sometimes would do a number of assessments at once to provide the most effective and efficient service possible.
- The Officer advised the Committee that the target setting process was robust but had to remain realistic, while challenging, to force service improvement. The targets were set using trend information from the previous number of years, as well as the environment at the time. The service was improving, two years ago the wait time for OT was around twenty weeks. There were plans to set up an online assessment tool, called Ask Sara, for people to use with or without support, to arrange their own resources and equipment.
- The Officer informed that Committee of an ever increasing demand for those services and if the service had lost members of staff, then the service would struggle to perform at the required standard.
- The Officer explained that there were no 'Wales averages' in the annual measures because they were new measures. This was also the reason for the Actual and Target for 2017/18 being so different. The Measures were set out by Welsh Government and the Council were required to provide an informed estimate to set the target for 2017/18.
- The Committee sought clarity on the Annual Measure *ACS/20a reablement reduced package of care and support*. The Officer advised that the Measure was concerned with the people who receive a reablement order but do not require care package support. Performance relating to the measure was too high; research suggests that we should have been performing at around 66%. This was due to the targeting of the wrong people.
- The Committee enquired as to how often an individual was reviewed. The Officer stated that a plan was reviewed annually at a minimum. The Officer continued with how each individual would have a new Care and Support Plan which reflected the new way of working.
- All members of the public aged over 75 were now encouraged to have a visit from the Care Coordinator who would implement a Stay Well Plan which aimed to holistically prevent people from needing care.
- The Committee highlighted the befriending service, Friendly Me, which the Officer agreed to disseminate the information on to relevant contacts.

Improvement Plan 2 – Ensuring people have the right social services to meet their needs

Attendees;

- Chris Humphries – Head of Adult and Community Services
- Councillor Paul Cockeram – Cabinet Member for Social Services

The Officer drew the Committee's attention to the only AMBER measure, *ACS/19 PAM/025 Delayed Transfers of Care*. During Quarter 3, there was significant disruption due to snow and large numbers of staff becoming ill or being absent from work due to caring for an ill child. These both impacted the performance related to the measure. Performance would improve with a joint programme being delivered with the Health Board was rolled out to St Woolos, after its success in the Royal Gwent.

The Committee asked the following questions;

- The Officer and Cabinet Member explained that on average people spent a couple of weeks in St Woolos. The Cabinet Member continued to say that it had been a very comfortable hospital and people were reluctant to leave for their own home or residential homes.
- Members acknowledged that the success of in-hospital Frailty Services might have had a knock on effect and increased Social Services workload. The Cabinet Member agreed but stated that the 'Step Up Step Down' had been successful and decreased some of the pressure.
- The Officer informed the Committee that there were sufficient places in nursing homes and in residential homes. A positive to Newport being a City was that it could quickly react to changes in the needs of the population. Especially regarding recruiting additional staff. The Officer continued to explain that there were around 300 places available. The partnerships that exist across the city were able to look at moving people from hospital to homes for short periods of time. An issue for domestic care providers had been staff retention, with around 40% of staff leaving the job within 4 months. Welsh Government had aimed to turn domestic carer into a viable career by making it financially rewarding and ensuring the staff were looked after.
- The Officer explained to the Committee that money had been provided, by the Integrated Care Fund, to create a regional Health and Social Care Academy. Social Care Wales has seconded a member of staff to the Council whose role it was to advertise social work as a career. The Council were looking to appoint the right person to create and deliver the Health and Social Care Academy so there is no start date at present.

Improvement Plan 8 – Improving outcomes for youth justice

Attendees;

- Paul Cockeram – Cabinet Member for Social Services
- Sally Ann Jenkins – Head for Children and Young Peoples Services

The Officer introduced the progress towards this objective, highlighting that the Youth Offending Service (YOS) had improved significantly with oversight from the Youth Justice Board. The Officer also informed the Committee that Newport was now seeing more problems with drugs due to its geographical location, and an increase in modern child slavery and criminal exploitation. The Police had conducted three large operations this year and this had increased the numbers of young people in custody and subsequently, the team's

workload. This coupled with year on year funding cuts from central government had further impacted the performance.

The Committee asked the following questions;

- The YOS did not currently have the resources to work with young people prior to entry, they were only able to work with young people who were with the Criminal Justice System. There had been a disproportionate number of young women receiving custodial sentences which they might have not have received if they were male. The reasons behind this were being looked into by the Council and its partners.
- The numbers of young people that the measures relate to were very small and one young person could take the measure from GREEN to AMBER.
- The Committee enquired if there the Officer was aware of any funding or ways of increasing the amount of preventative work with young people. The Officer informed the Committee that the pilot Mini Police initiative in two schools was doing very well. The Police Crime Commissioner funded the initiative.
- The Members wanted to know ways of safeguarding young people. The Officer explained that they had been in discussion with other Cities where this problem had been prevalent for a long time, learning what worked and what didn't. The problem of adults exploiting young people was difficult to address and even more so when those adults were not from Newport.
- Working in partnership with other organisations, such as the Police and Education, the team were looking into how to stop the young people getting involved in the first place. It was important that the right young people work with the right service at the right time. By the time the young person was removed from their parents or was in custody it was too late. There was a real willingness for all partners to work together and there was regular contact between all partners, but all were struggling with strained resources.
- The Committee asked how the target of 72 was decided upon for *YJ/L/13 Number of first time entrants into Youth Justice System*. The Officer explained that they used the historic patterns and trends to set targets, this was a requirement of the Youth Justice System and would be taken out next year.
- Members requested to know what the accommodation capacity had been for young people in Newport. The Officer explained that there were two schemes in the pipeline to increase the options for young people in Newport. First a supported lodging scheme in partnership with Llamau and secondly a shared management accommodation in partnership with Simon Rose. This would go live in mid-May. The Officer continued to state that young person was only ever placed in a B and B if the other option was homelessness, and this was only for the shortest period possible. At any one time there were no more than three young people in a B and B.
- The AMBER action for *IP 8.3 Access to education, training and employment* was AMBER due to one young person refusing all education options. There was nothing that the Officers could do to make this individual engage in education.

The Chair thanked the Officers and Cabinet Members for their time and indicated that they were free to leave if they wished.

Conclusions

The Committee noted the progress towards the improvement Objectives to date and made the following comments to the Cabinet:

- Members noted that the font size used in the Improvement Plan update was too small, making it difficult to read, and not accessible to the public. Members requested that for all performance reports that go to Cabinet, that the size of the font be increased to the standard used for other reports.
- Following the discussion around IP 6, the Committee requested that they be provided with additional information on the managed moves success rate.
- During the IP 1 the Committee felt that the addition of a care online assessment tool needed to be managed and supervised appropriately, to ensure that it does not become a barrier to older people receiving care.

4 Forward Work Programme

The Overview & Scrutiny Officer advised the Committee that consideration of the Committee's Draft Forward Work Programme was scheduled for the next meeting on 5 June 2018, when topics for inclusion would be discussed.

The Committee were asked to identify any areas that could be scoped for inclusion in the work programme for next year. Members noted the following potential areas for further consideration:

- Attainment in schools overall;
- Schools in red and special measures;
- Free school meals and student deprivation grants;
- Pupil referral unit;
- Gwent Frailty Scheme;
- Transition between Children's services and Adult services;
- Review of the Youth offending service;
- Gwent based training academy for carers.

The Officer also drew Members' attention to the pilot of the action sheet which detailed any information requested by Members at the previous Committee meeting held on 6 March 2018 and explained that this had been developed to track that all actions were completed. Members would be emailed the information shortly and the action sheet would be updated for each meeting.

The meeting terminated at 12:00