

Agenda



Performance Scrutiny Committee - People

Date: Tuesday, 11 June 2019

Time: 10.00 am

Venue: Committee Room 1 - Civic Centre

To: Councillors D Williams (Chair), J Cleverly, K Critchley, R Hayat, H Thomas, C Townsend, J Watkins, T Watkins, J Richards and S Marshall

Co-opted Members

Paul Bennett (Catholic Church in Wales), Vacancy (Parent Governor Representative) and Vacancy (Parent Governor Representative)

Item

- 1 Agenda yn Gymraeg / Agenda in Welsh (Pages 3 - 4)
- 2 Apologies
- 3 Declarations of Interest
- 4 Minutes of the Meeting held on the 9th April 2019 (Pages 5 - 8)
- 5 2018 / 2019 End of Year Service Plan Review - Adult Community Services - 11 June 2019 (Pages 9 - 36)
- 6 Conclusions of Committee Reports
Following the completion of the Committee reports, the Committee will be asked to formalise its conclusions, recommendations and comments on previous items for actioning.
- 7 Scrutiny Adviser Reports (Pages 37 - 44)
 - a) Forward Work Programme Update (**Appendix 1**)
 - b) Actions Arising
 - c) Information Reports

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Agenda

Pwyllgor Craffu ar Berfformiad – Pobl

Dyddiad: Dydd Mawrth, 11 Mehefin 2019

Amser: 10:00 y.b.

Lleoliad: Ystafell Bwyllgora 1 - Canolfan Dinesig

Y Cyngorwyr: D Williams (Cadeirydd), J Cleverly, J Guy, H Thomas,
C Townsend, T Watkins, J Watkins, R Hayat, K Critchley

Aelodau Cyfetholedig

Dr Annette Daly (Eglwys yng Nghymru), Paul Bennett (Eglwys Gatholig yng Nghymru), Swydd Wag (Cynrychiolydd Rhiant Lywodraethwyr) and Swydd Wag (Cynrychiolydd Rhiant Lywodraethwyr)

Eitem

1. Agenda yn Gymraeg
2. Ymddiheuriadau am Absenoldeb
3. Datganiadau o Fuddiant
4. Cofnodion y Cyfarfod a 09 Ebrill
5. 2018/2019 Adolygu cynllun gwasanaeth diwedd y flwyddyn-gwasanaethau cymunedol i oedolion
6. Casgliadau Adroddiadau Pwyllgor
Yn dilyn cwblhau adroddiadau'r Pwyllgor, gofynnir i'r Pwyllgor ffurfioli ei gasgliadau, argymhellion a sylwadau ar eitemau blaenorol ar gyfer gweithredu.
7. Adroddiadau Ymgynghorwyr Craffu

Person cyswllt: Daniel Cooke, Ymgynghorydd Craffu

Ffôn: 01633 656656

E-bost: scrutiny@newport.gov.uk

Dyddiad cyhoeddi: Dydd Mawrth, 4 Mehefin 2019

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Minutes



Performance Scrutiny Committee - People

Date: 9 April 2019

Time: 10.00 am

Present: Councillors D Williams (Chair), J Cleverly, H Thomas, C Townsend, J Watkins and S Marshall

Co-opted Members: Dr A Daly (Diocese Representative)

In Attendance: D Cooke (Scrutiny Adviser), L Davies (Governance Officer), J Harris (Strategic Director - People) and S A Jenkins (Head of Children & Young Peoples Services)

Apologies: Councillors K Critchley, R Hayat, T Watkins and J Richards

1 **Declarations of Interest**

None

2 **Minutes**

The minutes of the meeting held on 19 February 2019 were approved as a true and accurate record.

3 **Transition from Children's to Adult Social Services - Verbal Update**

Attendee:

- James Harris – Strategic Director - People,
- Sally Anne Jenkins - Head of Children and Young Peoples Service,

The Head of Children and Young People Services presented a brief overview of the transition from Children to Adult services, as requested by the Members of the Scrutiny Committee. The Officer explained that there were 4 groups of children that fall into the following categories;

- 1) Children with signification needs, disabled, combined physical and mental dependencies, these children have clear and defined requirements, meaning the care and support they require through the entirety of their lives would be provided by Social Services.
- 2) Children subject to statement, children with a high degree of function being able to attend school with some form of support, where possibly in later life be able to attend college, hold down a job and live in a supported living facility as an adult. Support will not continue in to adult hood and will be subject to the young person's continuation with education.

- 3) Children with additional needs that were looked after by the authority. This was a small group of around 4/5 per year. The Authority can be responsible for the individual until 25 years of age.
- 4) Children that are looked after but have more challenging emotional needs, children that could not live in a residential setting, where as an adult it would be difficult to meet their needs, become more challenging and will need support until 25 years of age.

The Officers explained that for those children in Category 2, who had been dependant on educational services provided by the Authority, it had become difficult for parents to cope once those services stopped. The Authority had extra accountability because of the introduction of the Additional Learning Needs (ALN) Act, but not the additional funding required to meet those extra responsibilities. It would not be a simple continuation until 25 years of age; it would be guided by individual circumstances, parents were already asking questions regarding the level of support that would be offered or stopped for young people when they leave full time education.

Members asked the following:

- A Member of the Committee asked Officers if additional funding for the additional ALN responsibilities had been received, and if so, what plans were in place for that funding. The Head of Children & Young People Services explained to Members that any funding would come from the Welsh Government, and not necessarily to the Local Authority. The additional funding might be provided to higher and further educational establishments. Currently there was no information on the funding, but meetings with all stakeholders and the Welsh Government would take place to discuss planning within 18 months.
- The Committee asked the Officers to confirm if the support provided by the Authority in the past had altered in anyway, in comparison to the four categories currently accommodated. Officers replied explaining that the level of support had not been reduced, there had been changes to services and challenges with the models of provision, but no services were diminished. Officers confirmed that broadly the level of services had improved. Key budgets were overspent providing certain services, but the Authority were looking at better and more sustainable ways of delivering services. Officers explained that the volume of children falling into one of the four categories had increased, the Authority was far more aware of the requirements needed for those children today than in the past.
- A Member enquired about how the Wellbeing of Future Generations Act was impacting the partnership working arrangements in Gwent, especially when transitioning young people from Children to Adults Social Services. Officers replied to Members confirming that the 22 Authorities in Wales were in the same position with the transitioning of young people from Children to Adult Services. The five Gwent Authorities have good partnership working arrangements, and the Intermediate Care Fund is allowing further partnerships working on Health and Social Care related issues between statutory bodies. Officers explained that Adult Services run a Community Connectors Scheme, which runs across Gwent, it includes working with social housing partners, and receives a small amount of funding, the Authority were going to look at the possibility of running a similar scheme for Children Services, this scheme would highlight all available projects and programmes available to young people. Another way the Authority was working in partnership to support these young people was the development of supporting housing, in collaboration with the local housing associations.

- A Member asked Officers to confirm the total number of children out of the four categories do Newport hold responsibility for, and if the parents of those children were aware that care/support would now end at the age of 25. Officers confirmed that parents have the opportunity to get involved with the upbringing of their children when appropriate. The Authority do a lot of work with the parents of looked after children to re-engage the families to support the young people to return home, as long the circumstances have changed and the risk to the young person has diminished. The Officer stated that they try to reintegrate a young person into the family setting around the age of 14 or 15.

The young people that cannot reengage with their family, could receive support from the Authority until the age of 25. These young people had normally created their own support network, through relationships established with foster carers, friends and in some cases families they have started themselves.

- Members felt that there would be a need for greater partnership working with the Third Sector, when support received through the young person being in education finishes. The Members enquired if the young people were eligible for Personal Independence Payment benefits? Officers explained that many children were not entitled to Personal Independence Payments, and would need to look at other benefits for support. Officers confirmed that there were many ongoing Third Sector projects targeting the specific group of young people being discussed. These Third Sector projects were dependant on funding, which made future planning difficult due to the uncertainty of continuity.

The Chair thanked the Officers for attending.

4 **Draft Annual Forward Work Programme**

Attendees:

- Daniel Cooke (Scrutiny Adviser)

The Scrutiny Advisor introduced the Draft Annual Forward Work Programme to the Committee and discussed each item individually with the Members, the following draft agenda items were discussed;

- The Service Plans, for the Year End of 2018/19 and the Mid-Year 2019/20. The Committee were informed that for this year there would be more information on the finances and risks associated with the service area included in the service plan. The Committee were reminded that due to the changes in how data from schools was used by local and regional bodies there would be less targets and measures available for Education.
- The NCC Carers Strategy 2019 – 2022 was the next item on the draft Annual Forward Work Programme. This item was a referral from Adult and Community Social Services, and its addition the Committee accepted at their previous meeting.
- The Members were informed that the Looked After Children Reports inclusion to the draft work programme was done at the request of the Head of Children and Young Peoples Services.
- The Scrutiny Adviser explained to the Committee that the Director of Social Services report had been included in the PSC People Work Programme due to their knowledge and experience in scrutinising social services related items. The report historically sat underneath the Overview and Scrutiny Management Committee but Officers had decided that the People Committee might be able to provide a more substantial challenge to the Director of Social Services.

- The Free School Meals Strategy had been included at the request of the Chief Education Officer, the Committee were informed that this report would set out what the Council were doing to improve the outcomes of young people in receipt of Free School Meals.
- The Older People's Commissioning Strategy was a Scrutiny Topic Referral that was accepted by the Committee at a previous meeting. The report aims to outline the work being carried out by Adults and Community Services regarding the commissioning of services.
- The Additional Learning Needs / Out of County Placements Performance Report will update the Committee on the performance of the specific cohorts of young people. The Scrutiny Adviser explained to the Committee that this report was related to the briefings the Committee had received in the previous year relating to those young people with additional learning needs and those placed out of county.
- The Recommendations Monitoring upon the Implementation of the 2018 – 19 Cabinet Budget Proposals were the next item introduced to the Committee. It was explained that this is an annual item that looks at the implementation of the budget proposals the committee received during the previous year's Cabinet Budget Proposals. The Committee understood that as they only received one Cabinet Budget Proposal last year, this agenda item would be attached to another education item.
- The last of the potential agenda items on the draft Annual Forward Work Programme was the 2020/2021 Cabinet Draft Budget Proposals. This was a reoccurring, annual agenda item that the Committee received.

The Committee were happy to receive each of the agenda items throughout the year and understood that they would be able to change any item, invitee or the focus of the agenda item during the Scrutiny Adviser and Forward Work Programme section of a Committee Meeting.

The Scrutiny Adviser explained each of the Information Reports included in the report, and moved onto explain the outstanding Committee Briefing relating to the 'S33 Pooled Budget'. The briefing was due to be held towards the end of 2018 but had to be cancelled. The briefing will be scheduled over the summer.

The Committee agreed the draft Schedule of Meetings, including the additional meeting on the 9th July 2019.

The meeting terminated at 12.00 pm



Scrutiny Report

Performance Scrutiny Committee – People

Part 1

Date: 11 June 2019

Subject **Adult and Community Services End of Year Service Plan Review**

Author Scrutiny Adviser

The following people have been invited to attend for this item:

Invitee:	Area / Role / Subject
Paul Cockeram	Cabinet Member for Social Services
Chris Humphrey	Head of Adults and Community Services
James Harris	Strategic Director – People

Section A – Committee Guidance and Recommendations

<p>1 Recommendations to the Committee</p> <p>1.1 The Committee is asked to consider and evaluate the following Service Plan Review for Adults and Community Services which include: Executive Summary; Analysis of Performance; Performance Measures, and; Finance, and are attached as:</p> <ul style="list-style-type: none"> • Appendix 1 – Adults and Community <p>1.2 To consider if it wishes to make comment on the Service Area performance to Cabinet.</p>
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2 Context

Background

2.1 Each Service Area has set a Service Plan for 2018-22 including:

- Service Plan Objectives;

- Planned Actions for each Objective for this year and subsequent years for the life of the plan.
- Performance Indicators; which include National and Locally set performance measures.
- Resources and Risk

2.2 The Service plans were approved by the relevant Cabinet Member, following the usual Member consultation process. This report presents Members with the End of Year Reviews for each Service Plan and Appendices for:

- Adults and Community (**Appendix 1**)

2.3 The Committee's comments and recommendations from the mid-year review of the service plans are outlined below;

Conclusions upon the 2018/19 Service Plan Mid-Year Review from 4 December 2018

The Committee wished to make the following general comments to the Cabinet:

- The information provided by the Officers needed to be simplified to allow members of the public to be able to read and understand.
- The format of the report needs to be improved, numbering actions could be one way of improving how Members engage and scrutinise the information.
- The Heads of Service approach to completing the reports varied, a more consistent approach and presentation might allow for Members to scrutinise more effectively in the future.

The Committee made the following comments and recommendations relating to the Adults and Community Services Mid-Year Review;

- The Committee requested additional information on a number of actions and areas of the report. The Strategic Director – People and the Scrutiny Advisor will establish a schedule of presentations for the New Year.
- After the presentations the Committee Members will have the opportunity to visit the hospital to see how the Authorities partnership work with the Health Board works in practice.
- The Strategic Director – People will provide feedback on the date the Newport specific - Gwent Safeguarding website is due to go live.

Links to these reports and minutes are included in the Background Papers Section 8 at the end of this report for Members of the Committee.

3 Information Submitted to the Committee

3.1 The following Service Plan End of Year Reviews including: Executive Summary; Analysis of Performance, Performance Measures, and Finance, are attached as:

- **Appendix 1 – Adult and Community**

<p>Executive Summary</p>	<p>The Executive Summary of the Cabinet Member / Head of Service is provided as an Overview at the beginning of each Service Area's Mid-Year Review and includes graph summarising the progress against actions and a Budget Forecast Position.</p>
<p>Analysis of Performance</p>	<p>The Analysis of Performance includes each Service Plan's Objectives, the Corporate Plan Objective they support and an update upon the actions planned for each for 2018-19. Performance of the Actions is ranked using the following:</p> <ul style="list-style-type: none"> • Green - Complete • Blue - In Progress • Grey - To be commenced
<p>Performance Measures</p>	<p>The National Measures are set by the Welsh Government and used to compare and benchmark performance with other Local Authorities in Wales. Some of the measures are reported monthly, quarterly or half yearly, while some are annual measures reported at the end of the year. This report is for Performance at the Mid-Year point, up to the end of September 2018. Performance of the Measures is ranked using the following:</p> <ul style="list-style-type: none"> • Green - On target • Amber - Short of Target (15% Tolerance) • Red - Off Target (Over 15% Tolerance#0)
<p>Finance and Resource Analysis</p>	<p>Financial Analysis is provided at the year end point, for each Service Area and includes: the Overall Net Position; a graph forecasting the Delivery of the Medium Term Revenue Plan Savings for 2018-19, and; a Summary Revenue Budget Position, together with Employee / Human Resource Analysis.</p>

4. Suggested Areas of Focus

4.1 Role of the Committee

The role of the Committee in considering the report is to:

Assess and make comment on:

- **Performance against targets** - The performance of the service area over the last 12 months;
 - **Underperformance / overspends** - Mitigation of risks where the service area is outside the targets;
 - Plans and actions to address underperformance within next year's plan;
 - Presentation of the information to enable Scrutiny to undertake its role.
- In drawing its conclusions, the Committee should assess:
 - What was the overall conclusion on the information contained within the reports?
 - Is the Committee satisfied that it has had all of the relevant information to base a conclusion on the performance of the Service Area at the Year-End point?
 - Does any area require a more in-depth review by the Committee?
 - Does the Committee wish to make any Comments / Recommendations to the Cabinet?

4.2 Key Questions:

- Analyse the Service Plan Year-End Reviews and Evaluate how well Service Areas performed in the 2018-19 financial year against the objectives, actions and performance measures in their service plans;
- Are targets sufficiently challenging and balanced between being realistic and robust?
- Is any underperformance being addressed and associated risks being mitigated?
- What is being done to improve performance for this financial year?
- Are there any barriers to improving performance of objectives, actions and performance measures in the Service Plans?
- Is the Service Area on target with its budget? If not what mitigations are planned to reduce overspends in this financial year?
- Has the Service Area met the delivery of its MTRP savings for 2018-19? If not, what actions are planned to deliver them early within this financial year?

Well-being of Future Generation (Wales) Act

The Committees consideration of the service plans and the performance of the service areas should consider how services are maximising their contribution to the five ways of working:

5 Ways of Working	Types of Questions to consider:
Long-term The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.	Are there any long term trends that will impact your service area?
	How will the needs of your service users potentially change in the future?
Prevention Prevent problems occurring or getting worse.	What issues are facing your service users at the moment?
	How are you addressing these issues to prevent a future problem?
	Is any underperformance being addressed and associated risks being mitigated and prevented?
Integration Considering how public bodies' wellbeing objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.	Are there any other organisations providing similar / complementary services?
	How does the Council's performance within this service area impact upon the services of other public bodies and their objectives?
Collaboration Acting in collaboration with any other person (or different parts of the organisation itself).	Who have you been working with to deliver these services?
	How are you co-working with other sectors?
	How are you using the knowledge / information / good practice of others to inform / influence the Council's work?
Involvement The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.	How have you sought the views of those who are impacted by your service area?
	How have you taken into account the diverse communities in your decision making?

Section B – Supporting Information

5 Links to Council Policies and Priorities

- 5.1 The Service End of Year Reviews directly link with: the Council's Well-being Objectives agreed by Cabinet in March 2017 which aim to maximise the Council's contribution to the Well-being Goals for Wales; the 2017-22 Corporate Plan Objectives, and; the 2018-22 Service Plan Objectives, Actions and Performance Measures. The Service Plan Objectives link to the Authority's Corporate Plan Objectives and Well-being Objectives below:

Well-being Objectives	Promote economic growth and regeneration whilst protecting the environment	Improve skills, educational outcomes & employment opportunities	Enable people to be healthy, independent & resilient	Build cohesive & sustainable communities
Corporate Plan Commitments	Thriving City	Aspirational People		Resilient Communities
Supporting Function	Modernised Council			

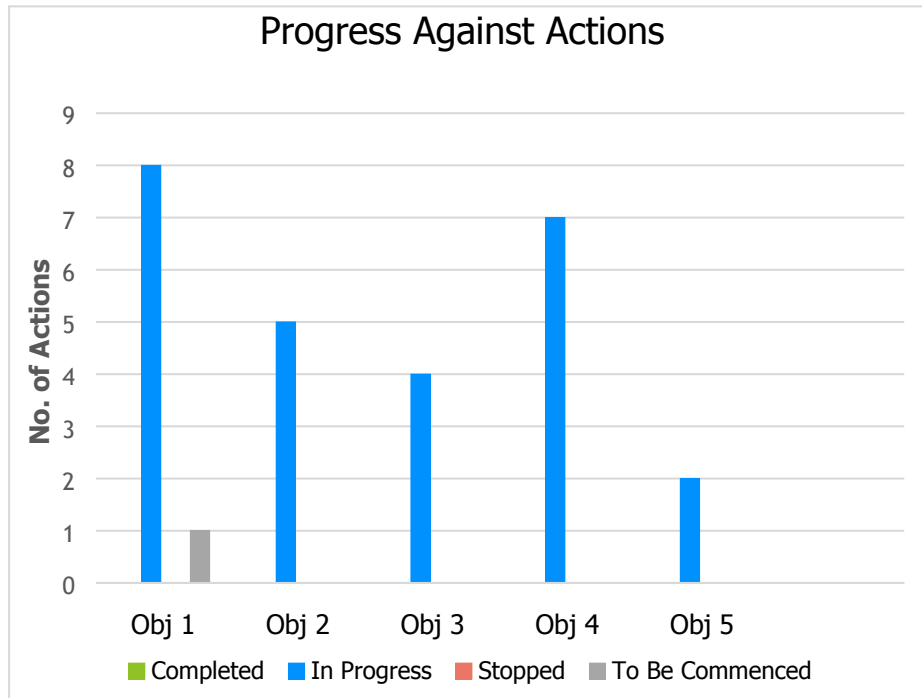
7. Background Papers

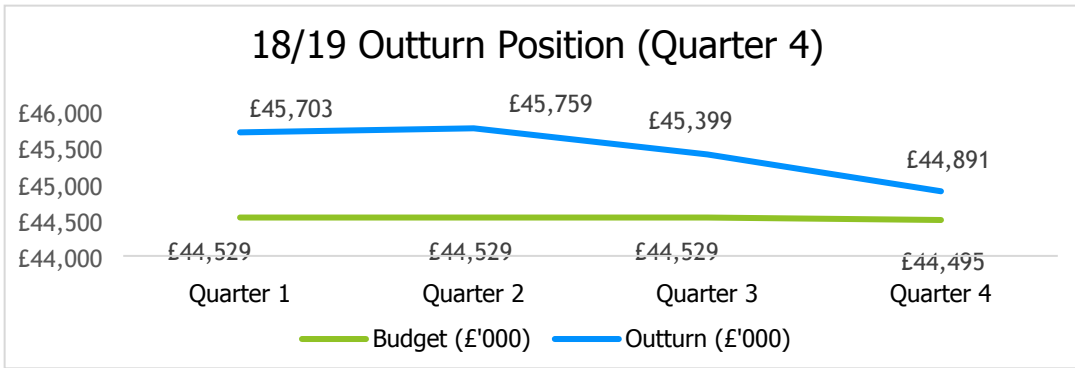
Include all additional documents that are referenced in the report, and those that you have used as background reading. Hyperlink to online versions of them if available.

- PSC – People meeting held on the [4 December 2018](#)
- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2017 - 2018](#)

Report Completed: May 2019

Adult and Community Services End of Year Review 2018/19





During 2018/19 the numbers of delayed transfers of care has risen and at year end Newport is 3.5 days short of the target. This reflects greater activity in the hospitals and it should be noted that initiatives such as the development of In Reach and improvements to the Reablement service are facilitating faster turnaround times on the wards. This, in turn contributes to higher numbers of hospital discharges that creates additional pressure on another part of the system. In order to mitigate this, constant oversight is applied to the discharge process. The individual's journey through the hospital system is closely monitored, daily reports are provided and whilst communication processes are well established it must be noted that many people have complex issues to resolve before they can be considered safe to return home.

Home First is a new regional service, resourced from the Transformation fund to target unnecessary admissions. Social care staff identify those who have arrived in hospital but could safely return home with Information Advice and/or low level assistance such as equipment or with Reablement support. This is a further joint initiative that will contribute to a more efficient hospital pathway and maximise the opportunity for people to maintain their independence by fast tracking social care assessment and provision. It is too soon to measure the impact but evaluation is ongoing and the service has been welcomed by health professionals in the Acute Hospitals.

Reablement is the only other area of performance that indicates concern but if closer scrutiny is applied to the figures then the picture is positive. The targets of 50% are no longer realistic as the way we are required to count the activity has been changed by Welsh Government. The 1 cohort was previously required to have an existing care and support plan but this is no longer the case. However, the intention of Reablement and the reason for measuring activity is to measure the impact on people who experience improvements in their quality of life through a reduction or cessation of care services.

The combined total for those who are discharged from the service with no care and support plan or a reduction in their care is 84.5%, representing a high level of success. In addition, Newport is moving towards having a fully operational Intake model of Reablement whereby people who have not had a previous care package are always given Reablement first to ensure that their independence is maximised.

The Welsh Government are currently consulting on a new set of performance measures due to be implemented in April 2020. Although not yet agreed, indications are that the reporting requirements on both adults and children services will be significantly increased. Elements of the WCCIS system will have to be re-designed to accommodate the new reporting framework and Social Workers will require further case recording training. NCC are fully engaged in the consultation process and performance leads are monitoring the resource implications.

The headline priorities of the service plan for 2019/20 will remain the same: Early intervention and prevention is a requirement of the Social Services and Well Being Act and an opportunity to delay or divert the need for citizens to become reliant on higher end provision.

The figure of 79% for adults who have received information and advice with no repeat contact is indicative of successful signposting at the front door and is a reflection of the range of expertise and specialism in the First Contact Team. The availability of Community Connectors, Occupational Therapists, Housing Officers, Safeguarding and Social Workers to offer immediate advice and support continues to effectively manage demand.

The further development of Community Well Being Networks in partnership with Health will improve opportunities for citizens to access low level support as a way to prevent or delay future reliance on statutory services. ABUHB Transformation funding has been utilised to appoint a Community Well Being Co-ordinator for 12 months who is required to pull all of the strands together. The post-holder started on the 1st May 2019 and is based in Adult Services. The new oversight will bring together Health, Local Authority and Third Sector prevention and early intervention services.

Alongside this we have a savings target of £250k against our Third Sector budget for 2019/20. This represents a 50% reduction in our current consortium contractual costs so work will commence to review the Newport Support Partnership and recommission in 2020. Whilst it is timely and appropriate to review this provision that has been in place for 3 years it will be a challenging piece of work and careful consideration will need to be applied to the need to further refine and target services in order to reduce costs. Integrated working across health and social care is ongoing with new initiatives such as Home First and the ongoing development of the Community Well Being Network work stream. New ICF money has been made available to expand the step up step down bed facility at Parklands Care Home from 10 to 15 and successful bids have secured funds to support the transition between children and adults services and to conduct a review of people currently receiving support from our Consortium Third Sector partner to inform the recommissioning process and ensure new services are appropriately targeted. We have also been successful in securing the funding to expand the Frailty service to support people with a dementia. Commissioning led the transfer of Extracare services to Radis during 2018. The new arrangements are in place and the contract will continue to be monitored to maintain quality and deliver the required savings target of £300k.

The Independent Living Strategy was signed off by Council in 2018 and clearly identifies direction of travel to increase the availability of sustainable independent accommodation options for adults with learning disabilities. A further 8 flats are planned in 2019/20 on the Kings Hotel site and the commissioning of support services is underway. Fee negotiations for 2019/20 have been successful in that they are mostly concluded and rates agreed. This early approach enables improved financial planning and ensures ongoing positive relationships with providers. The Commissioning Team continues to monitor quality and work with providers to maintain and develop services Internally delivered services have been subject to significant change during the year with the transfer of Extracare to Radis and the planned moves of 13 Supported Living tenants leading to the closure of the NCC service in 4 houses. This change, whilst challenging, has been identified as necessary to protect and improve provision. NCC are engaged in regional initiatives with Health and with the Gwent partner Authorities. The pooled budget work has delivered a health and social care contract that is being sent to providers this week. A joint monitoring protocol is also being developed to enable commissioning partners to share resource and intelligence. Regional projects for 2019/20 include Telecare, Appointeeships and the ongoing collaborative work to develop WCCIS. Carers continues to be an area of priority development, the Carers Network is in place and opportunities to communicate with this hard to reach group have improved. The following year will focus on establishing a clear carers pathway and service offer as we need to improve our understanding of how to target services more effectively and how they impact on the carer and the cared for person i.e. respite options.

Adult and Community Services, Analysis of Performance

Objective 1		Early Intervention and Prevention				
Description		We will direct and signpost effectively and when support is required we intervene early to prevent escalation and dependence				
Corporate Plan Objective(s)		Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities				
Mid-Year Action Status		0/9 - Complete	8/9 – In Progress	0/9 - Stopped	1/9 – To be commenced	
End of Year Action Status		0/9 - Complete	8/9 – In Progress	0/9 - Stopped	1/9 – To be commenced	
Action Number	Action	Mid-Year Position	End of Year Status (Complete / In Progress / On Hold)	Start Date	Anticipated Completion Date	End of Year Update
Page 18 1.01	To continue to develop and consolidate a range of early interventions and preventative services to divert or delay the demand for statutory services.	In Progress	In Progress	01/04/2018	31/03/2022	The Community Connector team has been moved to the First Contact service area from 1st April 2019 following a minor re-structure of the Service Managers areas of responsibilities. The Community & Strategy Partnership Manager who oversees the team now reports directly to the Service Manager First Contact who has overall responsibility for the development of preventative services in line with the First Contact Information, Advice and Assistance (IAA) function.
	To continue to develop the role of the Community Connectors to ensure the service is fully integrated with Health initiatives, Third Sector provision and the Information, Advice and Assistance (IAA) function within First Contact					
1.02	To promote the use of DEWIS and ASK Sara as a way to direct citizens to source information and develop a comprehensive local directory of support.	In Progress	In Progress	01/04/2018	31/03/2022	The Community Connectors continue to update the DEWIS website and citizens are directed to it via the NCC website. Following the success of ASK Sara in Newport, the service will now be rolled out across the region.

Objective 1			Early Intervention and Prevention			
Description			We will direct and signpost effectively and when support is required we intervene early to prevent escalation and dependence			
Corporate Plan Objective(s)			Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities			
Mid-Year Action Status			0/9 - Complete	8/9 – In Progress	0/9 - Stopped	1/9 – To be commenced
End of Year Action Status			0/9 - Complete	8/9 – In Progress	0/9 - Stopped	1/9 – To be commenced
Action Number	Action	Mid-Year Position	End of Year Status (Complete / In Progress / On Hold)	Start Date	Anticipated Completion Date	End of Year Update
1.03	To establish a joint health and social care IAA Provider Forum to share information and good practice.	To be Commenced	To be Commenced	01/04/2019	31/03/2022	This has not yet been established as there will be a review of preventative services in 2019 to ensure the current configuration is meeting the needs of citizens and to deliver a £250k saving.
Page 19	To continue to develop First Contact as a multi-agency, multi-disciplinary team effectively managing demand and appropriately triaging referrals.	In Progress	In Progress	01/04/2018	31/03/2020	The First Contact Team continue to develop their skills and knowledge in the delivery of IAA. This now needs to be refreshed in the context of a wider preventative services review. The learning gained by amalgamating the skills and knowledge of a diverse range of professionals into the First Contact Team has offered substantial improvement in the ability to signpost citizens and offer earlier targeted support to prevent crisis. A project team is being established in May to identify how services can work better together, to reduce duplication, deliver efficiencies and improve outcomes.
	The implementation of a revised telecare service.	In Progress	In Progress	01/04/2018	31/03/2020	Discussions have taken place with Monmouth Council and Caerphilly Council to develop a new telecare service following the award of Integrated Care Fund monies to purchase new digital equipment, thus offering the opportunity to consolidate service models.
	To continue to work with Third Sector partners to build capacity within services that are focussed on prevention and early intervention	In Progress	In Progress	01/04/2018	31/03/2020	The Third Sector Consortiums are both due to be re-tendered. Anneurin Bevan University Health Board (ABUHB) are re-commissioning their mental health consortium and the Newport Support Partnership consortium is due to end in September 2020, therefore, offering an opportunity to review effectiveness and capitalise on the success of the existing arrangements for a further 5 years. A project team will oversee the development of a new specification.
	To work closely with statutory partners, i.e Welsh Government, ABUHB, Local Authorities to develop	In Progress	In Progress	01/04/2018	31/03/2021	The appointment of a new Well Being Co-Ordinator resourced by Transformation funding will oversee the development and co-ordination of a network of services that will address low level community needs. The Co-ordinator will be based in Newport Council to ensure existing knowledge and services are fully

Objective 1			Early Intervention and Prevention			
Description			We will direct and signpost effectively and when support is required we intervene early to prevent escalation and dependence			
Corporate Plan Objective(s)			Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities			
Mid-Year Action Status			0/9 - Complete	8/9 – In Progress	0/9 - Stopped	1/9 – To be commenced
End of Year Action Status			0/9 - Complete	8/9 – In Progress	0/9 - Stopped	1/9 – To be commenced
Action Number	Action	Mid-Year Position	End of Year Status (Complete / In Progress / On Hold)	Start Date	Anticipated Completion Date	End of Year Update
	a network of support to encourage well-being and to promote independence.					integrated into future plans. The Co-ordinator will form part of the Preventative Services Project Review Team. The service area also participated in a regional initiative, <i>My Mates</i> which is fully operational and receiving referrals.
1.08 Page 20	Regional roll out of the My Mates project that offers bespoke low level community based support for adults with learning disabilities	In Progress	In Progress	01/04/2018	31/03/21	Adult Services continue to engage with the Care Closer to Home work streams to establish Community Hubs. Please see above update – appointment of Community Well Being Co-ordinator will ensure the planning and development of Care Closer to Home continues to be inclusive and builds on the established success of the delivery of IAA within Adult Services.
1.09	To collaborate with Health on the development of the Care Closer to Home initiative to establish Community Hubs offering information and advice	In Progress	In Progress	01/04/2018	31/03/2022	Additional ICF funding has been awarded this financial year (2019/20) for the following projects: 1. Transitions – for people with Learning Disabilities to assist in the transition from Children’s Services to Adults Service and into independent living (£120k); 2. To further develop the step up step down facility at Parklands Residential Home (£200k); and 3. To resource the review of preventions services – to assess the impact of current services and ensure new commissioning arrangements are appropriately targeted (£86k).

Objective 2		Integrated working across Health and Social Care				
Description		The development of an integrated approach to the provision of care and support for people in Newport through the establishment of Neighbourhood Care Networks.				
Corporate Plan Objective(s)		Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities				
Mid-Year Action Status		0/5 - Complete	5/5 – In Progress	0/5 - Stopped	0/5 – To be commenced	
End of Year Action Status		0/5 - Complete	5/5 – In Progress	0/5 - Stopped	0/5 – To be commenced	
Action Number	Action	Mid-Year Position	End of Year Status (Complete / In Progress / On Hold)	Start Date	Anticipated Completion Date	End of Year Update
Page 24 2.01	To provide integrated care and support for people with health and social care needs: Review and maximise reablement capacity;	In Progress	In Progress	01/04/2018	31/03/2022	The Reablement team is now fully integrated and working effectively with Community Resource Team Occupational Therapists (CRT OT's). The inability to recruit Reablement Assistants means that the team is unable to function at full capacity. Recruitment is ongoing.
	To establish an intake model of Reablement in Newport;					
	Increase skills of the Reablement Teams to work in an outcome focussed way and ensure a person's independence is maximised including if they need to move into long term care;					
	Up skill the workforce and create cross functional teams.					
2.02	To implement stage 2 of the In Reach project to include the Community Hospital beds, Reablement services	In Progress	In Progress	01/04/2018	31/03/2022	In Reach is fully operational within Royal Gwent Hospital (RGH) & St Woolos to support hospital discharge. An additional element of managing the hospital pathway is the <i>Home First</i> initiative that prevents admission by identifying people in the assessment wards that could be sent home with an additional support. It is a Regional project funded for one year to assess the impact on admissions. The service commenced on 5th October 2018 and on

Objective 2		Integrated working across Health and Social Care				
Description		The development of an integrated approach to the provision of care and support for people in Newport through the establishment of Neighbourhood Care Networks.				
Corporate Plan Objective(s)		Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities				
Mid-Year Action Status		0/5 - Complete	5/5 – In Progress	0/5 - Stopped	0/5 – To be commenced	
End of Year Action Status		0/5 - Complete	5/5 – In Progress	0/5 - Stopped	0/5 – To be commenced	
Action Number	Action	Mid-Year Position	End of Year Status (Complete / In Progress / On Hold)	Start Date	Anticipated Completion Date	End of Year Update
	To work with teams to ensure discharge pathways are clearly defined and people are supported in a proportionate way to leave hospital as soon as possible					1st November 2018 at RGH.
	Review step /up step/ down provision including Community Hospital beds to enhance capacity and ensure people receive support in the right environment	In Progress	In Progress	01/04/2018	31/03/2022	Step Up / Step Down beds had 70 admissions in 2018/19. Out of the 70, 54 were able to return home with appropriate support. In recognition of the way in which the service operates and the high success rates additional resource has been allocated from the ICF to expand the number of step up step down beds in Parklands from 10 to 15 and to employ more specialist staff.
2.04	To work with colleagues in health to support the development of alternatives to acute hospital admission for people with Mental Health problems. Explore different service and funding models such as crisis house and sanctuary provision	In Progress	In Progress	01/04/2018	31/03/2022	The feasibility study was completed. Crisis House and Sanctuary provision is now dependent upon the development of a viable service model and the identification of a suitable site.
2.05	To ensure that Newport Citizens	In Progress	In Progress	01/04/2018	31/03/2022	The Integrated Community Occupational Therapists (ICOT) service continues to operate from the First Contact Team,

Objective 2		Integrated working across Health and Social Care				
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Corporate Plan Objective(s)		Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities				
Mid-Year Action Status		0/5 - Complete	5/5 – In Progress	0/5 - Stopped	0/5 – To be commenced	
End of Year Action Status		0/5 - Complete	5/5 – In Progress	0/5 - Stopped	0/5 – To be commenced	
Action Number	Action	Mid-Year Position	End of Year Status (Complete / In Progress / On Hold)	Start Date	Anticipated Completion Date	End of Year Update
Page 23	receive assessment from the OT who is best-placed to support them through establishment of an integrated response to OT referrals at First Contact.					ensuring a fast track service for those citizens who present with identified Occupational Therapy needs.
	To continue to support the improved Disabled Facility Grant (DFG) performance through timely OT assessment and intervention.					

Objective 3		Commissioning				
Description		The procurement and management of service contracts that deliver high quality, cost effective and sustainable services based on evidenced community need and market intelligence.				
Corporate Plan Objective		Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities				
Mid-Year Action Status		0/4 - Complete	4/4 – In Progress	0/4 - Stopped	0/4 – To be commenced	
End of Year Action Status		0/4 - Complete	4/4 – In Progress	0/4 - Stopped	0/4 – To be commenced	
Action Number	Action	Mid-Year Position	End of Year Status (Complete / In Progress / On Hold)	Start Date	Anticipated Completion Date	End of Year Update
3.01	To undertake evidence based commissioning to ensure services reflect community needs and offer sufficient market capacity	In Progress	In Progress	01/04/2018	31/03/2020	The Independent Living Strategy has been approved by Cabinet and is ready for publication. The Children’s Commissioning Strategy is awaiting Cabinet sign off. The Older Persons Strategy is in 2nd draft stage.
3.02	To commission sustainable services that deliver quality, enable choice and promote independence To continue to develop in house provision where appropriate and cost effective. Develop leadership and management capabilities within Adult & Community Services to help maintain and increase service performance.	In Progress	In Progress	01/04/2018	31/03/2020	All of our internal services are registered under the new Registration & Inspection of Social Care Act (RISCA). Newport continues to have a healthy domiciliary care market with sufficient capacity to meet demand. The Extracare Service has been successfully transferred to Radis from 1st April 2019 and will work towards achieving the identified efficiency savings.

Objective 3			Commissioning			
Description			The procurement and management of service contracts that deliver high quality, cost effective and sustainable services based on evidenced community need and market intelligence.			
Corporate Plan Objective			Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities			
Mid-Year Action Status			0/4 - Complete	4/4 – In Progress	0/4 - Stopped	0/4 – To be commenced
End of Year Action Status			0/4 - Complete	4/4 – In Progress	0/4 - Stopped	0/4 – To be commenced
Action Number	Action	Mid-Year Position	End of Year Status (Complete / In Progress / On Hold)	Start Date	Anticipated Completion Date	End of Year Update
Page 25	To proactively encourage new providers to enter into the Newport care market.					
	To adopt new commissioning approaches towards services that deliver and evidence individual outcomes.					
3.03	To ensure the market is able to respond to citizens needs through the principles of ethical and sustainable commissioning and contract management practices that deliver a range of high quality services and a skilled and responsive workforce. Fee setting – to support the market, ensuring service stability and compliance with National Living Wage requirements.	In Progress	In Progress	01/04/2018	31/03/2020	Fees are agreed for 2019/20 as a result of early planning and communication with providers who responded well to the opportunity to achieve resolution before the beginning for the new financial year. In terms of the recruitment issues within social care a "Career College Consortium" has been established that brings together representatives from Coleg Gwent, Social Care Workforce Development, regional partnership team leads on workforce and commissioning, Health and Social Care representatives and Providers. This consortium is committed to developing sustainable solutions to workforce attraction and recruitment with the region in the shorter and longer term.

Objective 3			Commissioning			
Description			The procurement and management of service contracts that deliver high quality, cost effective and sustainable services based on evidenced community need and market intelligence.			
Corporate Plan Objective			Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities			
Mid-Year Action Status			0/4 - Complete	4/4 – In Progress	0/4 - Stopped	0/4 – To be commenced
End of Year Action Status			0/4 - Complete	4/4 – In Progress	0/4 - Stopped	0/4 – To be commenced
Action Number	Action	Mid-Year Position	End of Year Status (Complete / In Progress / On Hold)	Start Date	Anticipated Completion Date	End of Year Update
Page 26	Develop a Gwent Care Academy to offer qualifications for care staff and embed the principles of RISCA where all care staff are required to register.					
	Continued engagement with providers through contract monitoring processes to oversee performance and quality, ensure compliance, and encourage service flexibility.					
3.04	To develop Regional and collaborative commissioning initiatives to deliver consistency and efficiencies. To work collaboratively with commissioning partners to capitalise on regional initiatives. Work with ABUHB and Local Authority partners to develop	In Progress	In Progress	01/04/2018	31/03/2020	Commissioning priorities across the Region include the development of a joint residential care contract, a fee methodology, monitoring protocols and the establishment of a pooled budget. The agreement is now signed and the common contract and monitoring tool is nearing completion. The People Commissioning function is now evolving with 3 new full time members of the team and a part time presence from Education. The team are now responsible for commissioning all of the children’s services residential placements and to oversee fee setting, negotiations and contract monitoring in partnership with Education. All of the brokering and financial responsibilities also sit within the team. Major pieces of work in 19/20 are the re-commissioning of Third Sector Preventative Services and the school meals service.

Objective 3		Commissioning				
Description		The procurement and management of service contracts that deliver high quality, cost effective and sustainable services based on evidenced community need and market intelligence.				
Corporate Plan Objective		Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities				
Mid-Year Action Status		0/4 - Complete	4/4 – In Progress	0/4 - Stopped	0/4 – To be commenced	
End of Year Action Status		0/4 - Complete	4/4 – In Progress	0/4 - Stopped	0/4 – To be commenced	
Action Number	Action	Mid-Year Position	End of Year Status (Complete / In Progress / On Hold)	Start Date	Anticipated Completion Date	End of Year Update
	common contracts and monitoring protocols. To develop a People Commissioning function that oversees all commissioning and contractual activity within the Directorate.					






Objective 4			Carers			
Description			To fulfil NCC's responsibility to carers as required by the Social Services & well-being Act providing support and reducing carer breakdown.			
Corporate Plan Objective			Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities			
Mid-Year Action Status			1/7 - Complete	6/7 – In Progress	0/7 - Stopped	0/7 – To be commenced
End of Year Action Status			0/7 - Complete	7/7 – In Progress	0/7 - Stopped	0/7 – To be commenced
Action Number	Action	Mid-Year Position	End of Year Status (Complete / In Progress / On Hold)	Start Date	Anticipated Completion Date	End of Year Update
4.01	Support carers to care through flexible respite, access to accurate information, peer to peer support and effective care planning To continue to develop the Newport Carers Network to facilitate engagement and opportunities to provide specialist information	In Progress	In Progress	01/04/2018	31/03/2022	The Carers Network is now established and attracts approximately 5 new carers a month. Carer flexible grants continue to be awarded. Examples of grants – laptop for a young adult carer to continue college alongside caring role. An additional £4,000 was given to Carers Trust from the Gwent Regional Partnership Board for carer grants in December 18, with one section of the grant entirely for carer time out/respite (up to £500). This has been communicated through the network to ensure carers and direct workers are aware of the grant. Gwent wide Carers Rights Day 2019 in collaboration with the Gwent Regional Partnership Board held in the Riverfront, with over 70 carers in attendance. 19 organisations attended to give carers information, advice and assistance with disabled facilities grant, advocacy giving talks and dementia friends and mindfulness workshops also on offer.
4.02	Develop Carer Awareness training in partnership with the Gwent Regional Carers Group.	In Progress	In Progress	01/04/2018	31/03/2022	Carer e-awareness learning has now been completed and is live on the NHS portal (this was developed by Social Care Wales and Carers Wales) and will be available for NCC staff to complete.
4.03	To ensure the availability of accurate information, advice and assistance via First Contact, Preventative and Commissioned Services and Dewis.	In Progress	In Progress	01/04/2018	31/03/2022	NCC website carer page amended with updated carer group information. New community services, changes to community services and any other relevant information is shared with social work teams, commissioned services and partners Community connectors and carers officer continue to review and upload local carer information on Dewis Cymru Carer development officer attends individual carer groups to give information, advice and assistance. Groups attended in this quarter include Newport Carers Forum, Parents for Change, Newport Autism Support Group and Carers in the County.
4.04	To engage with the Care Closer to Home Strategy that improves	In Progress	In Progress	01/04/2018	31/03/21	Carers are represented on the ABUHB hub planning group for the care closer to home strategy. These meetings are attended by the community strategy and partnership manager. Work in










Objective 4		Carers				
Description		To fulfil NCC's responsibility to carers as required by the Social Services & well-being Act providing support and reducing carer breakdown.				
Corporate Plan Objective		Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities				
Mid-Year Action Status		1/7 - Complete	6/7 – In Progress	0/7 - Stopped	0/7 – To be commenced	
End of Year Action Status		0/7 - Complete	7/7 – In Progress	0/7 - Stopped	0/7 – To be commenced	
Action Number	Action	Mid-Year Position	End of Year Status (Complete / In Progress / On Hold)	Start Date	Anticipated Completion Date	End of Year Update
	support for carers through the development of community hubs.					progress with Gwent Partnership Board and Newport Carers Forum looking at GP practices and the improvement of identification of carers in primary care.
4.05	To ensure respite options are flexible and delivered to a high standard.	Complete	In Progress	01/04/2018	31/03/2022	At the Mid-year review point we confirmed that the building work was completed and Centrica Lodge is re-open, contact is being made with partner Authorities to maximise take up of the service and generate revenue where possible. But new opportunities were identified to trial new assistive technology for people to try out. This could lead to greater opportunities for independence.
4.06	Publication of a Carers Strategy	In Progress	In Progress	01/04/2018	31/03/20	The Carers Strategy has been circulated for comment and is currently being amended. The final draft will be circulated in May.
4.07	Improve well-being of young carers and young adult carers To continue to develop services for young carers that offer effective support	In Progress	In Progress	01/04/2018	31/03/2022	Carers Trust continue to roll out investors for carers in secondary schools across Gwent as funded by the Gwent Regional Partnership Board. Young carers and young adult carers from Newport are part of the reviewing team for in investor's award. Barnardo's hold drop in sessions every fortnight in all secondary schools in Newport to offer support to young carers who can book 30 minute appointments. Barnardo's provide sports sessions every 3 weeks and regular trips and activities to give young carers time out from their caring role.






Objective 5			Safeguarding			
Description			To improve safeguarding arrangements that protect children and adults within all aspects of Council services functions and duties.			
Corporate Plan Objective			Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities			
Mid-Year Action Status			0/2 - Complete	2/2 – In Progress	0/2 - Stopped	0/2 – To be commenced
End of Year Action Status			0/2 - Complete	2/2 – In Progress	0/2 - Stopped	0/2 – To be commenced
Action Number	Action	Mid-Year Position	End of Year Status (Complete / In Progress / On Hold)	Start Date	Anticipated Completion Date	End of Year Update
5.01	Continue to evaluate and refine the model of adult protection to include consideration to manage the increasing demands of the service and improve practitioner knowledge under the new legislation (Part 7 Social Services & Well Being Act) Evaluation of the 6 month Safeguarding Hub. The pilot will be compiling data to evidence if the HUB model has improved processes and increased efficiency. To establish a review/scrutiny process for Deprivation of Liberty Safeguards (DOLS) assessments for Newport citizens. Establish safeguarding champions within each service area and roll out a training schedule for members and council employees.	In Progress	In Progress	01/04/2018	31/03/2020	The service continues to manage increasing demand by improving business and reporting processes For Example – Work is currently focussing on streamlining the referral process – currently there are 2 points of access that will be reduced to 1. Adults safeguarding has been enhanced by the co-location of IDVA's (Independent Domestic Violence Advocates) in First Contact. The 12 month review has now been completed and further evidences the benefits of joint practice for adults & children in the delivery of better responses due to information sharing protocols. A scrutiny process for the authorisation of DoLs applications has been established. Safeguarding Champions have been identified across the Local Authority and have attended a meeting to introduce them to the role. Meetings arranged in July to progress. All Champions are at Team Manager level with the expectation that they will cascade learning within teams. The Annual Safeguarding Report identifies the responsibilities of all senior staff and members. NCC staff continue to be engaged in the development of the All Wales Safeguarding Guidance

Objective 5			Safeguarding			
Description			To improve safeguarding arrangements that protect children and adults within all aspects of Council services functions and duties.			
Corporate Plan Objective			Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities			
Mid-Year Action Status			0/2 - Complete	2/2 – In Progress	0/2 - Stopped	0/2 – To be commenced
End of Year Action Status			0/2 - Complete	2/2 – In Progress	0/2 - Stopped	0/2 – To be commenced
Action Number	Action	Mid-Year Position	End of Year Status (Complete / In Progress / On Hold)	Start Date	Anticipated Completion Date	End of Year Update
	To contribute to the new All Wales Adult Safeguarding Guidance					
Page 02 31	To continue to support and empower citizens through the adult safeguarding process.	In Progress	In Progress	01/04/2018	31/03/2020	All citizens within the safeguarding process are offered independent advocacy, the 'active offer' is a requirement of the Social Services & Well Being Act. The Gwent Safeguarding website was launched in May 2019 – plans are in place to link it to the NCC website. Newport safeguarding policies and procedures have been updated and are available on the intranet.
	Improve links to information and advocacy to ensure citizens are fully informed and supported throughout the safeguarding process.					
	Website development.					

Adults Performance Measures 2018/19

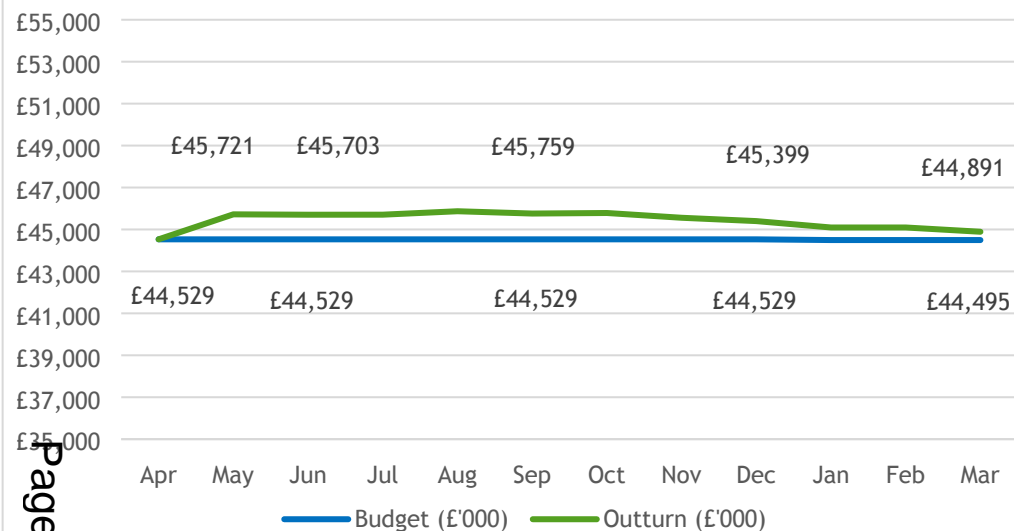
PI Result vs PI Target Definition	On Target				Short of Target (15% Tolerance)	Off Target (Over 15% Tolerance)
Performance Direction Definition (Based upon the performance from the previous reporting period)	 Performance has Improved				 Performance has Declined	 Performance is the same
Performance Measure (National / Local / Management Information)	Link To Service Plan Objective(s)	Q2 Result	2018/19	2018/19 Target	2017/18 Position	Service Area Comment (For Performance Indicators not meeting their targets)
National (PAM/024) – Percentage of adults satisfied with their care and support Annual	Objective 1	N/A	80.9%	N/A	N/A	This measure will no longer be collected for 2019/20 onwards.
National (PAM/025) – Delayed Transfers of Care (DTC) Monthly Page 32	Objective 2	2.67 days	6.18 days	 3.5 days	 6.02 Days	<p>DToC remains a challenging area of work. Although performance has declined, the ongoing close management of Social Services and Health is responsible for keeping the figure relatively low in the face of increasing service demands. The three established services that continue to compliment the management of this complex set of issues are:</p> <ul style="list-style-type: none"> a) In Reach – early discharge planning from the ward, now fully operational in the Royal Gwent and St Woolos b) Reablement - targeted to support and facilitate timely discharge c) Step up step down beds continue to operate effectively with 54 out of 70 people successfully returning home. <p>Home First is a new health and social care regional initiative that seeks to prevent hospital admission. It is too soon to measure the impact of this new service on hospital discharge figures but evaluation is ongoing.</p>

PI Result vs PI Target Definition	On Target				Short of Target (15% Tolerance)	Off Target (Over 15% Tolerance)
Performance Direction Definition (Based upon the performance from the previous reporting period)	 Performance has Improved				 Performance has Declined	 Performance is the same
Performance Measure (National / Local / Management Information)	Link To Service Plan Objective(s)	Q2 Result	2018/19	2018/19 Target	2017/18 Position	Service Area Comment (For Performance Indicators not meeting their targets)
National (PAM/026) – Percentage of carers that feel supported. Annual	Objective 4	N/A	51.1%	N/A	N/A	This measure will no longer be collected for 2019/20 onwards
National (Social Services Performance Measures, SSPM) – The Percentage of adult protection enquiries completed within 7 days. Monthly	Objective 5	97.9%	98.9%	 90%	 98.9%	
National (SSPM) – Length of time (days) adults are in care homes. Monthly	Objective 3	727.4 days	789.2 days	 1,100 days	 868.2 days	
National (SSPM) - Average age of adults entering residential homes. Monthly	Objective 3	85.9 years	84.8 years	 75 years	 79.2 Years	
National (SSPM) – Reablement reduced package of care and support. Annual	Objective 3	N/A	3.1%	50%	N/A	WG Guidance changed in 2018/19 and therefore we are unable to compare this figure with last year’s data because the denominators were different. Therefore, it must be noted that the target of 50% is now irrelevant. However, the purpose of this measure is to identify how many people have benefited from the Reablement service and have been helped to maintain their independence.

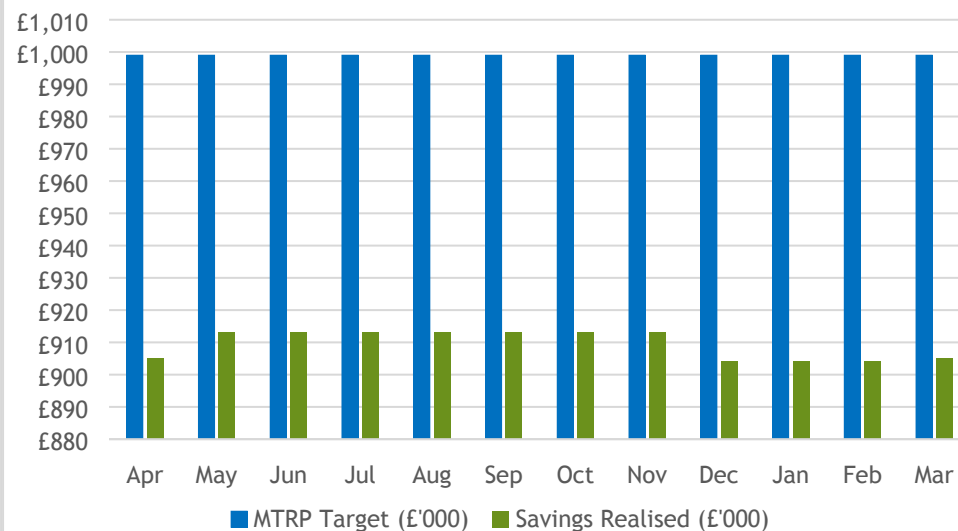
PI Result vs PI Target Definition	On Target				Short of Target (15% Tolerance)	Off Target (Over 15%Tolerance)
Performance Direction Definition (Based upon the performance from the previous reporting period)	 Performance has Improved				 Performance has Declined	 Performance is the same
Performance Measure (National / Local / Management Information)	Link To Service Plan Objective(s)	Q2 Result	2018/19	2018/19 Target	2017/18 Position	Service Area Comment (For Performance Indicators not meeting their targets)
						If we combine the two figures – 81.4% for no package of care after Reablement and 3.1% for a reduced package of care after Reablement it shows a total of 84.5% of clients achieving a positive outcome.
National (SSPM) – Reablement no package of care and support. Annual	Objective 3	N/A	81.4%	50%	 76%	
National (SSPM) – Adults who have received advice and assistance no repeat contact. Annual	Objective 1	N/A	79%	40%	 41.9%	

Adults & Community Services Finance Analysis

2018/19 Overall Net Position



2018/19 Delivery of MTRP Savings



Service Area Team	Deficit / (Underspend) £'000
Service Dev & Commissioning	(208)
Integrated OT	(53)
Frailty	(201)
Mental health	(31)
Managed care	1,244
First contact	(227)
Care & support	(44)
Other adult services	(136)
Adult safeguarding	51

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Scrutiny Report

Performance Scrutiny Committee – People

Part 1

Date: 11 June 2019

Subject **Scrutiny Adviser Reports**

Author Scrutiny Adviser

The following people have been invited to attend for this item:

Invitee:	Role
Daniel Cooke – Scrutiny Adviser	Present the Committee with the Scrutiny Adviser Reports for discussion and update the Committee on any changes.

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked to review and:

Committee’s Work Programme:

- Consider the Committee’s Forward Work Programme (**Appendix 1**):

Action Plan:

- Consider the Action Plan from the meeting on 4 April 2019 (**Appendix 2**);

Agenda item referral letters:

- Consider if the Committee wish to add the agenda item to the work programme

Information reports:

- Accept the information reports

2 Context

Background

- 2.1 The purpose of a forward work programme is to help ensure Councillors achieve organisation and focus in the undertaking of enquiries through the Overview and Scrutiny function. Effective work programming is essential to ensure that the work of Overview and Scrutiny makes a positive impact upon the Council’s delivery of services.

- 2.2 Further information about the work programming process, including the procedures for referring new business to the programme, can be found in our Scrutiny Handbook on the Council's Scrutiny webpages (www.newport.gov.uk/scrutiny).
- 2.3 The Centre for Public Scrutiny's Good Scrutiny Guide recognises the importance of the forward work programme. In order to 'lead and own the process', it states that Councillors should have ownership of their Committee's work programme, and be involved in developing, monitoring and evaluating it. The Good Scrutiny Guide also states that, in order to make an impact, the scrutiny workload should be co-ordinated and integrated into corporate processes, to ensure that it contributes to the delivery of corporate objectives, and that work can be undertaken in a timely and well-planned manner.

Forward Work Programme Updates

- 2.4 The Committee's work programme was set in April 2019, including estimated timescales for when the reports will be considered by the Committee. This programme is then managed and implemented by the designated Scrutiny Adviser for this Committee under the direction of the Committee Chairperson.
- 2.5 The Committee agreed to keep a degree of flexibility within its work programme to enable the Committee to respond to urgent / emerging issues. This item is an opportunity for the Committee members to raise any suggested additions to the work programme.

Action Sheet – 4 April 2019

- 2.7 Attached at **Appendix 2** is the action sheet from the Committee meeting on 4 April 2019. The responses to completed actions are included in the table.
- 2.8 For the actions that do not have a response – these will be included on the action sheet at the next meeting to ensure that the Committee can keep track of outstanding actions.

3 Information Submitted to the Committee

- 3.1 The following information is attached:

Appendix 1: The current Committee forward work programme;
Appendix 2: Action Sheet – 4 April 2019 Committee meeting;

4. Suggested Areas of Focus

Role of the Committee

The role of the Committee in considering the report is to:

- **Forward Work Programme**

Consider:

- Are there any amendments to the topics scheduled to be considered at the next Committee meeting?
- Are there any additional invitees that the Committee requires to fully consider the topic?
- Is there any additional information that the Committee would like to request?

- **Action Sheet – 4 April Meeting**

Consider:

- The responses to the actions from the meeting;
- Are you satisfied that you have received the necessary information?
- Are there any further issues arising from the responses that you would like to raise?
- For the actions that do not have responses – these actions will be rolled over to the next meeting and reported back to the Committee.

Section B – Supporting Information

5 Supporting Information

- 5.1 The Corporate Assessment, and the subsequent [follow up assessment](#) provide background information on the importance of good work programming. Specific reference is made to the need to align the Cabinet and Scrutiny work programmes to ensure the value of the Scrutiny Function is maximised.
- 5.2 The latest Cabinet work programme was approved by the Cabinet on a monthly basis for the next 12 months and includes the list of reports scheduled for consideration. Effective forward planning by both Cabinet and Scrutiny needs to be coordinated and integrated in relation to certain reports to ensure proper consultation takes place before a decision is taken. A link to the Cabinet work programme is provided [here](#) to the Committee as part of this report, to enable the Committee to ensure that the work programmes continue to reflect key decisions being made by the Cabinet.

6 Risk

- 6.1 If proper work programming procedures are not put in place, the organisation and prioritisation of the work programme is put at risk. The work of Overview and Scrutiny could become disjointed from the work of the rest of the Council, which could undermine the positive contribution Overview and Scrutiny makes to service improvement through policy development.
- 6.2 This report is presented to each Committee every month in order to mitigate that risk. The specific risks associated with individual topics on the work programme will need to be addressed as part of the Committee's investigations.

7 Links to Council Policies and Priorities

- 7.1 Having proper work programming procedures in place ensures that the work of Overview and Scrutiny makes a positive impact upon the Council's delivery of services, contributes to the delivery of corporate objectives, and ensures that work can be undertaken in a timely and well-planned manner.

6 Financial Implications

- 6.1 There will be financial consequences for some of the reviews undertaken. These will be commented upon by the Head of Finance as the reports are presented. The preparing and monitoring of the work programme is done by existing staff for which budget provision is available.

7 Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan](#)
- [Cabinet Work Programme](#)
- The Corporate Assessment and [follow up assessment](#).

Report Completed: May 2019

25th June 2019

Topic	Role / Information Required	Invitees
<p>End of Year Service Plan Reviews</p>	<p>Performance Monitoring - holding the executive to account for the Council's performance.</p> <p>The Service Plan will provide the Committee with a full picture of Service Areas performance and finances for a specific period of time.</p> <p>Monitoring of performance, focusing on:</p> <ul style="list-style-type: none"> • Achievement of outcomes and actions within service plans; • Scrutinising progress in improvements to areas of poor performance; • Assessing the extent to which performance objectives are contributing to the overall objectives and priorities of the Council, including Wellbeing Objectives and Improvement Plan Objectives. • Assessing the extent to which performance is in keeping with the performance management strategy; <p>The Committee will receive an overview of the performance of the service area including a list of the all of the service plan measures and an indicator of whether the targets have been achieved (Red, Amber and Green status). This will also include a summary of the common measures, which include complaints answered in timeframes, staff sickness rates, and the use of agency staff and overtime.</p>	<p>For Education Service</p> <ul style="list-style-type: none"> • Chief Education Officer; • Cabinet Member for Education and Skills, • Strategic Director - People <p>For Children and Young People Services:</p> <ul style="list-style-type: none"> • Head of Children and Young People; • Cabinet Member for Social Services, • Strategic Director – People.

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	<p>For any red and amber measure, the Committee will also receive more detailed information on these measures.</p> <p>Monitoring of budget, focusing on:</p> <ul style="list-style-type: none"> • Scrutinising variances in budget; • Assessing the extent to which performance is being achieved within budget; • Reviewing the outcomes and the delivery of agreed savings plans; 	
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Topic	Role / Information Required	Invitees
<p>Director of Social Services Annual Report</p>	<p>To consider the report provided by the Strategic Director – People and provide comment/ recommendations to Cabinet.</p> <p>The Director of Social Services has a statutory obligation to report annually to the Council, and consult with Scrutiny, on the delivery, performance and risks in relation to the whole range of social services functions, and to identify plans for improvement. This annual reporting requirement is in accordance with statutory guidance issued under Section 7 of the Local Authority Social Services Act 1970 and also the Local Government (Wales) Measure 2009, insofar as it relates to the continuous improvement of service delivery.</p>	<ul style="list-style-type: none"> • Strategic Director – People • Head of Children and Young Peoples Services • Head of Adult and Community Services
<p>Carers Strategy</p>	<p>This strategy was referred to the Committee by Officers and accepted at an earlier meeting. The Officers wish to have Members of the Committee provide pre-decision scrutiny on the report prior to it being publish. The Committees comments and recommendations will be used to complete the final draft.</p>	<ul style="list-style-type: none"> • Head of Adults and Community Services • Strategic Director – People

Looked After Children Report	This report was requested by the Committee at a previous meeting. The aim of the report is to provide the Committee Members with up to date information on the work being undertaken by the Council to support Looked After Children. The Committee will have an opportunity to provide comments to Officers and if desired, see further information at a later date.	<ul style="list-style-type: none">• Head of Children and Young Peoples Services• Strategic Director – People
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