

Agenda



Performance Scrutiny Committee - People

Date: Tuesday, 8 June 2021

Time: 10.00 am

Venue: Virtual Meeting

To: Councillors W Routley (Chair), J Watkins, H Thomas, J Richards, S Marshall, T Watkins, C Townsend, J Cleverly, Y Forsey and L Lacey

Item	Wards Affected
1	<u>Apologies</u>
2	<u>Declarations of Interest</u>
3	<u>Minutes of the previous meeting held on 2 March 2021</u> (Pages 3 - 8)
4	<u>2020/21 Service Plan End of Year Reviews</u> (Pages 9 - 52)
5	<u>Conclusions of Committee Reports</u> Following the completion of the Committee reports, the Committee will be asked to formalise its conclusions, recommendations and comments on previous items for actioning.
6	<u>Draft 2021-22 Annual Forward Work Programme</u> (Pages 53 - 62)
7	<u>Live event</u> To view the live event please click here

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Date of Issue: Tuesday, 1 June 2021

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Minutes



Performance Scrutiny Committee - People

Date: 2 March 2021

Time: 10.00 am

Present: Councillors J Watkins (Chair), H Thomas, J Richards, S Marshall, T Watkins, C Townsend, J Cleverly, W Routley, Y Forsey and L Lacey

In Attendance: Sally Ann Jenkins (Head of Children & Young Peoples Services), Caroline Ryan-Phillips (Service Manager - Integrated Family Support), Neil Barnett (Scrutiny Adviser) and Louise A Thomas (Governance Officer)

1 Apologies

None.

2 Declarations of Interest

None.

3 Minutes of the Previous Meeting held on 19 January 2021

The minutes of the meeting held on 9th January 2021 were approved as a true and accurate record. A query was raised regarding the extra IT equipment mentioned in the minutes. The Scrutiny Officer agreed to check if it had been delivered yet and would report back.

4 Youth Justice Service - Covid-19 Report

Attendees:

Sally Jenkins – Head of Children and Young Peoples Services

Caroline Ryan-Phillips - Service Manager Integrated Family Support

The Head of Children and Young Peoples Services introduced the report on the Youth Justice Service and how they had been operating during the pandemic period. The Recovery Plan Report detailed the approach adopted by the Youth Justice Service from the start of the pandemic, including information on how all the key areas of the service had continued to be delivered throughout. It had been a difficult and challenging year and the staff had gone to great lengths to provide continuity and also develop the service and move things forward.

Members asked the following:

- What actions had been taken in the area of restorative justice?

The Head of Children and Young Peoples Service responded that unfortunately a lot of the activities pursued a year ago had been unable to continue during the

pandemic. However, the old days of punitive measures such as litter picking were not used by Newport City Council. Any activity was meaningful and had an educational element to it. An example was given of a youth convicted of a case of arson and part of her reparation work was utilising her art skills to make a poster highlighting the dangers. The ideal was to educate the young offenders so that they learnt from their term of restorative justice.

- A member commented that the report highlighted how adjustments made during the pandemic had appeared to work so effectively that they were intended to continue post pandemic. She also queried what the negative effect was due to the various partners using different IT systems.

The Service Manager- Integrated Family Support responded that there had initially been issues caused by the use of different IT systems but they had been resolved to a certain degree. The virtual platform used by the Police service we now had the ability to access. In an ideal world we would all be on compatible systems but we had managed to overcome most obstacles in a timely manner. We had all benefited from virtual meetings. Post-court orders now had more attendance at the virtual meetings than previously and going forward we would continue to have some form of virtual meeting. It was clear that blended meetings were going to be the way forward in the future.

- A member asked why we had not yet embraced face to face contact with young people and their families. He expressed concern that using only virtual engagement methods it was difficult to fully assess a family dynamic and there could well be safeguarding issues.

The Head of Children and Young Peoples Services clarified that we had continued to carry out face to face visits during the pandemic. All visits were pre planned and risk assessed beforehand to ensure staff had the necessary PPE and able to manage any risks involved. We were in the same position as neighbouring authorities and used a shared approach and continued to attend face to face visits when it was safe to do so. We had to be mindful to ensure that whilst restrictions were in place we worked to the letter of the law.

- Members asked what were the benefits of the team moving to the Civic Centre

The Service Manager- Integrated Family Support responded that the move, which was pre-arranged had taken place right at the start of the pandemic. There was real merit in having staff from different areas of Children's Services being in close proximity in the same building. Communication was much improved.

- A member queried the current position with Partnership working and how this affected the outcomes for young people.

The Head of Children and Young Peoples Services stated that partnership working was very positive. We were a multi-agency service and operationally our work and collaboration with the Police in particular had improved. When the Courts had initially closed, we paid close attention to young adults to ensure they would not slip through the net and be tried as adults. We ensured that no child would get lost in the system. We maintained good links with our child protection teams to bring everything together with free flow of information to ensure the best outcomes. The aim was to identify issues at the earliest opportunity and intervene before they reached the point of arrest and charge. Over half of our existing caseload was at the preventative level.

- The member followed up with a question on the challenges moving forward.

The Head of Children and Young Peoples Services stated that as with every service, there was considerable concern post Covid on the effects on children and their mental health. From very young children through to teenagers, all had been affected through the disruption to their learning and life experiences. The challenges going forward would be how to address this in the future. We had begun to think about this and had started to meet with our partner agencies to think about how we were going to repair this. There were also issues to consider regarding our workforce who have also had to deal with these challenges themselves. Whilst we had things in place to support staff, it would still be an issue and pose difficulty post recovery.

- In response to a question, it was confirmed that the Youth Courts both in Newport and Cwmbran were both currently open.
- Members asked if there has been an increase in the numbers within the Youth Justice Service and what impact this had on staff within the Service.

The Service Manager - Integrated Family Support responded that numbers had slowly increased but that was due to the service engaging and collaborating and these were now prevention cases that had been identified much earlier in the process. This was a good indicator that we were successful in trying to prevent young people reaching the youth justice system. The reoffending rate post court was 25% although the numbers this represented were very small, only 2 cases. All staff had access to supervisors for advice and support and there were also Corporate wellbeing avenues such as Care First etc. Staff appeared to feel more valued as they could see they were having a more effective role in the assistance of children and preventative measure having better outcomes for children. Morale appeared to quite high as the staff were passionate and engaged.

- A Member asked if we envisaged a large increase in the amount of court proceedings due to a backlog and if we would need more staff to deal with these.

The Head of Children and Young Peoples Services stated that she did not anticipate an increase in court cases as the preventative measures the Service were introducing would offset the need for court cases.

The Chair thanked the Head of Children and Young Peoples Services and the Service Manager- Integrated Family Support for their attendance and the meeting and asked that the thanks of the Committee be conveyed to their staff for their work during the pandemic.

5 Conclusions of Committee Reports

- The Committee commended the amount of information about the service area's staff and their way of working. They noted the number of positive changes coming from the new way of working. Comment was raised that there was not much information about the children and the number of children and young adults currently in the system and the various stages they were at. It is hoped that more information could be included in future reports.

- The Committee were pleased to hear that the service area know what the majority of the challenges are and how they are working through them. The Committee also praised the strength of the relationship amongst the teams and the upward direction of travel their work is following.
- The Committee raised concerns regarding ongoing IT issues with partners, especially with the Police. It was hoped that this would soon be resolved.

6 **Forward Work Programme Update**

Attendees:

- Neil Barnett (Scrutiny Adviser)

a) Forward Work Programme Update

The Scrutiny Adviser presented the Forward Work Programme, and informed the Committee of the topics due to be discussed at the next committee meeting:

Tuesday 8 June 2021 at 10am

2020/21 Service Plan End of Year Review

- Children and Young People Services
- Adult and Community Services

Tuesday 22 June 2021 at 10am

2020/21 Service Plan End of Year Review

- Education

Members asked the following:

- Query was raised about the Bridge Achievement Centre (BAC). It was asked if the Committee could receive an update on how the BAC has been operating and the wider recovery aims. The Scrutiny Adviser told the Committee that this request would be passed onto the Education Team for information to be passed to Members.

The meeting terminated at 11.22 am

**Performance Scrutiny Committee - People
ACTION SHEET – June 2021**

	Agenda Item	Service area / Performance measure	Action	Responsibility	Outcome
1	Youth Justice Service – Covid-19 Report	Children and Young People Services	Scrutiny Adviser to send the Committee's comments and recommendations to the Head of Children and Young People Services and Service Manager Integrated Family Support for acknowledgement.	Scrutiny Adviser	Completed – emailed to Head of Children and Young People Services and Service Manager Integrated Family Support
2	Forward Work Programme Update	Law and Regulation	The Committee approved the report and the items to be considered during the next two meetings.	Scrutiny Adviser	Work programme updated.
3	Forward Work Programme Update	Law and Regulation	The Committee asked if they could receive an update on how the Bridge Achievement Centre has been operating and the wider recovery aims.	Scrutiny Adviser	Ongoing – emailed Chief Education Officer to provide update. Chief Education Officer to arrange an appointment with the Chair.

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Scrutiny Report

Performance Scrutiny Committee – People

Part 1

Date: 8th June 2021

Subject 2020/21 Service Plan End of Year Reviews

Author Scrutiny Adviser

Responsible Cabinet Member / Officer:	Area / Role / Subject
Paul Cockeram	Cabinet Member for Social Services (Adults and Children Services)
Chris Humphrey	Head of Adult & Community Services
Sally-Ann Jenkins	Head of Children & Young People Services

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked:

- 1.1 To consider the following Service Plan Year-End Reviews in relation to their performance for 2020/21. Each Mid-year review report includes an Executive Summary, 2020/21 Budget and Forecasted Expenditure, Q2 Service Areas Risks, Executive Summary, Analysis of Performance against Service Plan Objectives and Performance Measures as at end of Quarter 4 (31st April 2021) for:
- **Appendix 1** – Adult & Community Services
 - **Appendix 2** – Children & Young People Services

2 Context

Background

- 2.1 Each Service Area has set a Service Plan to support the delivery of the Council’s Corporate Plan 2017-22 and now the Strategic Recovery Aims which were endorsed by the Council’s Cabinet in June 2020. Annually, each service area reviews their plans and updates accordingly based upon resources (finance and human resources), strategic objectives and risks.

Service Plans for 2020/21 include:

- Key programme and project work being undertaken by the service area;
- Service Plan Objectives and planned actions including links to the Strategic Recovery Aims;
- Performance measures including National (Welsh Government / Public Accountability Measures) and locally set measures; and
- Service area risks.

- 2.2 Service Plans were originally approved by Cabinet Members in 2018/19 and have been annually reviewed and updated as the Council has progressed in the delivery of the Corporate Plan. The 2020/21 service plans has been approved by the relevant Cabinet Member, following the Member consultation process. This report presents Members with the Year-end Reviews for each Service Plan. Due to Covid-19, the 2019/20 Year-end reviews did not take place and were provided to Scrutiny members for information in August 2020. A copy of the 2020/21 Service Plan will be provided to Scrutiny Members as part of the reporting pack.
- 2.3 At the start of this financial year, the Council's Cabinet endorsed the Council's Strategic Recovery Aims in response to the Covid-19 crisis and to enable service areas to focus on recovering their services and adapting to the changes as a result of the current restrictions in place. A copy of the Strategic Recovery Aims will be linked into the Report.

3 Information Submitted to the Committee

- 3.1 This year's report for Year-end reviews cover the period 1st April 2020 to 31st March 2021 and include: 2020/21 Budget and Forecasted Expenditure, Service Areas Risks, Executive Summary, Analysis of Performance against Service Plan Objectives and Performance Measures.

The updates are structured into the following sections:

Introduction and Financial Summary	Each report provides an introduction to each service area and their main objectives, budget and forecasted expenditure for the financial year 2020/21.
Executive Summary	The Executive Summary of the Head of Service is provided as an overview of performance for the first six months of the financial year. Heads of Service will also provide a summary of the impacts that Covid-19 has had on the service area and will also be looking forward for the remaining six months of the financial year.
Service Area Risks	Overview of corporate and service risks including risk scores for Quarter 2 and the previous three quarters. Also included is a glossary for the objective updates and risk scores. Note: Corporate and Service Risks are reported quarterly to the Council's Audit Committee and Cabinet.
Analysis of Progress against Objectives / Actions	Each service plan will have an overview of progress made in the first six months (1 st April 2020 to 31 st March 2021) against the objectives and their actions. For this years' service plan, actions will also indicate where they support the Council's Strategic Recovery Aims. Each action has a start date and an end date. Actions that are commencing from 1 st October 2020 onwards will be included but not performance reported against it. Performance against each action will be based upon Red / Amber / Green (RAG) status based upon whether the action is anticipated to be delivered by the agreed date or not. Each action also has a percentage of completion to enable Members to understand the current progression against the action. <ul style="list-style-type: none"> • Green C / 100% - Action has been completed • Green % - Action is on target to complete by agreed timescale • Amber % - Issues are identified which could impact on the delivery of the action by the agreed timescale. • Red % - The action is not going to be able to deliver by agreed timescale and immediate action is required. • ? – Unknown – Data missing.
Performance Measures	Performance measures reported in the review are for the first six months of the financial year. Not all performance measures will be reported as they may be reported annually and therefore will be included as part of the End of year review process. Additionally, this year due to Covid-19 there may also be some performance measures that cannot be reported due to the measure being suspended or for other reasons the service area is unable to collect the data. Where this occurs the service area will indicate this in the report.

	<p>For performance measures that are reported the figure will indicate whether it is achieving its target or if it is under achieving. Where measures are under achieving against the target (Amber / Red) the service area will provide commentary to explain the reason(s) and what action is being taken to improve performance. Performance of the Measures is ranked using the following:</p> <ul style="list-style-type: none"> • Green - Performance is above Target • Amber - Performance is below Target (0-15%) • Red - Performance is under achieving (+15%) • ? – Performance is unknown (data missing) <p>The report will also include the performance measures previous performance in the last three years for comparison.</p>
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4. Suggested Areas of Focus

4.1 Role of the Committee

<p>The role of the Committee in considering the report is to:</p> <p><u>Assess and make comment on:</u></p> <ul style="list-style-type: none"> • Finance – Based upon current forecasting and considering the impacts of Covid-19, is the service area projected to be under spent or over spent by the end of the financial year? <ul style="list-style-type: none"> ○ Is there sufficient assurance that service delivery is not impacted? • Objectives and Actions – Is the service area making good progress against the actions identified in the service plan? <ul style="list-style-type: none"> ○ For actions that have been completed, has the service area demonstrated what the outcome(s) of delivery are and what impact it has had on the service area. ○ The impact(s) of Covid-19 on the capacity and capability of the service area to deliver its objectives. ○ For actions still in progress, are these actions still projected to be completed on time and are there any areas where further clarification is required. ○ Do Members have sufficient assurance that good progress is being made by the service area to support the overall delivery of the Corporate Plan and the Strategic Recovery Aims. • Performance Measures – Are there any performance measures that are under performing and is there reasonable explanation and sufficient action being taken to address performance both in the short term and long term. <p><u>In drawing its conclusions, the Committee should assess:</u></p> <ul style="list-style-type: none"> • Is the Committee satisfied that the service areas are making good progress against their objectives, actions and performance measures at the end of quarter 4? • What was the overall conclusion on the information contained within the reports? • Are there any areas that requires more in-depth reviews by the Committee • Are there any areas in the report that are missing and/or require further clarification? • Does the Committee wish to make any Comments / Recommendations to the Cabinet?

4.2 Suggested Lines of Enquiry

In evaluating Service Plan performance, the Committee may wish to consider:

- Analysing the Service Plan Mid-Year Reviews and evaluating how well Service Areas performed in the first half of the financial year against the objectives, actions, recovery aims and performance measures in their service plans;
- Has the service area fully considered the impacts of Covid-19 in the delivery of their objectives?
- Is the service area taking demonstrating sufficient steps to innovate or change the way they deliver services to meet the long term needs of its users?
- Are targets sufficiently challenging and balanced between being realistic and robust especially in light of the Covid-19 crisis?
- Are actions appropriately contributing to the Well-being objectives and Strategic Recovery Aim(s) listed?
- Is any underperformance being addressed and are associated risks being mitigated?
- What is being done to improve performance for the second half of this financial year (taking ongoing Covid-19 impacts into consideration)?
- Are there any emerging risks / issues and lessons learned as result of Covid-19 on the service area both short term and long term?
- 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 within this financial year?

4.3 Well-being of Future Generations (Wales) Act

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.	Do the objectives and actions of the service area take into account the long-term trends that will impact services areas?
	Do the objectives and actions consider the needs of service users and future trends of service delivery? E.g. What is the demographic forecast of young people living in Newport services required to support needs of future service users?
Prevention Prevent problems occurring or getting worse.	Do the objectives and actions undertaken prevent issues being faced by service users / communities now and in the future?
	Are the solutions being provided today having an impact on the root causes of the problem(s)?
	Is the service area addressing areas of underperformance that will improve service delivery in the short term and long term?
Integration Considering how public bodies' well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.	Are service areas considering the goals of strategic partner organisations, the Public Services Board and wider regional / national objectives?
	Is the progress of delivery against objectives aligned with that of other Council service areas, strategic partners and that of other organisations?
Collaboration Acting in collaboration with any other person (or different parts of the organisation itself).	Who does the service area collaborate with (Internal / external) to deliver objectives and actions?
	What are the lessons learned and benefits from collaborative working?
	How does collaboration benefit the Council and service users in the long term? E.g. resource, knowledge, expertise, value for money, outcome(s) for the service user.
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	How are the views of the service user / wider community and partners being considered in the delivery of services and activities?
	How does the feedback of service users, citizens and businesses improve their experience and ensure lessons are learned?

which the body serves.

How do you ensure the views of vulnerable and marginalised communities taken into consideration on decision making?

Section B – Supporting Information

5 Links to Council Policies and Priorities

- 5.1 Service Plan End of Year Reviews directly support the delivery of the Council’s Well-being Objectives set in the Council’s Corporate Plan 2017-22 and the Strategic Recovery Aims. Furthermore, the four Well-being Objectives contribute towards the delivery of the Public Services Board ‘One Newport’ Well-being Plan 2018-23 and ultimately the Well-being Goals set in the Well-being of Future Generations Act 2015. An overview of the strategic alignment is highlighted in the table below.
- 5.2 Members of the Committee should also consider the statutory duties that service areas are required to deliver and comply with necessary legislation. These are outlined in the Council’s Constitution and where necessary stated in the report.

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			

6. Background Papers

- [The Essentials – Well-being of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2017-22](#)
- [Strategic Recovery Aims](#)
- Adult & Community Services Service Plan (2020-21)
- Children & Young People Service Plan (2020-21)

Report Completed: June 2021

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Adult & Community Services

End of Year Review 2020/21



**Cabinet Member for Social Service –
Councillor Paul Cockeram
Head of Service – Chris Humphrey**

Introduction

This is the Adults & Community Services update on the progress being made against the objectives, actions, performance and risk for the period 1st April 2020 to 31st March 2021. Service plans have been designed to support the delivery of the [Council's Corporate Plan 2017-22](#) and the [Council's Strategic Recovery Aims](#) in response to the Covid-19 crisis. As one of the 44 public bodies, Newport Council must consider the Well-being of Future Generations Act in the delivery of its plans and the sustainable development principle of meeting our duty under the Act.

Long term		The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.
Prevention		How acting to prevent problems occurring or getting worse, may help public bodies meet their objectives.
Integration		Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.
Collaboration		Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.
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.

To support the delivery of the Council's Corporate Plan 2017-22 and the Strategic Recovery Aims, the Adult & Community Services Plan 2020/21 focuses on the delivery of:

- **Wellbeing Objective 3** – To enable people to be healthy, independent and resilient; and
- **Strategic Recovery 3** – Promote and protect the health and wellbeing of people, safeguarding our most vulnerable and building strong, resilient communities.

The 2020/21 Service Plan has five objectives that are focused on:

Objective 1 – Early Intervention and Prevention.

We will direct and signpost effectively and when support is required we intervene early to prevent escalation and dependence

Objective 2 – Integrated working across health and social care.

The development of an integrated approach to the provision of care and support for people in Newport through the establishment of Neighbourhood Care Networks.

Objective 3 – Commissioning.

The procurement and management of service contracts that deliver high quality, cost effective and sustainable services based on evidenced community need and market intelligence.

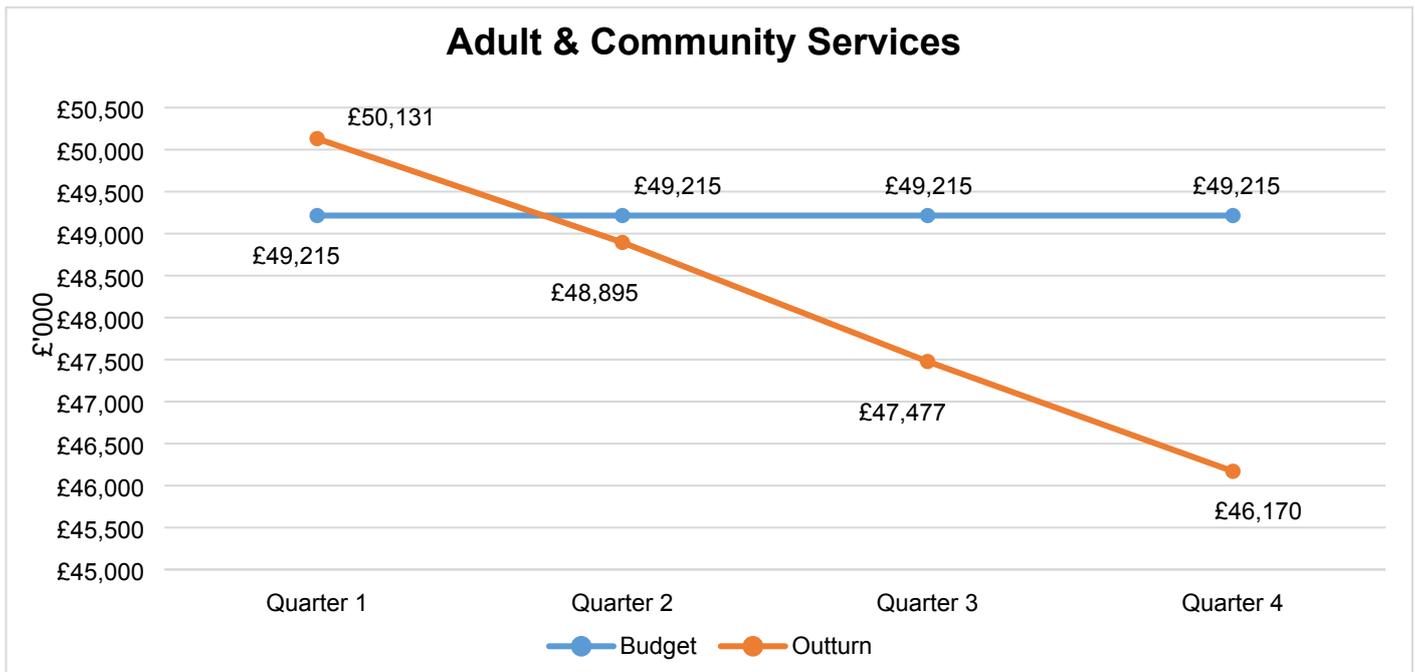
Objective 4 – Carers.

To fulfil NCC's responsibility to carers as required by the Social Services & well-being Act providing support and reducing carer breakdown.

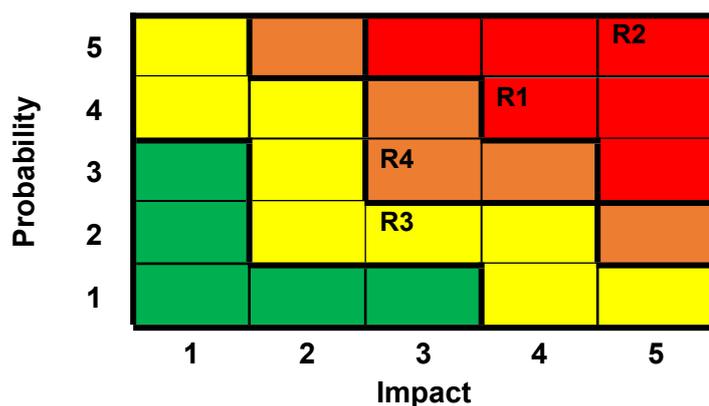
Objective 5 – Safeguarding.

To improve safeguarding arrangements that protect children and adults within all aspects of Council services functions and duties.

2020/21 Budget and End of Year Outturn



Service Risks as at 31st March 2021



Adult Services Risk Heat Map Key (Quarter 4 2020/21)	
R1 – Pressure on Adult & Community Services	R2 – Stability of Social Services Providers
R3 – Safeguarding Risk	R4 – Liberty Protection Safe Guards Legislation

Corporate / Service Risk	Risk Score Quarter 1 2020/21	Risk Score Quarter 2 2020/21	Risk Score Quarter 3 2020/21	Risk Score Quarter 4 2020/21	Target Risk Score
Corporate Risk – Stability of Social Services Providers	25	25	25	25	6
Corporate Risk – Pressure on Adult & Community Services	20	20	20	20	10
Service Risk – Liberty Protection Safe guards Legislation.	12	12	12	9	4
Corporate Risk – Safeguarding Risk	6	6	6	6	4

Executive Summary from the Head of Service

At the beginning of the Pandemic Newport experienced high case numbers. This created unprecedented challenges for social care, further exacerbated by shortages of PPE and high levels of anxiety and sickness for both service users and staff.

Throughout the year and particularly in April, May and December there were significant outbreaks of Covid in Newport care homes resulting in a number of related deaths that represented twice the average when compared to previous years.

At the point of the first lockdown Social Workers made contact with all those receiving a care and support service in the community to discuss how they would manage if their usual carers were unavailable. Some services such as day care and respite were closed, thereby placing pressure on families. This ensured that those identified as most at risk, without family support or with high care needs continued to receive contact from Social Workers. This arrangement continued throughout the year to ensure changing circumstances are monitored.

Where required, community visits by Social Workers, Amhp's, & OT's were undertaken in accordance with Covid guidelines. The hospital teams were present on the wards throughout and in conjunction with Reablement services continued to minimise delayed hospital discharges and to offer the right level of support for people to return home.

Support was offered to internal and externally commissioned services in the provision of additional funding, PPE, fast tracking vaccinations for front line workers and more recently, supplies of lateral flow tests.

Reporting mechanisms were established to monitor the ongoing situation in line with civil contingency oversight and Local Authorities, ABUHB, Public Health Wales and Environmental Health shared information with Local Authorities and offered practical advice and guidance to providers in real time.

Our 3 NCC care homes invested in technology to keep residents connected with families and facilitated visits when possible. A new outreach service was developed to reduce isolation and loneliness and this will become a permanent service offer for the citizens of Newport to offer respite in the absence of the former day service.

Housing Support services continued to operate and worked closely with our internal Housing Needs Department and the regional drug and alcohol service to support homeless people. This work will continue and additional funding has been provided by Welsh Government during 21/22 and on an ongoing basis in acknowledgement of the need to maintain momentum and further develop sustainable provision.

Planned work was impacted by the Pandemic and several strands were subject to delays. These will move forward into the new service plan and will be progressed as the pressures of Covid ease. However, some significant progress was made, particularly around the opening of the Grange Hospital and the work that was required to review existing hospital discharge pathways to incorporate systems on the new site. Home First is now fully operational at the Grange as part of that discharge pathway.

Herbert Road is a new housing scheme offering accommodation to 5 people with learning disabilities. Although delayed, the new residents moved in to their new home in March.

The consequences of the Pandemic are still unknown and will take time to work through. The additional funding made available by the Welsh Government is due to end in September 2021 and this will impact on the long term sustainability of some services. Ongoing financial viability will depend on several issues including the need for Covid measures such as social distancing to remain in place and the preference of service users who may want to change the way their support is delivered.

We are working closely with providers and looking at our own service offer to ensure that, where appropriate, services are modified and opportunities are developed. For example, some services have found that the availability of virtual support and information has worked well and can help to manage demand and encourage engagement. This will translate into new ways of working that we will continue to develop and monitor.

We have seen an increase in the number and complexity of referrals across all aspects of adult services but it is not yet clear how much of that is a temporary consequence of the Pandemic. The successful roll out of vaccinations is driving increased confidence for those wishing to return to services and the removal of restrictions will mean that carers have less availability but we are still unable to predict the longer term impact on demand.

The new performance framework developed by Welsh Government for Social Services is still in the implementation phase and final year figures are not yet available. The WCCIS recording system had to be modified to accommodate the new reporting requirements and this work was delayed across Wales because of Covid but NCC data will be available by the end of June 2021

For 2021/22 the focus will be very much on recovery, to re-establish work streams and identify the new priorities that will emerge as a result of the Pandemic.

Glossary

Actions (Red / Amber / Green)

C	Green RAG – Completed
%	Green RAG – Action is on course to be completed within timescale
%	Amber RAG – There are potential issues which unless addressed the action might not be achieved within agreed timescales.
%	Red RAG – The action requires immediate action to achieve delivery within agreed timescales.
?	Unknown RAG (Data missing)

Service Plan Update (31st March 2021)

1. Early Intervention & Prevention

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1	To continue to develop First Contact as a multi-agency, multi-disciplinary team effectively managing demand. This includes the integration of the Frailty service into the First Contact Team.	Integration of the Frailty service into the First Contact Team will improve the signposting and access to services by Newport citizens. This will also reduce the number of single points of access and improve the efficiency of the service. The service will also improve its resilience to service demand pressures and ensure an integrated approach is provided to citizens.	Not Applicable	1 st April 2019	31 st March 2022	80%	80%	Steady progress has been made despite Covid service pressures Workshops have taken place between partner agencies to look at pathways, WCCIS, service design and work flow through the new look team.
2	Implementation of the revised Telecare Service - To further develop the availability of assistive technology as a means of preventing or supporting a care and support plan.	The delivery of this action will help support service users to live independently, stay in control of their health and wellbeing in the long term. This service also provides assurance to service user's family and carers as a means of preventing and/or supporting a care plan.	Not Applicable	1 st April 2020	31 st March 2021	70%	C	The Telecare service is now well established and an active offer for Newport residents The range and type of equipment available following assessment has been expanded, Staff training and awareness have also been provided to encourage the use of the equipment.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
3	Development of a regional approach for service users to access and use the Direct Payments service.	<p>This supports the delivery of the Direct Payments project and will deliver:</p> <ul style="list-style-type: none"> • Consistent service model adopted across the region; • Improve the future resilience of the service model for Newport citizens; and • Ensure individuals are able to have greater independence and tailored support that meets their needs. 	Not Applicable	1 st April 2020	31 st March 2022	50%	50%	<p>Regional meetings were suspended by the Steering group to Covid pressures</p> <p>They have now been reinstated starting this month to explore the current appetite for a regional approach between Newport, Caerphilly, Monmouthshire and Blaneau Gwent</p>

2. Integrated working across Health and Social Care

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1	To provide integrated health and social care support to Newport citizens.	Adult Services is able to offer Newport citizens the provision of care and support that enables them to be healthy, independent and resilient.	Not Applicable	1 st April 2019	31 st March 2022	25%	C	This action covers many areas already covered in the Service Plan. The Annual Director of Social Services Report will provide an overview of the work that Adult services has delivered in 2020/21.
2	To develop and effectively integrate the Regional Home First initiative into the hospital pathway and to further align patient flow processes within hospital discharge.	Through collaboration with the Health Board and partners we will be able to: <ul style="list-style-type: none"> • Prevent admission • To build further on early planning for discharge to prevent avoidable delays 	Not Applicable	1 st April 2019	31 st March 2022	50%	50%	Home First has realigned back to its original remit within the Royal Gwent Hospital (RGH) and Neville Hall Hospital (NHH) hospital sites following the changes to support COVID 19. In December 2022 the service expanded to cover the new Grange University Hospital (GUH) that opened. The opening of the site six months earlier than originally expected has required a complete review of the hospital pathways as the landscape at RGH and NHH has now changed as a result of services redirecting to the GUH. There is currently ongoing work in collaboration with ABUHB to agree the pathways between sites and the role of Home First. Home First has had a positive impact on the patient flow at the GUH site and is now embedded into the framework for discharge across the site and work will continue across all sites to reaffirm the Home First ethos and ensure it is embedded into all discharge pathways especially as we move out

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
								of a primarily COVID status in hospitals.
3	To improve the support available for young people with learning disabilities to transition from Children Services into Adults Services.	<ul style="list-style-type: none"> • Ensure young people are able to have tailored support that will maximise their opportunities to achieve independence into adulthood. • Enable integration of key Council, health and partners to support young people through the transition process. • Enable early planning and involvement with young people, their families and/or carers to support them throughout the transition process. 	Not Applicable	1 st April 2020	31 st March 2022	60%	70%	Transition planning continues. The work of the OT and assistant social worker for transitions has mainly gone on line due to Covid constrictions and family concerns about the health of those in transition.

3. Commissioning

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1	Assess the impact of Covid 19 on the long term future sustainability of service providers ensuring that the market is able to offer sufficient market capacity and diversity.	This will provide an understanding of the impact that Covid 19 has had on the social care sector and service users in Newport. The outcomes of this work will determine the future market offer to ensure service users receive high quality and sustainable care and support packages that enables healthy, independent living.	Strategic Recovery Aim 3	1 st April 2019	31 st March 2022	20%	20%	The long term impact on providers is not yet fully understood - the detail is still being developed and a full picture will not be available until later in the year when the vaccination programme is completed and people are confident to come back into service. New regulations such as social distancing will impact on the sustainability of services in the short to medium term and the gradual removal of WG funding will influence which services will have the opportunity to maintain their position in the market.
2	To monitor the quality of services to ensure they deliver against agreed outcomes and offer value for money.	Service providers are able to provide sustainable services that are meeting the necessary quality standards and requirements stipulated in their agreements.	Not Applicable	1 st April 2019	31 st March 2022	70%	70%	The Pandemic changed the way in which we engage with providers. Lines of communication have been maintained and the team are starting to plan for the reinstatement of site visits when safe.
3	Work with Aneurin Bevan University Health Board and Local Authority partners to develop common contracts and monitoring protocols.	The delivery of this action will ensure that there is a consistent approach in setting up and monitoring contractual arrangements in Newport.	Not Applicable	1 st April 2019	31 st March 2022	80%	80%	As per the previous update, the work around common contracts and monitoring has taken on a new meaning during the Covid crisis. A joint contract between ABUHB and the LA is in place but the experience of monitoring Covid outbreaks has ensured close working with Environmental Health, ABUHB, and Public Health Wales. The practical experience and relationships that

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
								have been so crucial to ensuring ongoing oversight are incredibly valuable to all partners and offers the opportunity for further development.
4	<p>To further develop the People Commissioning function to oversee all commissioning and contractual activity within the Directorate.</p> <p>To monitor the People Commissioning Function to maximise opportunities to add value across the whole service area.</p>	The delivery of this action will seek to ensure value for money is provided across Adult and Children's social services ensuring that service users, families and carers receive the necessary care support packages to live healthy, independent and resilient.	Not Applicable	1 st April 2019	31 st March 2022	75%	75%	The People Commissioning Team has maintained ongoing communication with all providers during the Pandemic to ensure guidance and funding has been distributed in accordance with WG requirements
5	Develop a regional Appointeeship service through collaboration with other local authorities and partners.	<p>The outcome(s) of this action will ensure:</p> <ul style="list-style-type: none"> Consistent service model is adopted across the region for all citizens. Improve the access and efficiency of the Appointeeship service for Newport citizens. 	Not Applicable	1 st April 2020	31 st March 2022	10%	10%	This project was put on hold due to the Pandemic. The work has recently re-started and progress towards common processes is in scope.
6	Independent Living Strategy – To facilitate the move on of 5 people with learning disabilities to a new	This action will enable service users with learning disabilities to live healthy,	Not Applicable	1 st April 2020	31 st March 2021	50%	C	Herbert Road was completed by the beginning of March and all five residents were moved in by 29 th March 2021.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
	development in Herbert Road.	independent lives within the community.						
7	Continue to provide and develop in house provision	To continue to provide and develop in house provision where appropriate and cost effective.	Not Applicable	1 st April 2019	31 st March 2022	C	C	We provide 3 care homes for older people which are very much in demand and we often have a waiting list. We also provide 15 step down beds for people who need further reablement before returning to their own home and Parklands where these beds are situated has become a Reablement hub which supports people in the unit and in the community.

4. Carers

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1	To continue to develop the Newport Carers Network to facilitate engagement and opportunities to provide specialist information	The delivery of this action will enable Adult Services to support carers and provide integrated support that will prevent carer breakdown.	Not Applicable	1 st April 2019	31 st March 2022	80%	80%	<p>The Carers Network officer has returned to work following maternity leave.</p> <p>Extra resources are still in place to support this work stream as extremely busy due to pressure felt by carers during this pandemic.</p> <p>Planning in place for Carers week and the reopening of Community Centres so we can provide face to face support again in the near future. Website has been updated and WCCIS changes made to become compliant with the new Carers stats required from April 1st 2021.</p>
2	To develop a revised service offer for adult carers	<ul style="list-style-type: none"> • Ensure adult carers are able to be signposted and access the service(s) they need. • Involvement of carers to ensure their financial, physical and emotional wellbeing is supported throughout, • Enable integrated support for all carers by the Council, health, third sector and charities. 	Not Applicable	1 st April 2019	31 st March 2021	90%	C	<p>This work stream is nearly complete</p> <p>The last part which is being launched is a suite of information Carers can access via the NCC website 24/7 which will send them the pertinent information they want immediately</p>

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
3	To develop a revised service offer for young carers in partnership with Barnardo's	<ul style="list-style-type: none"> • Ensure young carers are able to be signposted and access the service(s) they need. • Involvement of carers to ensure their financial, physical and emotional wellbeing is supported throughout, Enable integrated support for all carers by the Council, health, third sector and charities. 	Not Applicable	1 st April 2020	31 st March 2021	60%	60%	Delayed due to service pressures and Young carers ID card development and launch taking precedence for partner agencies. Meetings are now in place to formulate an offer with partner agencies and young carers.

5. Safeguarding

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1	To implement new processes for Liberty Protection Safeguards which will be introduced in October 2020.	The Mental Capacity Act requires the Council to implement the deprivation and Liberty Protection Safeguards for Newport citizens. The delivery of this action will ensure the Council's processes meet these new legislative requirements.	Not Applicable	1 st April 2020	30 th September 2021	50%	75%	Implementation is delayed until April 2022. Regional and local training in progress.
2	To continue to support and empower citizens through the adult safeguarding process.	The delivery of this action will ensure all Newport Citizens, Partners, Council Members and Officers are able to raise safeguarding concerns and issues and have confidence that these are investigated in accordance with the Social Services and Wellbeing Act,	Not Applicable	1 st April 2019	31 st March 2021	90%	97%	Continued to improve and is now standard practice for all adult safeguarding referrals. Standard part of training for all practitioners in safeguarding.
2.1	To provide training and raise awareness of the new Liberty Protection Safeguards for all practitioners and officers.	The delivery of this action will ensure practitioners and officers are aware of their role and responsibilities under	Not Applicable	1 st April 2020	31 st November 2020	50%	90%	Legislation implementation delayed until April 2022, continuing with training schedule.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
		the new LPS legislation. This will also prevent non-compliance with the new legislation.						
2	To provide training and Practitioner access to Welsh Government Safeguarding App through council mobile phones and computers.	The delivery of this action will ensure practitioners are aware of their safeguarding role and responsibilities. The new app will improve the accessibility for staff and to locate the necessary information that they require whilst undertaking their duties.	Not Applicable	1 st April 2020	31 st March 2021	C	C	Staff are now able to access the policies and procedures via an App on their work phones
3	Contribute towards the All Wales Adult Safeguarding Guidance	To contribute towards the new All Wales Adult / children Safeguarding Guidance.	Not Applicable	1 st April 2019	31 st December 2020	C	C	The new guidelines have now been published and we have updated our internal policies and procedures accordingly.
4	Website Development	To further develop website information and access to service users.	Not Applicable			99%	C	Website development has been completed.

Performance Measures 2020/21

In 2020/21, the Welsh Government has introduced a new performance management framework for Adult Services. As there is no previous data and benchmarking data to determine a target, no targets have been introduced for 2020/21. Targets will be implemented for 2021/22.

The new performance framework developed by Welsh Government for Social Services is still in the implementation phase and final year figures are not yet available. The WCCIS recording system had to be modified to accommodate the new reporting requirements and this work was delayed across Wales because of Covid but NCC data will be available by the end of June 2021

Key

	Green – Performance is above Target
	Amber RAG – Performance is below Target (0-15%)
	Red RAG – Performance is Under achieving (+15%)
?	Unknown RAG (Data missing)

Performance Measure	Actual Performance 2020/21	Target 2020/21	Actual Performance 2019/20	Actual Performance 2018/19	Actual Performance 2017/18	Comments
AD/002 – The number where advice and assistance was provided	No Data	No Target	No Data	No Data	No Data	
AD/004 – The number of new assessments completed for adults during the year	No Data	No Target	No Data	No Data	No Data	
AD/006b – The active offer of Welsh was accepted	No Data	No Target	No Data	No Data	No Data	
AD/010 – The total number of packages of reablement completed during the year	No Data	No Target	No Data	No Data	No Data	
AD/011a – The number packages of reablement completed during the year that reduced the need for support	No Data	No Target	No Data	No Data	No Data	
AD/011b – The number of packages of reablement completed during the year that maintained the need for the same level of support.	No Data	No Target	No Data	No Data	No Data	

Performance Measure	Actual Performance 2020/21	Target 2020/21	Actual Performance 2019/20	Actual Performance 2018/19	Actual Performance 2017/18	Comments
AD/011c – The number of packages of reablement completed during the year that mitigated the need for support.	No Data	No target	No Data	No Data	No Data	
AD/012 – The number of adults with a care and support plan as at 31 st March.	No Data	No target	No Data	No Data	No Data	
AD/013 – The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 st March	No Data	No Target	No Data	No Data	No Data	
National (Social Services Performance Measures, SSPM) - The Percentage of adult protection enquiries completed within 7 days.	No Data	90%	100%	100%	100%	

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Children & Young People Services

End of Year Review 2020/21



**Cabinet Member for Social Service –
Councillor Paul Cockeram
Head of Service – Sally Ann Jenkins**

Introduction

This is the Children & Young People Services update on the progress being made against the objectives, actions, performance and risk for the period 1st April 2020 to 31st March 2021. Service plans have been designed to support the delivery of the [Council's Corporate Plan 2017-22](#) and the [Council's Strategic Recovery Aims](#) in response to the Covid-19 crisis. As one of the 44 public bodies, Newport Council must consider the Well-being of Future Generations Act in the delivery of its plans and the sustainable development principle of meeting our duty under the Act.

Long term		The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.
Prevention		How acting to prevent problems occurring or getting worse, may help public bodies meet their objectives.
Integration		Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.
Collaboration		Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.
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.

To support the delivery of the Council's Corporate Plan 2017-22 and the Strategic Recovery Aims, the Children & Young People's Service Plan 2020/21 focuses on the delivery of:

- **Wellbeing Objective 3** – To enable people to be healthy, independent and resilient; and
- **Strategic Recovery 3** – Promote and protect the health and wellbeing of people, safeguarding our most vulnerable and building strong, resilient communities.

The 2020/21 Service Plan has four objectives that are focused on:

Objective 1 – Deliver effective services to support children to safely remain with their families.

Prevention and early intervention are key drivers in the Social Services Wellbeing Act (SSWA). Working with families with a strengths based model is an integral part of working in partnership with families to achieve their goals and ensure they build the resilience to support their children safely and meet their aspirations without access to specialist services. Focussing on these services is key to ensuring children are safe and happy and is integral to the overall work of safely reducing our looked after children numbers.

Objective 2 – Improve outcomes for children in care and care leavers including a focus on safe reunification.

Children who become looked after and care leavers will have experienced significant early disadvantage and trauma. As children who are looked after they should benefit from corporate parenting which ensures they have access to good quality services to improve their life choices and ensure they are able to fulfil their potential. The key areas of home lives, education, health, leisure activities and transition to adulthood must be part of the corporate parenting agenda. As part of this objective supporting reunification where safe is an imperative. For care leavers Hidden Ambitions published by the Children's Commissioner will underpin the actions.

Objective 3 – Ensure a range of placements are available for looked after children.

Newport has a mix of in house residential services and externally commissioned services. Newport is in a very different position to most local authorities as it has 3 residential homes and 1 short breaks facility for children with disabilities. Even though Newport has in house residential resources and a good range of fostering placements there has been a need to also commission external residential and fostering provision. These placements are for a mix of children who have complex and challenging behaviours, risky behaviours and placements are children with significant disabilities. The dearth of placements has led to a very strong provider's market with generally poor outcomes for children.

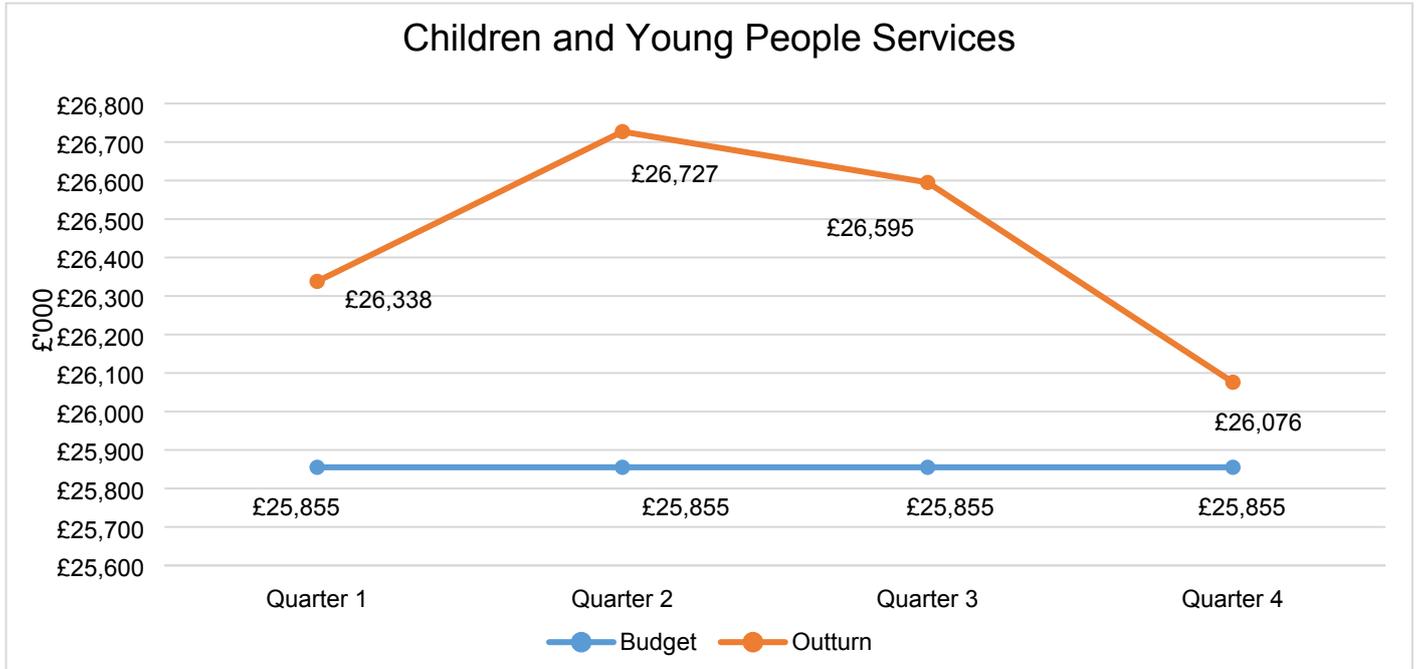
This work under this objective seeks to expand the in house placement provision and improve the quality of the placement offer.

Objective 4 – Prevent offending and re-offending by children and young people.

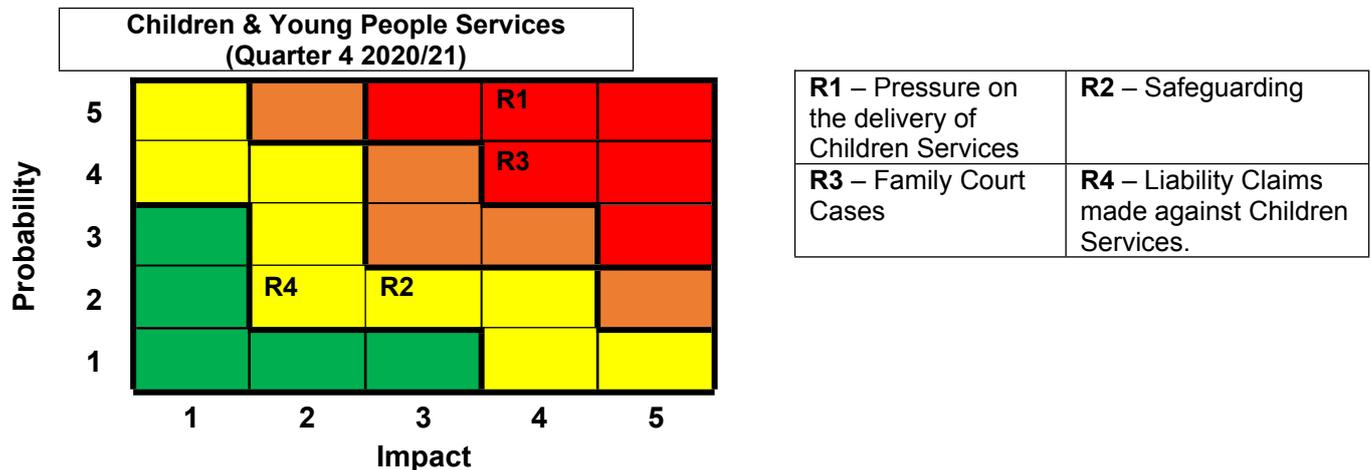
The Youth Justice Service (YJS) is a partnership across a range of services within the Council and more widely with other agencies. The provision is laid out as key to preventing offending and re-offending by children and young people. The service offers a range of interventions and delivers against the requirements of the Youth Justice Board and the criminal justice system.

The service manager for YJS and the Head of Children's Services with the Local Management Board are responsible for the delivery of the plan.

2020/21 Budget and Outturn



Service Risks as at 31st March 2021



R1 – Pressure on the delivery of Children Services	R2 – Safeguarding
R3 – Family Court Cases	R4 – Liability Claims made against Children Services.

Corporate / Service Risk	Risk Score Quarter 1 2020/21	Risk Score Quarter 2 2020/21	Risk Score Quarter 3 2020/21	Risk Score Quarter 4 2020/21	Target Risk Score
Corporate Risk – Pressure on the delivery of Children Services	20	20	20	20	6
Corporate Risk - Safeguarding	6	6	6	6	4
Service Risk – Family Court Cases	12	12	16	16	9
Service Risk – Liability claims made against Children Services	9	9	4	4	4

Executive Summary from the Head of Service

20/21 has inevitably been dominated by the pandemic. Children's Services have continued to operate throughout providing safeguarding and support for the most vulnerable children, young people and families in Newport. Children's Services staff in all areas of service have sustained provision and responded positively to the challenges of working differently and the rapid shifts in guidance. Despite the changes and demands wrought by the pandemic Children's Services has continued to develop and ensure the best possible services are available across all areas of our work.

The pressure on families over the past year has been immense and that has been reflected in both the increasing numbers and the nature of referrals to Children's Services. Despite the increases the number of looked after children has remained stable and there has been no overall increase in the number of children on the child protection register. Social workers continued to visit throughout and all safeguarding work has been undertaken in line with statutory responsibilities. We have been able to sustain work in court with minimal interruption. The number of referrals and the complexity in referrals rose sharply as we came through March and into April 2021. The level of need being seen in families is stark and the impact on children and their carers in all aspects of their lives has been immense.

Children's homes and short breaks services have adapted to the changed circumstances and to providing direct care to children with heightened anxiety and with limited access to education. Foster carers have been supported throughout and for many they have found positive ways to enjoy quiet, quality time with children. A small set of children's artwork has been put together as has a collection of the views of foster carers. The recruitment and approval of carers has continued throughout the period of restrictions. We have successfully recruited an increased number of foster carers and reduced the number of children placed with Independent Fostering Agencies. A small number of children have been placed for adoption.

Despite all of the challenges many elements of innovative work has continued to grow for example family group conferencing, Baby and Me and a strong focus on children at risk of exploitation. We have developed a toolkit for children at risk of exploitation which is now being adopted across Gwent and shared throughout Wales. The report of the Joint Inspection into Child Protection Arrangements was published by the shared Inspectorates.

In the second half of the year we have been supporting the roll out of MYST (My Support Team) as a service to increase the support available to our children in placement particularly those children placed away from Newport. Rosedale children's home opened in March 2021 and work commenced on Windmill Farm. Staff in Pathway have developed increased services for unaccompanied asylum seeking children and are working to provide proactive services for children requiring placements. Staff across Children's Services are working to implement updated guidance within the family justice system.

This year has seen changes across the Performance Management Framework. These changes are still being implemented and have made target setting for the coming year challenging. It is likely that while these changes are still being worked through across agencies with accompanying guidance there will be changes in the target setting in the coming year.

Staff have embraced all forms of digital work and some elements of this continue. The majority of family court work is likely to continue to be via online platforms for the foreseeable future. Child Protection Conferences will be piloted as hybrid meetings from June 2021 and are likely to be adopted in this manner for the future. While staff have adapted incredibly well to needing to work from home a balance of being present in the office with the support of colleagues and managers.

As 20/21 came to an end staff were tired and inevitably events of the year will continue to reverberate throughout 2021 and indeed into 2022. While there is no end in easy sight to the current challenges Children's Services staff will continue to work positively and constructively to offer the best possible support to families.

Glossary

Actions (Red / Amber / Green)

C	Green RAG – Completed
%	Green RAG – Action is on course to be completed within timescale
%	Amber RAG – There are potential issues which unless addressed the action might not be achieved within agreed timescales.
%	Red RAG – The action requires immediate action to achieve delivery within agreed timescales.
?	Unknown RAG (Data missing)

Service Plan Update (31st March 2021)

1. Deliver effective services to support children to safely remain with their families.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
Page 38	Completion and implementation of Welsh Government action plan to work towards reducing the numbers of looked after children	The delivery of all the actions in this section will support Children Services objective to reduce the number of looked after children and enable effective early intervention and prevention.	Not applicable	1 st April 2020	31 st March 2022	50%	C	All of the steps from the mid-year review have continued. The number of children in care has dropped slightly. However, the pandemic has placed significant pressures on families and maintaining the number of children in our care are between 375 - 380 has been against a backdrop of extremely creative use of family support and social work time. CS continues to work to safely manage risk and to support families with children coming into care only as a last resort. The publication of the Public Law Working Group report will give continued impetus to effective use of pre-proceedings and an emphasis on working safely with uncertainty.
	Explore sustainability options for the Early Intervention Project within the Preventions Team for post March 2021.		Not applicable	30 th September 2020	31 st March 2021	50%	C	Funding continued for a further 12 months - 2021/22. This will need to be revisited throughout the new financial year to determine ongoing sustainable post April 22.
	Consider models of delivery for the Prevention Team to develop effective joint working arrangements		Not applicable	1 st April 2020	30 th September 2020	55%	C	A variety of new ways to deliver the service and support to families has been implemented.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
	alongside SPACE, FIT, CAMHS and the existing projects run by Barnardos							
4	Develop a rapid response provision at the front door of Children's Services utilising the skill set in existing provision.		Not applicable	1 st April 2020	31 st December 2020	25%	C	Completed
5	Work with the Pathway Service to support reunification of CLA to family/friends.		Not applicable	1 st April 2020	31 st March 2021	25%	C	This piece of work is fundamental to the service and a process has been developed in order to ensure Life-long links with CLA and their families and Friends. MyST will add value to the existing arrangements.
6	Embed Baby and Me to support families from early in pregnancy where there is a high risk of the need for statutory intervention.		Not applicable	1 st April 2020	31 st March 2021	80%	C	The service is well embedded and working effectively.
7	Continue the work started with GDAS to base multiagency staff in frontline teams.		Not applicable	1 st April 2020	31 st March 2021	40%	50%	This is still progressing but has been delayed due to covid and inability to do direct work with clients jointly on visits to families which was the key element of this projects aspirations to improve outcomes for parents and children effected by substance misuse.
8	Complete and deliver actions agreed in the post safeguarding joint inspection action plan		Not applicable	1 st April 2020	31 st March 2021	50%	75%	Despite the delay in publication of the final report work has continued at pace. The Child Exploitation protocol has been completed and will now be adopted in Newport. The work has also been rolled out across Gwent

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
								and the protocol is now being shared across Wales. Children's Services has appointed an exploitation worker while in YJS the report "Understanding the Triggers" will assist in how we work to identify children early and then support to avoid exploitation. In the Safeguarding Hub we now have additional police officers and are working closely with team. Over the coming year embedding all of this work and reviewing as we move to the next stage of the pandemic will be key.
9	The Public Law Working Group reform of Family Justice will be published in July 2020. Children's Services staff with legal colleagues will engage in the implementation strategy for the rollout of the changes	This work will focus on Special Guardianship, Section 76, processes during the pre-proceedings period and Supervision Orders. Supporting children to safely remain with their families is the primary outcome with improved performance in the court arena as a secondary outcome.	Not applicable	30th June 2020	31 st March 2021	50%	50%	The PLWG was finally published in March 2021. NCC has taken an active role in leading the implementation of the PLWG with a focus on pre-proceedings, Section 76, Special Guardianship as well as court practicalities. This work will continue in 21/22 and will be a key driver in ensuring proceedings are only used when absolutely necessary.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
10	Work with colleagues in legal services to develop an agreed set of checklists to improve shared approaches to pre proceedings, PLO, and legal meetings.	The delivery of all the actions in this section will support Children Services objective to reduce the number of looked after children and enable effective early intervention and prevention.	Not applicable	1 st April 2019	31 st December -2020	57%	60%	New guidance has just been released to support staff to improve outcomes using PLO - this will now need to be embedded in practice over the next 12 months with training and support offered to all CP staff
11	Establish provision based on existing family support to provide an effective "hands on" support where neglect is a key presenting family issue.		Not applicable	1 st June 2019	30 th June 2020	62%	C	The Barnardos service continues to provide weekly reporting and we review the effectiveness of the service within Quarterly reviews alongside financial reviews- all is progressing well at this time and therefore remains green in rag status
12	Monitor the effectiveness of Family Group Conferencing (FGC).		Not applicable	1 st January 2020	31 st December 2020	60%	60%	This is an Integrated Care Funding funded project and therefore continues to need to be evaluated quarterly and we have reporting mechanism in place. The service is one of the leading FGC service sin Wales and is performing as it should.

2. Improve outcomes for children in care and care leavers including a focus on safe reunification.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1	Increased housing options for care leavers. Currently Newport has a limited range of choices for housing for care leavers especially with a range of suitable support. This action will seek to address this gap. Work has already commenced and will continue.	All actions in this section will contribute to improving outcomes for children in care and care leavers.	Not Applicable	1 st April 2020	31 st March 2021	30%	40%	ICF bids have been completed along with Supporting People bids to develop supported accommodation for 16-18 and 18-24 year olds. Ongoing work with Supporting People to develop support packages in our existing D2 properties. A new team has been created to assist in developing this provision.
2	Continue to develop a range of options for CLA to engage in work experience and have the offer of a mentor.		Not Applicable	1 st April 2020	31 st March 2021	0%	25%	Delayed due to Covid.
3	Work with the Pathway Service to ensure that all CLA are offered opportunities to develop independent living skills to ensure that young people transition into independent living successfully.		Not Applicable	1 st April 2020	31 st December 2021	50%	C	The YPA's will be resuming workshops as restrictions ease and work is ongoing with Supporting People and Llamau to ensure that YP 16+ are supported to develop independence.
4	Work to the revised guidance for Corporate Parenting from Welsh Government (due in summer 2020) with the Corporate Parenting Forum and potentially		Not Applicable	1 st June 2020	31 st July 2021	0%	0%	The Corporate Parenting guidance is now due to be published in 2021/22. In preparation the forum has met and has looked to revise membership and begin working on the agenda for the coming year.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
	other partners to build understanding of shared responsibility.							
5	In light of the learning during lockdown we will review our existing arrangements for family time to improve the offer for children and families: i) To develop a comprehensive framework of all aspects of family time; ii) Continue to deliver family time virtually as a positive for families.		Strategic Recovery Aim 3	1 st July 2020	31 st October 2020	75%	75%	Covid has caused a delay in this in that we have had to change how the service has been delivered over the last 18 months. It is anticipated we will be able to return to a new norm and reflect this in our review of service delivery.

3. Ensure a range of placements are available for looked after children.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
Page 44	Continue with the development of the residential provision (including Windmill Farm) across Newport in order to increase the number of children who can be cared for safely in Newport	Through collaboration with MyST also been recruited to in Newport who should promote the return of Out of County foster children to Newport. These new homes will increase the number of placements available to Newport Children and also allow potential to 'sell' placements to other Gwent LA's.	Not Applicable	1 st April 2019	30 th September 2021	46%	60%	Rosedale opened in March 2021. The children are moving into the home. Windmill Farm construction has started although it has been delayed by Brexit/Covid.
2	To increase the number of foster carers recruited to NCC through increased marketing and scoping raising fostering fees and implementing council tax exemptions.	Increased numbers of foster carers means a reduction in OOC and Independent foster placements. This will reduce costs to the department and allow children to remain within Newport.	Not Applicable	1 st April 2020	31 st March 2021	40%	C	Done. New carers recruited. Decision made to increase fees- these have been implemented. Decision made to not implement council tax changes.
3	To continue to develop the Family and Friends	Robust support in place- although	Not Applicable	1 st April 2020	31 st March 2021	80%	C	Done. All in place and doing well.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
Page 45	team to offer a robust package of support for family and friend carers from assessment through to placement	some support groups have not taken place due to covid 19. Virtual training and support in place and moves to provide group and face to face contact will be in line with WG guidance. This should prevent the breakdown of SGO placements and increase the number of foster placements transitioning into SGO placements thereby reducing the number of CLA.						
	To work with MyST and Fostering Team to develop a joint approach to supporting foster carers and children looked after.	This should prevent the breakdown of SGO placements and increase the number of foster placements transitioning into SGO placements thereby reducing the number of CLA.	Not Applicable	1 st July 2020	31 st July 2021	5%	95%	MyST staff in place. Board is set up. MyST are starting to work to reduce the number of children in Out Of Area placements.

4. Prevent offending and re-offending by children and young people

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1	Youth Justice Service to engage on local and national youth justice issues and develop strategic plans in response	All of the action in this section work towards prevention of offending and re-offending.	Not Applicable	1 st April 2020	31 st March 2021	C	C	The service is actively engaged and represented with all local and national issues through a variety of forums - including monitoring the custody practice of children arrested, implementing the Youth Justice Blueprint, addressing the disproportionality of BAME within the sector and decriminalisation practice of children.
Page 46 ³³	Embed new Local Standards across the service.		Not Applicable	1 st April 2020	31 st March 2021	80%	C	Action complete
	Adopt Her Majesty's Inspectorate (HMI) Probation YOS Standards		Not Applicable	1 st April 2019	31 st December 2020	80%	C	Action complete. New standards embedded as part of ongoing service reviews.
4	Establish a clear remit for and implement pathways to embed the new Child Exploitation tool and processes within the service.		Not Applicable	1 st January 2020	30 th September 2020 (Extended to 31 st March 2021)	80%	C	Action complete. Process now in place.
5	Develop the breadth of support available from the service, incorporating a robust preventative and early intervention agenda within a contextual safeguarding framework		Not Applicable	1 st April 2020	31 st March 2021	80%	C	Action complete. All aspects of safeguarding is now much more robustly embedded within core service delivery.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
6	Build on work on Contextual harm and exploitation, safeguarding research, and embed new approaches to understanding, and responding to young people's experiences of significance		Not Applicable	1 st April 2019	31 st December 2020 (Extended to 31 st March 2022)	75%	75%	This remains an ongoing action due to the pandemic delaying active work in communities to progress the work with partners.

Performance Measures 2020/2021

In 2020/21, the Welsh Government has introduced a new performance management framework for Children & Young People Services. As there is no previous data and benchmarking data to determine a target, no targets have been set for 2020/21. Baseline figures for 2020/21 will be used to support target setting for 21/22.

Note: Due to issues with WCCIS information system, Children Services have been unable to provide end of year data for some of the performance measures stated below in time of the Scrutiny review. These measures are marked as No Data. The Scrutiny Committee will be provided with the figures as soon as this data is available and have completed quality assurance checks

Key

Green	Green – Performance is above Target
Amber	Amber RAG – Performance is below Target (0-15%)
Red	Red RAG – Performance is Under achieving (+15%)
?	Unknown RAG (Data missing)

Performance Measure	Actual Performance 2020/21	Target 2020/21	Actual Performance 2019/20	Actual Performance 2018/19	Actual Performance 2017/18	Comments
(NEW) CH/001 - The number of contacts for children received by statutory Social Services during the year.	10,301	No Target	Not Available	Not Available	Not Available	**Provisional figure the final number for the WG returns is being validated so may change.
(NEW) CH/005b - The number where physical punishment by a parent or carer was the only factor. Note: Measure delayed due to Covid 19	No Data	No Target	Not Available	Not Available	Not Available	**Data being collated there has been a delay due to Covid and this being the first year of collection.
(NEW) CH/009b - The Active Offer of Welsh was accepted (During assessment)	No Data	No Target	Not Available	Not Available	Not Available	**Data being collated there has been a delay due to Covid and this being the first year of collection. But would expect this to be a very low number.
(NEW) CH/015 - The total number of children with a care and support plan at 31 st March.	978	No Target	Not Available	Not Available	Not Available	**Note as per the guidance this figure includes plans for Looked After and Child Protection children as well as children who are only receiving Care and support.

Performance Measure	Actual Performance 2020/21	Target 2020/21	Actual Performance 2019/20	Actual Performance 2018/19	Actual Performance 2017/18	Comments
(NEW) CH/036 - The total number of children removed (de-registered) from the child protection register during the year	148	No Target	Not Available	Not Available	Not Available	
CH/L01 - The total number of children registered on the child protection register in the last 12 months.	179	No Target	Not Available	Not Available	Not Available	
CH/026 - The total number of children on the child protection register at 31 st March.	158	130	128	105	124	Setting a target for the number of children on the register is always challenging. Over the past year the impact on families of the pandemic has inevitably brought stress and distress. Support to families has been extensive but nonetheless safeguarding issues have increased hence the rise in registration numbers.
(NEW) - CH/033 The total number of reports of child exploitation received during the year <i>Note: Measure delayed due to Covid 19</i>	No Data	No Target	Not Available	Not Available	Not Available	**Data being collated there has been a delay due to Covid and this being the first year of collection.
(NEW) CH/037 - The number of children becoming looked after during the year	91	No Target	Not Available	Not Available	Not Available	
(NEW) - CH/L002 - The Number of Children who Ceased being Looked After during the year	27	No Target	Not Available	Not Available	Not Available	
CH/043 - The total number of children looked after at 31 st March who have experienced three or more placements during the year	143	9%	11.8%	13.7%	8%	*Note from April 2020 the new metrics are "numbers" and not % values hence the targets need to be reviewed and updated in line with the new metrics

Performance Measure	Actual Performance 2020/21	Target 2020/21	Actual Performance 2019/20	Actual Performance 2018/19	Actual Performance 2017/18	Comments
CH/045 - The total number of children who returned home during the year	36	15%	9.3%	9.2%	8.3%	*Note from April 2020 the new metrics are “numbers” and not % values hence the targets need to be reviewed and updated in line with the new metrics.
(NEW) CA/010 - The total number of contacts to statutory social services by young carers or professionals contacting the service on their behalf received during the year. Provided by Barnardos	74	No Target	Not Available	Not Available	Not Available	**Figures provided by Barnardos
(NEW) CH/L003 – Number of Foster Carers registered with the Local Authority (Inc Kinship, Supported Living General and Respite)	159	No Target	Not Available	Not Available	Not Available	
(NEW) CH/L004 – Number of Childrens Residential Fostering Beds	21	No Target	Not Available	Not Available	Not Available	
(NEW) CH/L005 – Number of Children in care proceedings during the year	44	No Target	Not Available	Not Available	Not Available	
CH/039 The number of looked after children at 31 st March.	378	380	380	386	365	
(Youth Justice Service) - % of young people in suitable accommodation at the end of a statutory order.	97.6%	80%	96.9%	94.7%	86.5%	
(Youth Justice Service) – Average ‘Post 16’ Hours at End of Intervention	No Data	16 hours	14.4 Hours	16.4 Hours	Not Available	See Note above

Performance Measure	Actual Performance 2020/21	Target 2020/21	Actual Performance 2019/20	Actual Performance 2018/19	Actual Performance 2017/18	Comments
(Youth Justice Service) - Average number of hours 'School Age' children attend at the end of an Intervention.	No Data	25 hours	16.7 Hours	16.8 Hours	16.5 Hours	See Note above
(Youth Justice Service) – Total Number of first Time Entrants	38	40	25	12	Not Available	
(Youth Justice Service) - % of all cases that are community resolutions.	52.56%	70%	62.58%	76.47%	Not Available	This target not being met is a positive outcome for YJS. The reduction in number of cases receiving a CR disposal is due to a far more proactive preventative offer from the service, with Prevention referrals significantly increasing in this last year. This is in line with the WG Youth Justice Blueprint. All other statutory disposal rates have remain similar to the previous year.

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Scrutiny Report

Performance Scrutiny Committee – Place and Corporate

Part 1

Date: 8 June 2021

Subject **Draft 2021-22 Annual Forward Work Programme**

Author Scrutiny Advisor

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

Invitee:	Role
Neil Barnett	Scrutiny Adviser

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked to:

1. Consider the draft Annual Forward Work Programme (**Appendix 1**) and determine if it wishes to make any amendments to the programme or if further information is required;
2. Agree the start time for the Committee meetings, and approve the proposed schedule of meetings for 2021-22 (**Appendix 2**).

2 Context

Background

- 2.1 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.
- 2.2 Scrutiny Committees have limited time and resources and therefore work plans need to be manageable. It is not possible to include every topic suggested by Members, Heads of Service or the Public – successful Scrutiny is about looking at the right topic in the right way and

Members need to be selective, whilst also being able to demonstrate clear arguments for including or excluding topics.

- 2.3 The Centre for Public Scrutiny (CfPS) guide to work effective work programming 'A Cunning Plan?' makes the following reference to the importance of good work programming:

'Effective work programming is the bedrock of an effective scrutiny function. Done well it can help lay the foundations for targeted, incisive and timely work on issues of local importance, where scrutiny can add value. Done badly, scrutiny can end up wasting time and resources on issues where the impact of any work done is likely to be minimal.'

3 Information Submitted to the Committee

- 3.1 The following information is provided to the Committee:

Appendix 1 – Draft Annual Forward Work Programme

Appendix 2 – Draft Schedule of meetings

Draft Annual Work Programme

- 3.2 The draft work programme is being presented to the Committee for consideration following consultation with the Scrutiny Chairs, and Service Areas, and detailed research by the Scrutiny team. It is designed to be a starting point for Members to develop, the work programme for Scrutiny should be Member led.
- 3.3 The attached draft work programme has been drafted using a number of difference sources, including:
- The Committees suggestions;
 - Cabinet Work Programme;
 - Corporate Risk Register;
 - Previous Scrutiny Committee Forward Work Programmes, Agendas and minutes (available online);
 - Policy Framework;
 - Discussions with the Performance Team (Performance Information) and relevant Heads of Service.
- 3.4 There are also items where there is a Statutory duty for Policy Framework documents to be considered by Scrutiny, for this Committee this covers the draft budget proposals in January 2022. The Committee will be consulted on proposals relevant to the Committees terms of reference in January 2022, and provide comments / recommendations to the Cabinet prior to a final decision being made on the proposals by the Cabinet at its meeting in February 2022. The Overview and Scrutiny Management Committee will coordinate comments from all of the Scrutiny Committee, and will make comment on the budget process and public engagement.
- 3.5 Once the Committee is happy with the content of its Annual Work Programme, it will be published to the website to allow members of the public to view. The Committee may wish to consider if it wishes to seek the feedback of any stakeholders on the work programme.
- 3.6 The Committee will then have a standing item on each of its Committee meeting agendas for a Forward Work Programme Update, with a breakdown of which items will be coming to each meeting. It will also clarify what information has been requested for the Committees consideration, what the role of the Committee is for each item and a list of invitees. The Committee will need to approve this information at each meeting.

- 3.7 Under the Committee restructure in May 2017, performance monitoring role should now have a more prominent position within the Scrutiny function, with this Committee focusing its work programme on fulfilling this role within its remit.
- 3.8 The work programme attached has been developed to focus the Committee's limited resources on routinely scrutinising performance to provide a more in-depth monitoring and challenge for clearly defined service areas.
- 3.9 Detailed performance monitoring information will be provided quarterly, comprising of an overview of the performance position within the service area, and for any red / amber measures identified, the background data to give a more detailed picture of the measure in question.
- 3.10 To focus the discussion, the Head of Service will brief the related Cabinet Member(s) to the report prior to the Committee meeting.
- 3.11 Where the Committee identifies the need for more detailed scrutiny in a specific issue / area, the Committee can request more information back to the next committee meeting. It is intended that this approach will allow Members to gain an overall picture of performance in the service area, and allow space on the work programme to undertake 'deep dives' and request more detailed information where they see an area of concern.
- 3.12 As the Committee identified some areas that they would like to be provided with additional information before committing to a 'deep dive' or Policy Review Group. Head of Service briefings have been set up in September in lieu of the meeting. These briefings are for the Committee to receive additional information before committing to undertaking resource heavy additional work.

4. Suggested Areas of Focus

- 4.1 The draft work programme contains suggested items for the work programme – Member input to the work programme is essential to the success of Scrutiny.
- 4.2 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.

Role of the Committee

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

In considering what items should be included in the Committees forward work programme, the Committee should consider how each item fits within the following selection criteria:

Criteria for Selecting Scrutiny Topics

PUBLIC INTEREST:	The concerns of local people should influence the issues chosen for scrutiny;
ABILITY TO CHANGE:	Priority should be given to issues that the Committee can realistically influence, and which will result in a Cabinet decision being taken;
PERFORMANCE:	Priority should be given to the areas in which the Council, and other agencies, are not performing well;
EXTENT:	Priority should be given to issues that are relevant to all or large parts of the city;
REPLICATION:	Work programmes must take account of what else is happening in the areas being considered to avoid duplication or wasted effort.

Reasons to Reject Scrutiny Topics

- The issue is already being addressed / being examined elsewhere and change is imminent
- The top would be better addressed elsewhere (and will be referred there)
- Scrutiny involvement would have limited / no impact upon outcomes
- The topic may be sub-judice or prejudicial to the Council's interest
- The topic is too broad to make a review realistic
- New legislation or guidance relating to the topic is expected within the next year
- The top area is currently subject to inspection or has recently undergone substantial change

- 4.3 For each item on the agreed work programme, the Committee should consider if they are well defined to ensure the Committee can effectively fulfil its role for each item.

Defining Scrutiny Topics

For every item on the work programme / new referral, it should be clear:

- **What is the issue / activity / project under consideration?**
 - *A brief outline of the matter being referred / the question being asked*
- **What is Scrutiny being asked to do?**
 - *e.g. undertake a full review of the subject? Investigate / interrogate different policy options? Be consulted of final proposals before decision making? Monitor outcomes / implementation?*
- **What are the reasons for / expected benefits of involving Scrutiny in this matter?**
- **Is there a specific deadline for this piece of work?**

Section B – Supporting Information

5 Links to Council Policies and Priorities

- 5.1 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. All undertakings of the Committee should impact on the Corporate Plan Commitments and the Well-being Objectives.

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			

6 Risks

- 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 A 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 Financial Implications

- 7.1 The preparing and monitoring of the work programme is done by existing staff for which budget provision is available. 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.

8 Wellbeing of Future Generation (Wales) Act

- 8.1 The Annual Forward Work Programme does not directly address any aspects of the Wellbeing of Future Generation (Wales) Act. Each topic outlined in the Forward Annual Work Programme should be measured against the Act’s seven Wellbeing Goals and delivered in line with its Sustainable Development Principles;

Wellbeing Goals

- **A Prosperous Wales**
- **A Resilient Wales**
- **A Healthier Wales**
- **A More Equal Wales**
- **A Wales of Cohesive Communities**
- **A Wales of Vibrant Culture and Welsh Language**
- **A Globally Responsible Wales**

Sustainable Development Principles

- Does the report / proposal demonstrate how as an authority we are working in accordance with the sustainable development principles from the act when planning services?
 - **Long Term**
The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs
 - **Prevention**
How acting to prevent problems occurring or getting worse may help public bodies meet their objectives
 - **Integration**
Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies
 - **Collaboration**
Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives
 - **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.

9. Background Papers

[Good Scrutiny? Good Question! Wales Audit Office Improvement Study in Local Government. 'A Cunning Plan?' Devising a Scrutiny Work Programme' – CfPS Guide Corporate Assessment , Follow up in 2015 and Progress Report August 2016 Council Report – Scrutiny Committee Structures – May 2017](#)

Report Completed: 8 June 2021

**Performance Scrutiny Committee – People
– Forward Work Programme Update 2021 - 22**

Tuesday, 22 June 2021 at 10am		
Topic	Information Required / Committee's Role	Invitees
<p>20 - 21 Service Plan End of Year Review for:</p> <ul style="list-style-type: none"> • Education 	<p>Performance Monitoring - holding the executive to account for the Council's 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 an update upon Corporate Objectives, Actions and Performance Measures. 	<p>Chief Education Officer;</p> <p>Cabinet Member for Education.</p>

Tuesday, 21 September 2021 at 10am		
Topic	Information Required / Committee's Role	Invitees
<p>Children's Residential Care</p>	<p>Context for the continued development of in house children's residential care.</p> <p>Update from the Service area on the recent developments of Children's Residential Care.</p>	<p>Head of Children and Young People Services;</p> <p>Service Manager;</p> <p>Team Manager.</p>

**Performance Scrutiny Committee – People
– Forward Work Programme Update 2021 - 22**

Tuesday, 2 November 2021 at 10am		
Topic	Information Required / Committee's Role	Invitees
<p>21 - 22 Service Plan Mid-Year Review for:</p> <ul style="list-style-type: none"> • Children and Young People Services • Adult and Community Services 	<p>Performance Monitoring - holding the executive to account for the Council's 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 an update upon Corporate Objectives, Actions and Performance Measures. 	<p>Head of Children and Young People Services;</p> <p>Head of Adult and Community Services;</p> <p>Cabinet Member for Social Services.</p>

Monday, 15 November 2021 at 4pm		
Topic	Information Required / Committee's Role	Invitees
<p>21 - 22 Service Plan Mid-Year Review for:</p> <ul style="list-style-type: none"> • Education 	<p>Performance Monitoring - holding the executive to account for the Council's 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 an update upon Corporate Objectives, Actions and Performance Measures. 	<p>Chief Education Officer;</p> <p>Cabinet Member for Education.</p>

**Performance Scrutiny Committee – People
– Forward Work Programme Update 2021 - 22**

Tuesday, 11 January 2022 at 10am		
Topic	Information Required / Committee’s Role	Potential Invitees
2021-22 Draft Budget Proposals	<p>Pre decision – to receive and comment on the Cabinet draft proposals as part of the Budget Consultation Process, prior to a final decision being taken by the Cabinet</p> <p>Draft Budget Proposals</p> <ul style="list-style-type: none"> • Scrutinising of Service Area specific proposals within Committee’s remit as part of the budget consultation process; • Assessing the anticipated impact of the budget proposals. 	<p>Head of Children and Young People Services;</p> <p>Head of Adult and Community Services;</p> <p>Chief Education Officer.</p>

Tuesday, 22 March 2022 at 10am		
Topic	Information Required / Committee’s Role	Potential Invitees
Adult Residential Care	<p>Context for the continued development of in house adult’s residential care.</p> <p>Update from the Service area on the recent developments of Adult’s Residential Care.</p>	Head of Adult and Community Services

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PSC – People Draft Schedule of Meetings 2021 - 2022

Committee	Agenda out	Meeting Date	Time
PSC - People	15-Jun	22-Jun-21	10am
PSC - People	14-Sep	21-Sep-21	10am
PSC - People	26-Oct	2-Nov-21	10am
PSC - People	9-Nov	16-Nov-21	10am
PSC - People	4-Jan	11-Jan-22	10am
PSC - People	15-Mar	22-Mar-22	10am

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