

Agenda



Performance Scrutiny Committee - People

Date: Tuesday, 16 November 2021

Time: 4.00 pm

Venue: Virtual Meeting

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

Item	Wards Affected
1	<u>Apologies</u>
2	<u>Declarations of Interest</u>
3	<u>Minutes of Previous Meeting</u> (Pages 3 - 8)
4	<u>Mid-Year Review - Adult and Community Services</u> (Pages 9 - 32)
5	<u>Mid-Year Review - Children and Young People's Services</u> (Pages 33 - 54)
6	<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.
7	<u>Scrutiny Adviser Reports</u> (Pages 55 - 60) <ul style="list-style-type: none">a) Forward Work Programme Update (Appendix 1)b) Actions Arising (Appendix 2)

[Join Microsoft Teams meeting as an attendee.](#)

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Date of Issue: Tuesday, 9 November 2021

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Minutes



Performance Scrutiny Committee - People

Date: 21 September 2021

Time: 10.00 am

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

In Attendance: Chris Humphrey (Interim Director of Social Services), Sally Ann Jenkins (Head of Children & Young Peoples Services), Connor Hall (Scrutiny Adviser), Samantha Schanzer and Louise A Thomas (Governance Officers)

Apologies: Councillor L Lacey

1 Apologies

Cllr L Lacey

2 Declarations of Interest

None.

3 Minutes of Previous Meeting

The minutes of the meeting held on 22nd June 2021 were approved as a true and accurate record.

4 In-House Children's Residential Care

The Head of Children's Services introduced the report and stated that there was a long history of children having to leave their Local Authority area to access residential care but that in Newport we were trying to address the national shortage of care and keep our children as close to home as possible. We had our own portfolio and had maintained our own homes for a number of years and had been committed to providing good quality residential care.

The Cabinet Member for Social Services told the Committee that this had been one of the most rewarding schemes that he had been involved in and the report reflected the commitment of all involved. He stated that we led the way in Wales and our achievement had been looked at by others as how to do things well. The new way of working meant through Project Perthyn that we had no locked doors and no office as we provided a home environment, which was as close to a family home as possible. We had a 'cwtch' approach in place, understanding the need for children to receive hugs and in turn learn about appropriate physical touch. Project Perthyn strove to establish and maintain the trust and confidence of our children. These facilities were real 'homes' for children and the comments from the children themselves reflected the dedication of the staff and demonstrated how they appreciated the manner in which they were cared for.

Members asked the following:

-Was the provision in place sufficient for the numbers of our looked after children and what provision was in place for the varying needs of these children?

The Head of Children's Services stated that we currently had 368 children and this figure was steady. The vast majority of these were in foster care and there had been a big push to recruit foster carers. The number we needed to have in residential care was relatively small. There was a small group of children with very complex needs and mother and baby units that we were unable to provide for and had to be placed outside of the Local Authority. We were currently close to the ceiling of what we needed for residential care in Newport with no emergency capacity at present. Emergency placements were a major challenge for us and an area we would continue to look at.

- What was the provision for respite care?

The Head of Children's Services commented that we would continue to have children in care so would continue to seek out the best ways of providing care. Oaklands house struggled during the pandemic to provide respite care. 2 children there needed long term care but it was hoped that they would be able to move on by end of year. We looked constantly at models of respite care. Newport City Council commissioned Ty Hafan on occasion and this was very particular specialist provision. Also some schools away from Newport provided respite care and specific foster carers for respite care, some which had very specialist skills. Newport City Council strived to try and look at what was best for the child and their family. Going forward we would be looking at potential regional provision.

- What was the date for the opening of Windmill Farm and the position regarding staff following the closure of Cambridge House.

The Team Manager confirmed that works to Windmill Farm were currently on schedule and on track to open in January 2022. The home manager had just been appointed and it was anticipated the Councillors could visit in December prior to opening. Following closure of Cambridge House all staff who had wished to had been retained and employed elsewhere. There had been no compulsory redundancies.

- What was the situation in neighbouring Local Authorities and what were the cost savings for our model of provision?

The Head of Children's Services responded that the number of Local Authorities that had their own in-house provision was very small so whenever they needed a residential bed then they would need to purchase it and competition for these was therefore very high. Newport had on occasion offered a short-term bed for another Authority, at a cost, but we were fortunate in having our own provision as this relieved the pressure on us somewhat. She stressed that the cost of our in-house provision was not a cheap option by any means, the costs were extremely high but the costs of placements were huge, one English authority currently paying in excess of 30 thousand pounds a week for a placement. Whilst there were some voluntary sector providers and charities that provided care, the majority of care was provided by private businesses and was traded as an equity. Even accepting that ours was an expensive provision and we were committed to funding and resourcing appropriately, calculations would suggest that in the long run, we would be making savings. Going forward, this was a piece of work that would need to be looked into fully so that the exact costs and savings could be calculated.

- What was the situation with the amount of Foster Carers and the role of the wider community?

There was a TV advert for Foster Wales, together with advertising throughout the city in the form of banners, posters etc. We had had a surge of applicants last year but this had balanced out now but we would always require more foster applicants.

The Chair thanked the Head of Children's Services for her presentation and congratulated her and the staff on a very positive report.

5 **Director of Social Services Report 2020/21**

The Head of Adult Services gave a brief introduction to the report. The report contained information on how services had been maintained throughout the extremely challenging period of 2020/21. Although the report contained performance information, the performance reporting system that was in the process of changing during that period of time was suspended because of the pandemic, meaning that some of the detail was not fully available. Some of the historic measures were therefore not able to be included but could be provided verbally if required, during this meeting.

Members asked the following questions:-

- With the reporting requirements changed, how were we able to draw comparisons without benchmarking figures?

The Head of Adult Services responded that the whole of the reporting performance framework had changed as Welsh Government realised a lot of the previous measures were not giving them the information that they wanted. No targets had yet been established as a full year of data would be required to establish a benchmark for future performance. The new performance framework had changed so a comparison against the previous year was problematic. It was sensible therefore to treat this period as a baseline set of figures upon which to build future datasets to support evidence of future success, good practice and service pressures.

-There was an increase in assessments – what type of assessments were these?

About 30-40% were assessments for occupational therapy and the other large cohort of people were those wanting assessment for care and support. Often the families were unsure of what support they might need so Social Services worked with them and their families to determine what kind of support was needed, be it domiciliary care in the community, respite care or residential care. Whilst the majority of people who approached for an assessment were older people, there were adults of working age as well, whether because of physical or learning disability or mental health. The number of people that we assessed with mental health difficulties had increased by about a third during this period some of that as a consequence of the pandemic and deterioration in people's mental well-being. There had also been a significant number of people who presented with early onset dementia and dementia that had previously been manageable but a combination of factors linked to the pandemic and social isolation had meant this was no longer the case.

In response to a follow up question the Head of Adult Services stated that it was often a family member who referred people with suspected dementia for assessment. People had presented later due to the pandemic and so because of deterioration in condition, people's needs were more complex. Whilst we were coping in Newport and the Covid uplift from WG would continue until March 2022, discussions with Welsh Government were ongoing on how to meet this challenge.

- What was the situation with mental health assessments?

It was a service that was constantly under pressure and now had seen an increase in a third of mental health assessments. We had a responsibility to provide a 7-day week approved mental health duty rota and out of hours this was provided in partnership with other local authorities. There was a shortage of suitably trained people so we had made a commitment to train in-house but found that quite often, once qualified, these staff moved on to other authorities who were able to offer more incentives for suitably qualified staff and as funding

for staff training came from Welsh Government we were unable to add any tie- in clauses for staff to ensure they stayed with the authority after qualifying. Newport did have a good reputation as an employer and a good retention rate but with a shortage of suitably trained staff generally, the system was always under pressure.

- How has the Youth Justice Service community payback scheme been operating during this period?

The Head of Adult Services confirmed that the scheme had continued to operate during the pandemic, albeit in a different manner. We had tried to move away from the more traditional schemes and do things which were more meaningful in terms of community schemes. For example groups of young people put together pamper packs for NHS staff and also took charge of an allotment. It was hoped that the change longer term would be a positive change and hopefully help young people to develop empathy for others.

– How many people were currently homeless and what were the challenges in finding suitable accommodation?

The Head of Adult Services said she would confirm and report on the number as the figures depended on which definition of 'homeless' was used. The figures were collated by the Housing department and there were those who were permanently homeless as opposed to those who were for example, sofa surfing and therefore only temporarily homeless. Nevertheless, there was a significant challenge in finding people permanent accommodation, just in terms of the accommodation currently available. During the pandemic and through the efforts of colleagues in housing, social services and housing support teams, a huge effort and liaison with partners as well as work with the voluntary sector, ensured that we were able to move people into accommodation and keep them safe. Now the challenge would be to try to convert some of that into long term solutions for getting people into permanent accommodation, alongside dealing with some of the challenges that resulted in them being in that predicament in the first place, drug and alcohol challenges being a significant area being worked on. All had been offered accommodation but some, for a whole range of very complex reasons, had either not been able to remain in the accommodation that they'd been placed in or had declined help.

-What specialist care did we provide for those with dementia?

We had made changes to the way we provided day services for the elderly and support for older people and in particular, provided specialist provision and support for people with dementia and this was something that we would be increasingly focussing on and providing. Alongside this, providing respite and support for carers of people with dementia was of vital importance. Specialist training for our staff had been provided, and we'd also improved and changed the physical environments of our care homes to make them as suitable as we could for those with dementia.

-Was Newport involved in the Afghan refugee resettlement effort?

At this stage the specifics of the resettlement programme were not fully known because that sat within the Partnerships Team although when any vulnerable children were involved then Newport City Council's Social Services would become involved with the family aspect. Newport City Council were committed to support families and Children's Services worked on supporting unaccompanied asylum seeking children. We anticipated seeing an increasing number of children arriving from Afghanistan who would arrive at the ports and there were now a number of children being cared for by the Home Office in hotels and which was far

from desirable. We were looking at how we could offer accommodation and support for those children that was funded by the Home Office although there would also be a financial implication for the local authority due to staffing issues. The Head of Children's Services agreed to present a report to a future meeting on the work being done around the issues of unaccompanied asylum seeker children and this was welcomed by the Chair.

-A Member noted that they would like to hear from the Government Ministers in future.

-How had we adapted our ways of working and what was the situation with the Courts?

It had been business as usual for many due to front facing roles whilst adapting due to Covid restrictions and implementing regulations such as PPE, social distancing etc. There had been more working from home with meeting via Teams etc. with staff adapting to work more flexibly. It had been easier to co-ordinate strategy meetings and more efficient to hold those meetings virtually rather than try to get participants together physically, so this had been an improvement. Feedback was that this approach was more popular and so going forward, this hybrid method of working would probably continue. However, the pressures on staff could not be underestimated and their well being would need to be considered over the Winter period to ensure their mental health was looked after.

Court proceedings had all moved online at the start of COVID-19 and there continued to be problems with differing IT platforms being used. One advantage was that our Social workers did not have to spend long hours in court but there was a case for trying to get people back into court for some hearings. For some parents it was much easier to be in the court to hear and understand what was happening so it was a mixed approach currently across England and Wales. The aim for resolution in the Family Court was twenty six weeks but there were significant delays in meeting this target. The average wait now for children in court was thirty four weeks. In Newport there was a reduction in the number of cases in the family court but these were significant cases that were traumatic for staff to deal with and unfortunately it was not envisaged that there would be any significant improvement in waiting times for quite a long time.

-We had a significant underspend in Adult and Community Services due to the Covid grant provisions. Could this have been invested and used elsewhere?

The Head of Adult Services and Cabinet Member responded that the underspend had been as a result of a significant grant from Welsh Government towards supporting and insulating care services and we had also experienced a reduction in the number of elderly people we had looked after due to increased death rates. The grant money was targeted specifically to prevent care homes from closing with constraints around its use and so we had been unable to use that budget to use for capital projects. We had invested the money where best suited such as taking on additional care home staff where we could and we also upgraded the call system in our care homes. However, we had been unable to make any long term commitments such as increasing long term pay as this grant was only short term funding.

The Chair thanked the Head of Adult and Community Services for her report which demonstrated the department had continued to work extremely well during the time of the pandemic.

6 Conclusions of Committee Reports

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

Residential Care Report

- Committee wished for the opportunity to visit Windmill Farm before reopening to see the changes that have been made since their original visit.
- The Committee would like to thank the officers for the report, as it was comprehensive and well set out.

Director of Social Services Report

- The Committee would like further context on some of the statistics on homelessness contained within the report, namely:
 - Why have those who have been offered accommodation then chosen to leave it?
 - Clarification on the number of homeless and street homeless in Newport, and how homelessness is defined by Newport City Council.
- The Committee would like to note that the overall report as well as their response to it was a positive one.

7 Scrutiny Adviser Reports

The Scrutiny Adviser noted changes to the Forward Work Programme – namely the change of dates for upcoming meetings. The Committee agreed to the change of dates and times.

The meeting terminated at 12.53 pm



Scrutiny Report

Performance Scrutiny Committee – People

Part 1

Date: 16 November 2021

Subject **Mid-Year Service Plan reviews**

Author Scrutiny Adviser

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

Invitee:	Area / Role / Subject
Paul Cockeram	Cabinet Member for Social Services
Sally Ann Jenkins	Head of Children and Young People’s Services, Strategic Director – Social Services
Mary Ryan	Head of Adult Services

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

1.1 The Committee is asked to consider and evaluate the following Service Plan Mid-Year Reviews which include: Executive Summary; Analysis of Performance; Performance Measures, and; Finance, and are attached as:

- **Appendix 1** – Adults and Community
- **Appendix 2** – Children and Young People

1.2 Provide comments upon the performance to the Cabinet.

2 Context

Background

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

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

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

- Adults and Community (**Appendix 1**)
- Children and Young Peoples (**Appendix 2**)

3 Information Submitted to the Committee

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

- **Appendix 1** – Adult and Community
- **Appendix 2** – Children and Young People

Executive Summary	The Executive Summary of the Cabinet Member / Head of Service is provided as an Overview at the beginning of each Service Area's Mid-Year Review and includes graph summarising the progress against actions and a Budget Forecast Position.
Analysis of Performance	The Analysis of Performance includes each Service Plan's Objectives, the Corporate Plan Objective they support and an update upon the actions planned for each for 2019-20. Performance of the Actions is ranked using the following: <ul style="list-style-type: none"> • Green - Complete • Blue - In Progress • Grey - To be commenced
Performance Measures	The National Measures are set by the Welsh Government and used to compare and benchmark performance with other Local Authorities in Wales. Some of the measures are reported monthly, quarterly or half yearly, while some are annual measures reported at the end of the year. This report is for Performance at the Mid-Year point, up to the end of September 2019. Performance of the Measures is ranked using the following: <ul style="list-style-type: none"> • Green - On target • Amber - Short of Target (15% Tolerance) • Red - Off Target (Over 15% Tolerance)
Finance and Resource Analysis	Financial Analysis is provided at the Mid-Year point (end of Quarter 2), for each Service Area and includes: the Overall Net Position; a graph forecasting the Delivery of the Medium Term Revenue Plan Savings for 2019-20, and; a Summary Revenue Budget Position, together with Employee / Human Resource Analysis.

4. Suggested Areas of Focus

Role of the Committee

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

Assess and make comment on:

- Analyse the Service Plan Mid-Year Reviews and Evaluate how well Service Areas performed in the first half of the 2021-22 financial year against the objectives, actions and performance measures in their How effectively are the service areas performing against objectives, actions and measures;
 - Are the targets sufficiently challenging and balanced between being realistic and robust?
 - Is any underperformance being addressed and associated risks being mitigated;
 - What is being done to improve performance for the second half of the 2021-22 financial year?
 - Are there any barriers to improving performance of objectives, actions and performance measures in the Service Plans?
 - Is the Service Area on target with its budget? If not what mitigations are planned to reduce overspends (or underspends) within this financial year?
- In drawing its conclusions, the Committee should assess:
 - What was the overall conclusion on the information contained within the reports?
 - Is the Committee satisfied that it has had all of the relevant information to base a conclusion on the performance of the Service Area at the Mid-Year point?
 - Does any area require a more in-depth review by the Committee?

Section B – Supporting Information

5 Links to Council Policies and Priorities

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

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

6 Wellbeing of Future Generation (Wales) Act

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

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

7. Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan](#)

Report Completed: October 2021

Adult & Community Services

Mid Year Review 21/22



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Cabinet Member for Social Service – Councillor Paul Cockeram

Director of Social Services – Sally Ann Jenkins

Head of Service – Mary Ryan

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 30th September 2021. Service plans have been designed to support the delivery of the [Council's Corporate Plan 2017-22](#). 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.

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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.

The Adults & Community Services service plan focuses on the delivery of the following Wellbeing Objective(s) in the Corporate Plan:

- **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 2021/22 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.

Cabinet Member(s) / Head of Service Executive Summary

During this 6 month period adult services are still dealing with the consequences of the Pandemic with no real certainty about the long term impact.

Much of our planned work has been subject to delays as resources have been re directed to Covid related priorities but some progress is being made as we re-focus our efforts on priority work-streams such as the integration of frailty into First Contact service, the development of a regional approach to Direct Payments and the ongoing integration of hospital discharge pathways to accommodate the new hospital site.

2021/22 is the first year of reporting against the new Welsh Government Performance Framework so no targets have been set as some of the metrics require Local Authorities to capture data in a different way. A significant amount of work has been done to ensure we have the appropriate recording processes in place and at the end of this financial year we will have a full 12 months of data to use as a new benchmark and to establish realistic performance targets.

The 6 month data position shows that the number of new assessments is relatively stable at around 700 but the level of complexity and need is demonstrably greater and is placing pressure on all services struggling to meet the increased demands with a depleted and tired workforce.

Whilst we no longer have to record the number of hospital discharges delayed by issues in social care, we continue to develop the pathways, both by preventing admission through Home First and by expediting discharge by assessing on the wards and providing Reablement to ensure citizens can return home at the earliest point.

Increased activity at all the hospital sites, most notably the Grange, as a consequence of the Pandemic and staff shortages means that the Reablement teams are working hard to meet demand and having to prioritise resources with some waiting times being experienced. The figures at Q2 directly compared to Q2 in 20/21 demonstrate an increase of 77. It is important to note that despite this increase, the number of interventions that mitigated or reduced the need for ongoing support are recorded as 302 and 12 respectively and continues to evidence the effectiveness of the intervention as an outcome

The number of adults with a direct payment has reduced slightly but this is impacted by naturally changing circumstances and preferences. It is worth noting that new DP's in Children's Services are increasing and contributing to the overall growth in numbers.

There is a significant increase in the number of reports of adults suspected at being at risk where it is necessary for enquiries to be made, when compared to the same period last year there is a variance of 135. This could be due to a number of reasons including new reports associated with PPE failures and breaches of Covid guidance. We have identified an increase in the number of cases of self-neglect and other issues around professional confidence to report and the removal of the significant harm threshold could also be impacting. We will continue to monitor and assess the issues, some of which may be temporary.

We are working hard with our commissioned partners to ensure services are maintained. Throughout the Pandemic we have been distributing Welsh Government funding to cover voids in care homes and the additional costs associated with managing Covid incidents in enclosed settings. Temporary fee uplifts for residential, supported living and domiciliary care services have also been provided that are likely to provide commissioners with a headache as we commence our 2022/23 fee negotiations with no certainty of whether this additional funding is likely to continue.

Our primary concern has been around the financial sustainability of care homes and in April one of our providers decided to close a nursing home because of low occupancy and concerns around ongoing financial sustainability. They owned 2 homes and made the decision to consolidate, to invest in the remaining property for the benefit of residents and to futureproof their business. In partnership with the provider, ABUHB and families we successfully re-located the residents to homes of their choice, but it was a loss of 27 nursing beds in the City.

Subsequently, the fear of further closures has been somewhat mitigated by an increase in demand for care home placements but the concern has been replaced by the wider issue of staff shortages. The ability for the sector to recruit and retain care workers in a very hot employment market where retail and hospitality are offering much better rates of pay is incredibly challenging.

Domiciliary Care Agencies have been hit particularly hard and we are having difficulty securing new community based packages of care and some have been handed back as a consequence of the fragile workforce. Whilst our partner agencies are working incredibly hard to maintain services the low status, variable pay rates and inadequate terms and conditions are real factors. These weaknesses have been flagged as risks for several years but the Pandemic has further exposed them. Similar issues are being experienced across the full range of social care provision, including vacancies in our internal services.

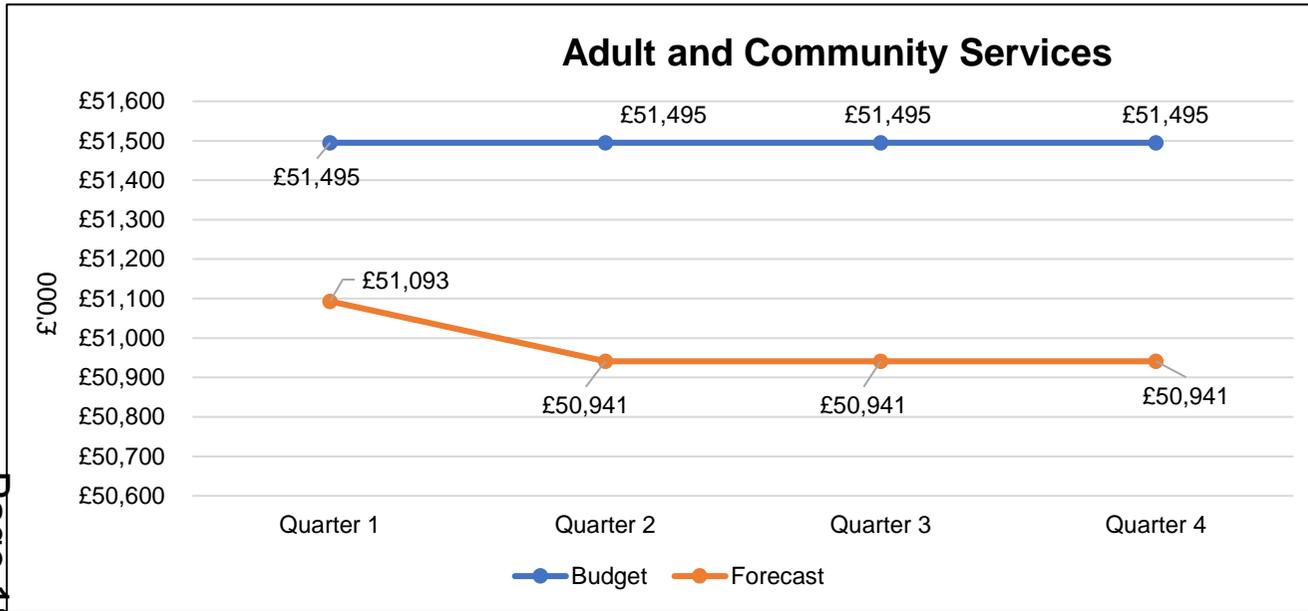
In the meantime, we are working closely with our providers, meeting regionally as commissioners and providing information to the various national work-streams that are looking at wider workforce issues. The Social Work teams are in contact with citizens and their families to monitor ongoing risk and determine priority of need to ensure we are effectively targeting resources.

The Commissioning team has supported providers in the allocation of additional funding, the provision of lateral flow tests and the ongoing supply of PPE. The administration of the £735 payment to all eligible external social care staff, whilst welcomed by many, and following on from the initial £500 has been hugely time consuming and is not expected to be completed until the end of the year.

We have extended our contract with Volunteering Matters to offer lower level support to those coming out of hospital and as an additional option for citizens referred to Housing Support services and to the Community Connectors with needs that can be addressed but that currently sit below Adult services threshold. It is hoped that this will help to free up resources and manage on-going high levels of demand.

As we head towards a winter that is widely acknowledged to be particularly challenging there are still many uncertainties about how the Pandemic will continue to affect demand and our ability to meet them.

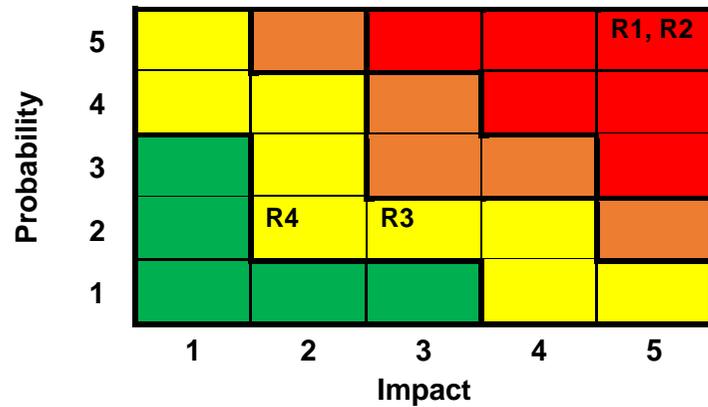
Adult and Community Services – Mid Year Forecast Vs 2021/22 Budget



This provides an overview of the Adult and Service Area forecasted position to the end of quarter 2 (April to September 2021).

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Service Area Risks at 30th September 2021



Service Area Risk Heat Map Key (Quarter 2 2021/22)	
R1 – Stability of Social Services providers	R2 – Pressure on Adult and Community Services
R3 – Liberty Protection Safeguards legislation	R4 – Safeguarding

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)

Programmes and Projects

This provides an update on the delivery of key programmes and projects that contribute towards the delivery of the Corporate Plan 2017-22. This covers the progress of delivery from 1st April to 30th September 2021.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	Q2 % of Project Completed (Red / Amber / Green)	Commentary
Home first	<p>The objective of this project is to further align patient flow processes within hospital discharge. Through collaboration with our health and social care partners the outcomes will be to:</p> <ul style="list-style-type: none"> • Prevent future admissions into hospital by ensuring tailored care packages are in place. • Implement early planning for discharge to prevent avoidable delays for patients returning home or to appropriate accommodation. • During the COVID 19 crisis, Home First has continued to provide in line with regional arrangements a critical frontline service to support hospital discharge. 	Quarter 4 2021/22	70%	Home First continues to provide a key component of hospital discharge pathways. The opening of the Grange Hospital has changed the landscape and work continues to be undertaken to review the pathways between sites and the challenges faced with ensuring that discharge occurs at the earliest opportunity. A key work stream being undertaken is reviewing the referral pathway for services at the Grange Hospital to develop a clear multi-disciplinary approach to discharge.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	Q2 % of Project Completed (Red / Amber / Green)	Commentary
	<ul style="list-style-type: none"> Home First has extended operation to cover the Grange University Hospital which was opened in November 2020 			
Integration of Frailty team into First Contact	<p>The objective of this project is to integrate the Frailty team into the First Contact team. The outcomes of this work will:</p> <ul style="list-style-type: none"> Reduce the number of entry points for Newport citizens to contact and engage with the Council. Improve the efficiency and consistency of the First Contact service to signpost Newport citizens to the correct team(s) and ensure that they receive necessary information and support for their needs. 	Quarter 4 2021 / 22	60%	<p>Work streams have been set up from the Steering group to establish new processes and pathways into and around the newly expanded HUB.</p> <p>Groups have met and proposed process plans to the steering group for consideration.</p> <p>Some project management support now in place to help with the momentum of the integration.</p>
Direct Payments Regional Service	<p>To develop a regional approach for service users to access and use the Direct Payments service that will ensure:</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 <p>Ensure individuals are able to have greater independence and tailored support that meets their needs.</p>	Quarter 4 2021 / 22	75%	<p>Meeting as a regional steering group once a month</p> <p>Data sets have been collected from the LAS to benchmark and scope DP services in each area</p> <p>Work plan developed outlining key areas of action in order to start the process</p>
Appointeeship Regional Service	<p>To develop a regional approach for Newport citizens to access the Appointeeship service. The outcome(s) of this project will ensure:</p> <ul style="list-style-type: none"> Consistent service model is adopted across the region for all citizens. 	Quarter 4 2021 / 22	10%	Regional meetings have been reinstated and scoping work is underway.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	Q2 % of Project Completed (Red / Amber / Green)	Commentary
	Improve the access and efficiency of the Appointeeship service for Newport citizens.			
Day Opportunities Development of Outreach service	A community based outreach model of support will be developed as a reconfiguration and expansion of the previous buildings based service	Quarter 4 2021 / 22	75%	The outreach service is now in place and currently has a waiting list for the provision of respite care.
Development of Reablement – Dementia Service	To develop a new specialist Reablement service for those suffering from dementia	Quarter 4 2021 / 22	25%	Work is ongoing to develop pilot.
Liberty Protection/Safeguards	To prepare for the implementation of new legislation	Quarter 4 2021 / 22	65%	A new Mental Capacity Act lead has been appointed, based in the Transformation team and covering the Pan Gwent LA's and ABUHB. The Code of Practice is not available, delayed due to Covid so it is likely that the implementation date will move to 01.10.2022.
Implementation of the new WG performance framework	To fully implement the procedures and protocols to ensure full compliance with the Welsh Government Performance Framework that is a statutory reporting requirement	Quarter 4 2021 / 22	25%	The work in adults is mainly completed and new data sets are being recorded. As this is the first year of collection there will be some recording issues that we will need to monitor and address over the next 12 months.

Workforce Planning

To support the delivery of the Service Plan and Corporate Plan objectives, service areas in collaboration with the Council's Human Resources team have identified three key actions to improve the capacity and capability of its workforce in 2021/22.

Action	Outcome(s) of Action	Action Start Date	Anticipated Completion Date	Q2 % of Action completed	Commentary
Create a working group to review key Job Descriptions across Adult & Community Services.	Ensure consistency across key roles and responsibilities in Adult Services.	1 st April 2021	31 st March 2022	20%	This work is being completed as vacancies arise. There is currently insufficient capacity to undertake this task on a service wide basis.
Identify partners and deliver training to key staff members and social services as a whole on new DOLS legislation.	Improve the knowledge and understanding to ensure compliance with the new legislation.	1 st April 2021	31 st March 2022	20%	A MCA Implementation lead has been appointed. She is based in the Transformation team working for the 5 Pan Gwent LA's and ABUHB. Awareness of the Mental Capacity Act training has been rolled out to partners but specific training on Liberty Protection Safeguards won't be available until after the Code of Practice is published that is currently subject to further delay
Examine career pathways and structures throughout Adult and Community Services.	Improve resilience and provide career pathways across Adult Services.	1 st April 2021	31 st March 2022	15%	There is currently insufficient capacity to undertake this task as a formal work-stream but resilience and capacity are considered on an ongoing basis and particularly when vacancies arise or when funding opportunities enable the modification and/or enhancement of existing staff structures to meet particular service needs.

Objectives and Action Update (30th September 2021)

This is an update on the progress against service objectives and actions to the end of quarter 2 (30th September 2021).

Objective 1 - Early Intervention and Prevention						
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
1	Contact as a multi-agency, multi-disciplinary team effectively managing demand. This includes the integration of the Frailty service into the First Contact Team.	<p>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.</p> <p>The service will also improve its resilience to service demand pressures and ensure an integrated approach is provided to citizens.</p>	1st April 2019	31st March 2022	80%	<p>Meetings have continued through this period to shape the pathways identified</p> <p>To review outcomes of this work and look to seek Project Management support to help with the momentum of the project</p>
2	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. 	1st April 2020	31st March 2022	75%	Meeting as a regional steering group on monthly basis. Data collected to establish details on DP services across the region. Work plan identified for the key areas of progression.

Objective 2 - Integrated working across Health and Social Care

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
1	To develop and effectively integrate the Regional Home First initiative into the hospital pathway and to further align patient flow processes within hospital discharge.	<p>Through collaboration with the Health Board and partners we will be able to:</p> <ul style="list-style-type: none"> • Prevent admission • To build further on early planning for discharge to prevent avoidable delays • Manage patients through the pathways more effectively • The opening of the new Grange University Hospital has impacted existing processes and ongoing review and development is required to ensure full integration 	1 st April 2019	31 st March 2022	50%	Home First are continuing to develop the interface with WAST (Welsh Ambulance Service) and the Flow Centre to support the Discharge to Assess Pathways including admission avoidance.
2	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. 	1 st April 2020	31 st March 2022	70%	During the summer holidays the transition team ran sessions for 42 young people to help them learn new skills and meet new friends. Feedback indicated that it was a success. The Community Opportunities project is being run by the commissioning team to review and extend provision for young people.

Objective 3 – Commissioning

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
1	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. 	1 st April 2020	31 st March 2022	10%	Regional meetings have taken place but there has been little progress. Current focus is on creating additional capacity in our internal service.
2	To implement the Independent Living Strategy for all adults and to improve the support available for young people with learning disabilities to transition into Adults Services.	<p>This action will enable service users with learning disabilities to live healthy, independent lives within the community and ensure that young people are able to have tailored support that will maximise their opportunities to achieve independence into adulthood.</p> <p>Enable early planning and involvement with the Council, Health, young people, their families and/or carers to support them throughout the transition process.</p> <p>To ensure multi-disciplinary systems/ processes are in place to support transition. Information from Children's Services to predict future demand</p>	1 st April 2020	31 st March 2022	50%	<p>A key feature of the Independent Living Strategy has been collaboration between Social Services, Housing Strategy and Supporting People to develop new models of accommodation and support. The Pobl development opened at the end of Q4 2020/21. We have subsequently evidenced excellent outcomes for the people living there, with some notable milestones as they develop their independent living skills.</p> <p>During Q2 2021/22, we received confirmation of capital funding of £508k from the ICF for the next planned development with Pobl at the former Pirelli site off Corporation Road. The development will support 7 adults with learning disabilities and will be based on our collective learning and experience of projects under the Independent Living Strategy. Initial discussions to plan for the development started during Q2.</p> <p>The strong links between Adult Services and the Disabled Children's Team continue to help promote effective pathways for young</p>

Objective 3 – Commissioning

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
						people with learning disabilities and autism to make the transition to adulthood. We work with specialist providers to support young people in transition. We have been successful in broadening the range of providers available, with services from Prime Care and Values in Care being particularly effective to meet the needs of young people making this transition.
3	Day Opportunities – Development of outreach service	To ensure flexibility in the offer of community based support across client groups	1st April 2021	31st March 2022	75%	The outreach service is now in place and currently has a waiting list for the provision of respite care.
26	Development of Reablement Dementia Service	To ensure those with Dementia have access to a specialist service to maintain and improve independence after a hospital stay	1st April 2020	31st March 2022	25%	Work is ongoing to develop pilot.
5	Implementation of the new Welsh Government performance Framework	To ensure NCC can fulfil its statutory requirement to report to Welsh Government on activity across adults and children's services	1st April 2021	31st March 2022	25%	The work in adults is mainly completed and new data sets are being recorded. As this is the first year of collection there will be some recording issues that we will need to monitor and address over the next 12 months.
6	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	1st April 2019	31st March 2022	20%	The impact of Covid cannot yet be fully estimated as we are heading into Winter and the usual pressures are likely to be exacerbated. Funding for care home providers is being reduced in terms of payment for voids but we are seeing increased demand for placements that may, with the exception of a small number of homes offset the impact of reduced subsidy. The issue that is causing all services concern is the shortage of staff

Objective 3 – Commissioning

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
		packages that enables healthy, independent living.				and the ongoing pressure around recruitment and retention. Domiciliary care is currently in the red category as capacity cannot keep up with demand.

Objective 4 – Carers

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
Page 27	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.	1 st April 2019	31 st March 2022	90%	Carers work plan for 2021 -2022 developed. Work plan has incorporated themes from National Framework. National Carers awareness campaign being run in October '21. To start the evidence gathering for the Carer Friendly Accreditation as an Employer and Service provider in Q3.
2	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. 	1 st April 2020	31 st March 2022	75%	Young Carers offer has been finalised and ready to look at the launch of the offer over the winter period Developed in conjunction with Barnardos and young carers themselves.

Objective 5 - Safeguarding

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
1	To implement the change in Mental Capacity Legislation specifically in relation to Deprivation of Liberty Safeguards (DOLS) to the new legislation of Liberty Protection Safeguards (LPS) Implementation rescheduled from Oct 2020, to April 2022 due to pandemic pressures.	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.	1st April 2020	31 st March 2022	65%	A new Mental Capacity Act lead has been appointed, based in the Transformation team and covering the Pan Gwent LA's and ABUHB. The Code of Practice is not available, delayed due to Covid so it is likely that the implementation date will move to 01.10.2022.
Page 28	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,	1st April 2019	30 th June 2021	C	This objective is complete as the practice and process pathways established for all referrals to adult safeguarding are embedded within the process. Work to continually improve pathways for citizens and professionals to access services will always be a priority.
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 the new LPS legislation. This will also prevent non-compliance with the new legislation.	1st April 2020	30 th June 2021	C	The training is available across the council and will be part of the ongoing training portfolio for adult and children services.
3	Preparation for the implementation of the Liberty Protection Safeguards in April 2022.	Ensure Adult Services, NCC and partners are prepared and ready to implement the new legislation from April 2022.	1 st April 2021	31 st March 2022	80%	NB Welsh Government have announced a further delay to implementation of the LPS. The Code of Practice has yet to be consulted upon - confirmation of start of the consultation will also impact on the date for the implementation of LPS. Regional training and all officers to complete Mental Capacity training underway. (as baseline training)

Objective 5 - Safeguarding

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
						Work on systems and processes to embed within the council and regional structures will commence as soon as the Code of Practice is produced

Performance Measures (30th September 2021)

This is an update on the quarterly and half yearly performance measures for the service area to 30th September 2021. The end of year performance and previous year's Mid-year update is also included for comparative purposes. Annual measures are excluded and will be reported in March 2022. Commentary reported by exception for Amber and Red measures.

Targets have not been set for Social Services performance measures. Instead the previous years' final actual figure will be used as a comparator to enable stakeholders understand whether performance has improved, stayed the same or worsen in the period. Where performance has worsened commentary will be provided.

Note: For performance measures AD/004, AD006b, AD/010, AD/011b, AD/011c and AD/011d in the table below, there is no RAG assessment of performance as the performance is determined based upon support needs of the service user.

Key

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

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Mid-Year (6 months) – 1st April to 30th September

End of Year (12 months) – 1st April to 31st March

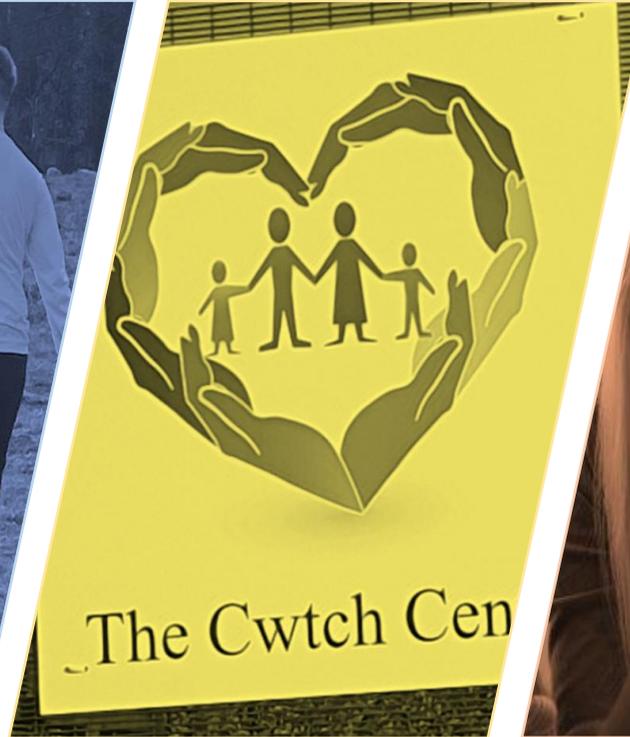
Performance Measure	Mid-Year 2021/22 Actual Performance	Mid-Year 2020/21 Actual Performance	End of Year 20/21 Actual Performance	Commentary
National (AD/004) – The number of new assessments completed for adults during the year	691	711	1,538	Not Applicable
National (AD/006b) – The active offer of Welsh was accepted	0	0	0	Not Applicable
National (AD/010) – The total number of packages of reablement completed during the year	361	284	584	Not Applicable
National (AD/011a) – The number packages of reablement completed during the year that reduced the need for support	12	Not Available	43	Not Applicable
National (AD/011b) – The number of packages of reablement completed during the year that	54	28	95	Not Applicable

Performance Measure	Mid-Year 2021/22 Actual Performance	Mid-Year 2020/21 Actual Performance	End of Year 20/21 Actual Performance	Commentary
maintained the need for the same level of support.				
National (AD/011c) – The number of packages of reablement completed during the year that mitigated the need for support.	302	196	409	Not Applicable
National (AD/011d) – The number of packages of reablement completed during the year that increased the need for support	19	18	43	Not Applicable
National (AD/012) – The number of adults with a care and support plan as at 31 st March.	1,962	2,103	1,861	Not Applicable
National (AD/013) – The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 st March.	85	90	93	The number of direct payments naturally fluctuates. The numbers are generally increasing but the biggest area of growth is within children's services.
National (AD/022) – The total number of reports of adults suspected of being at risk where it is necessary for enquiries to be made.	412	277	648	Some increased areas of activity identified around reports of self-neglect and breaches of PPE that can be attributed to the Pandemic. More broadly the removal of the threshold of serious harm and greater confidence of professionals around reporting could also be impacting. Ongoing monitoring will determine if it is a permanent feature.
National (AD/023) - The Number of adult protection enquiries completed within 7 days from the receipt of the reported alleged abuse.	398	274	636	Not Applicable

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Children & Young People Services

Mid Year Review 21/22



Cabinet Member for Social Service – Councillor Paul Cockeram
Director of Social Services – 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 30th September 2021. Service plans have been designed to support the delivery of the [Council's Corporate Plan 2017-22](#). 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.

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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.

The Children & Young People Services service plan focuses on the delivery of the following Wellbeing Objective(s) in the Corporate Plan:

- **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 2021/22 Service Plan has five 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.

Cabinet Member(s) / Head of Service Executive Summary

The first six months of 21/22 has been dominated by the continuing challenges from the pandemic. Much of the work of Children's Services is back to pre-pandemic functioning and indeed there are large areas of positive innovative services delivery. However, the losses for families, the challenges for children, young people and adults and the inexorable pressure of the past 20 months on staff are all impacting on the services delivered.

As in the latter part of 20/21 the first six months has seen a relentless increase in the number of referrals being made and the number of referrals where families require ongoing services. This increase is reflected in the data in this report. In addition to the quantitative increases there has also been a step change in the complexity of cases. Families who would previously have been referred earlier are coming to Children's Services much later and hence the degree of distress and need for support is greater. Staff have continued to work tirelessly to support families and to ensure distress and risk is as far as possible safely managed with support, advice and appropriate services.

An assurance check with Care Inspectorate Wales in May 2021 was positive and while there are continued areas for development the services are delivering effectively and safely. The following are observations from the Inspectorate feedback

- "In children's services we found an early intervention model through which children can access a range of services supported by the Space Well-being Panel which comprised a wide range of statutory and third sector organisations."
- "Staff have a shared commitment to work effectively with families within the constraints of the pandemic."
- "We received positive feedback from care leavers who were highly complimentary about personal advisors (PAs). They said it was important to be listened to and their voices heard."

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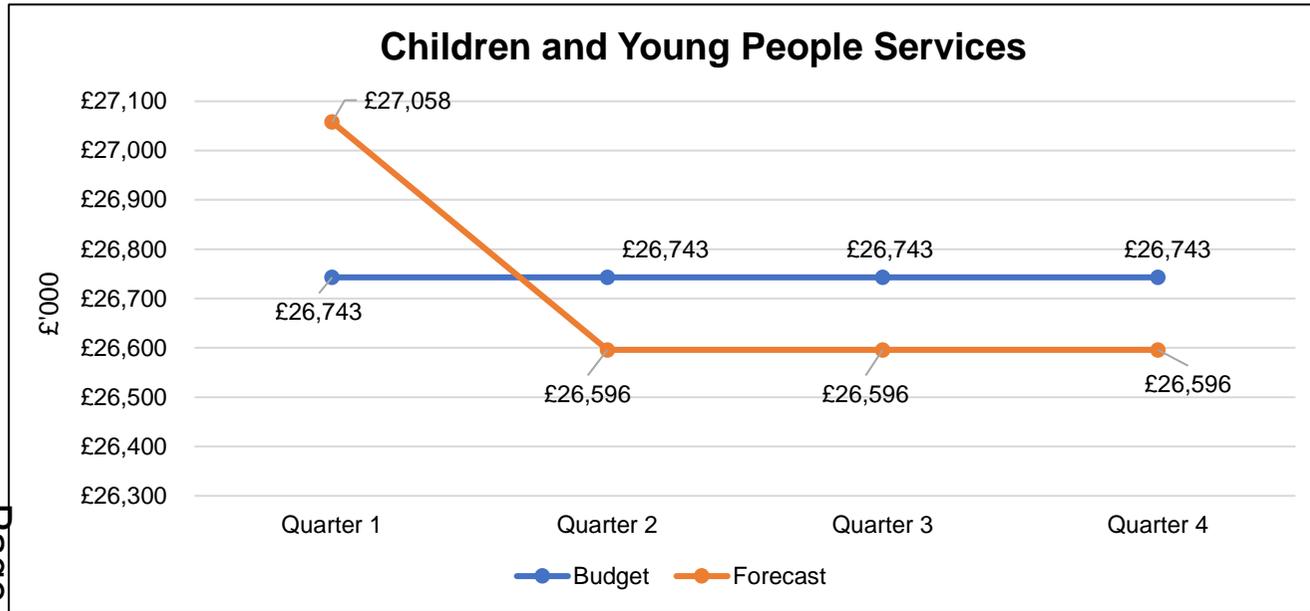
Maethu Cymru/Foster Wales was launched across Wales as a drive to increase the number of foster carers in Local Authorities and to ensure the quality of care. Foster carers and staff from Newport have been involved throughout the campaign including at the launch at the Senedd and with a prodigious output across social media. In residential care the work at Windmill Farm is well underway while agreement for the appointment of staff is in place and the manager has already been offered the post.

There are a number of developments happening across all teams. Below are some examples of positive developments

- Our Disabled Children's Team ran a series of sessions over the summer and again in October half term focussing on different sorts of experiences for some of the most vulnerable children we support. The feedback from children and families has been overwhelmingly positive.
- The Family and Friends team has established a support group specifically for kinship carers. The group has been well attended and carers are finding the shared support hugely beneficial.
- A football event run by the Youth Justice Service was a tremendous success with a broad range of teams and some fantastic healthy competition.
- Working with partner agencies and Cardiff City Council our staff have been supporting Unaccompanied Asylum Seeking Children arriving through the National Transfer Scheme. This work will continue throughout 2021/22.
- In the Safeguarding Hub the Rapid Response team continues to work effectively with families to avoid crises and support families intensively as early as possible

For the second half of the year Children's Services staff will continue to work to deliver effective core services. Realistically much of our focus for the rest of the year will be on addressing the challenges of recruitment and the demand for services. However, we will endeavour to ensure we develop positive innovative elements of service and make constructive changes for the future.

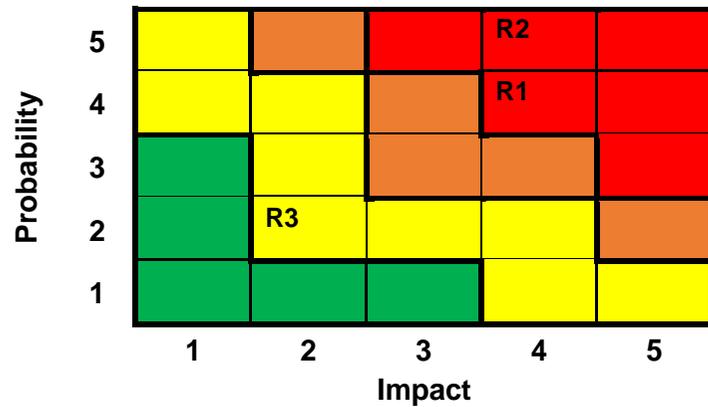
Children & Young People Services – Mid Year Forecast Vs 2021/22 Budget



This provides an overview of the 'Service Area' forecasted position to the end of quarter 2 (April to September 2021).

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Service Area Risks at 30th September 2021



Service Area Risk Heat Map Key (Quarter 2 2021/22)	
R1 – Family Court Cases	R2 – Pressure on the delivery of Children Services
R3 – Safeguarding Risk	

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)

Programmes and Projects

This provides an update on the delivery of key programmes and projects that contribute towards the delivery of the Corporate Plan 2017-22. This covers the progress of delivery from 1st April to 30th September 2021.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	% of Project Completed (Red / Amber / Green)	Commentary
Residential Children's Homes	Increase the number of placements for children available in residential care in Newport by developing LA provision. In so doing children can be cared for locally and are more able to develop resilience and sustain their local connections. Ensuring we are aspirational in the care of our children is part of this ambition as well as promoting the best use of our resources. This links with regional developments and assists in providing support for children with the highest levels of vulnerability. The planned developments for the coming year are Rosedale home which is opening in March 2021, the proposals to develop	Quarter 4 2022/23	65%	Work is underway at Windmill Farm. The building is not yet completed, and the likely completion is January 2022. The home will need to be registered with Care Inspectorate Wales and this is likely to be completed by May 2022.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	% of Project Completed (Red / Amber / Green)	Commentary
	the annexes at Rosedale and Windmill Farm.			
Review of existing Children's Homes	This project is a further development to improve the in- house residential offer and ensure all provision is of suitable quality and offers care of the highest standard.	Quarter 4 2021 / 22	90%	Cambridge House has shut as it was no longer fit for purpose. Work is underway to increase emergency provision in residential with Rosedale Annexes and Windmill Farm
Unaccompanied Asylum Seeker Children (UASC)	Newport and Cardiff LA's have agreed to support unaccompanied asylum-seeking children from the National Transfer Scheme. We have the infrastructure to support these children/young people. In order to manage this process a team is being developed and consultation with stakeholders has commenced. There will be a need for a corporate strategy in response to meeting these children/young people's needs.	Quarter 4 2021 / 22	50%	Children Services has successfully supported 8 young people since 26 th July 21. We continue to work in collaboration with Cardiff City Council and stakeholders to ensure that we build an adequate infrastructure to meet the needs of these vulnerable individuals.
Child Protection Processes	Following research undertaken by Barnardo's to review child protection processes and experiences in Newport a stakeholder group has been tasked with implementing the key learning outcomes to improve partnership approaches and outcomes for professionals and families helping support children to remain within their families where safe to do so.	Quarter 4 2021 / 22	90%	CP processes are continuing to be embedded, Blended child protection conferences are in person in the Civic centre and working well. A quality assurance framework will conduct a survey for all participants by end of the year.
Rosedale Annexes	There is currently an ICF expression of interest regarding Rosedale annexes with WG. This project would require planning permission and project management. Additional annexes would enable NCC to have sufficient emergency care and also allow the selling of placements across Gwent.	Quarter 4 2021 / 22	25%	Work has started on this project- although the final ministerial ICF letter is awaited. Plans are being developed and planning application is underway.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	% of Project Completed (Red / Amber / Green)	Commentary
Proposed closure of Cambridge House	To ensure the on-going quality and provision of high-quality care. Cambridge House is no longer suitable for a children's home due to the location and state of repair.	Quarter 4 2021 / 22	95%	CH is shut. The building is awaiting disposal- a BC has been done and is awaiting sign off if the building is not used by Housing associations.
Single Unified Safeguarding Review	Lead on Welsh Government and Home Office project to ensure Domestic Homicide Reviews enhance practitioner learning and combine with adult/child practice reviews. Produce a single repository in Wales for all learning outcomes.	Quarter 4 2021 / 22	75%	Ongoing progress with the development of the SUSR for Wales. First ministerial meeting before Christmas 2021 and will be chaired by the First Minister. Wales repository for all child/adult and DHR reviews created and housed with Cardiff University. Working towards full completion of the policy and process by April 2022.
Regional Independent Domestic Violence Advocates (IDVA) service	Outsource commissioning of the Regional IDVA service. Third sector consortia to manage and develop further the regional resource funded by VAWDASV Welsh Government grant and Police and Crime Commissioner Office.	Quarter 4 2021 / 22	75%	Completion of speculative tender. Consortium funding agreed with Welsh Government (VAWDASV Gwent grant) OPCC, MOJ and Local Authorities across Gwent. Move to full tendering process, for service to start in April 2022
Child Exploitation response model	Newport is one of the leading Local Authorities in Wales delivering a response to exploitation through the implementation of a multi-agency strategy meeting model and Exploitation Toolkit which has now extended to all 5 Gwent Local Authorities. Building on this multi-agency approach we have recruited an Exploitation Social Work to provide direct support to tackle exploitation and improve outcomes for children and young people	Quarter 4 2021 / 22	50%	The project continues to be seen as a model of good practice and we are part of a number of research groups addressing exploitation. We now have an exploitation social worker, and exploitation parenting worker and a virtual team dedicated to exploitation which has enabled several young people to remain at home, be safer in the community and improve partnership working. The focus is now to shift from the excellent work we have done to safeguard children to focus on the community and how we can address and reduce those risks.

Workforce Planning

To support the delivery of the Service Plan and Corporate Plan objectives, service areas in collaboration with the Council's Human Resources team have identified three key actions to improve the capacity and capability of its workforce in 2021/22

Action	Outcome(s) of Action	Action Start Date	Anticipated Completion Date	% of Action completed	Commentary
Review and update outdated job descriptions and to genericise some key roles (where possible)	Provide consistency of job roles and responsibilities across Children and Young People Services.	1 st April 2021	30 th June 2021	60%	The work continues across Social Services with input from key staff
Review the current recruitment strategy and implement new ways of advertising roles (including updated job adverts, social media and video adverts).	Working with HR and Senior Managers we will update current mechanisms to attract people to the service.	1 st April 2021	30 th September 2021	75%	The materials have been developed by HR and are now in use. Further steps are being taken e.g. job fair attendance and the use of social media.
Develop an expanded social work student scheme with consideration for the option of including support for the Open University route to social work qualification.	Work with training and Adult Services to review the existing course and consider expansion options.	1 st April 2021	30 th June 2021	80%	The group of staff to undertake the Open University training programme have been agreed and the scheme is fully agreed. Further steps are being explored in light of the staffing challenges across social care.

Objectives and Action Update (30th September 2021)

This is an update on the progress against service objectives and actions to the end of quarter 2 (30th September 2021).

Objective 1 - Deliver effective services to support children to safely remain with their families						
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	% Action Completed (Red / Amber / Green)	Action Commentary
1	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.	1 st April 2021	31 st March 2022	80%	Again the number of children who are looked after has reduced slightly. This is real progress against the backdrop of increasing referrals and pressures. The Rapid Response team and the services of MyST are beginning to generate positive outcomes in this area of work
Page 42 2	Explore sustainability options for the Early Intervention Project within the Preventions Team for post March 2021.	Funding for the continuity of this partnership project has been secured for 21/22. Awaiting written confirmation of funding from Office of the Police and Crime Commissioner.	1 st April 2021	31 st March 2022	30%	This project still requires a sustainable resolution post April 2022. A partnership project between Preventions and the OPCC, the project continues to respond to a high level of PPN's submitted yet not progressed by the Safeguarding Hub. The team offers an early intervention and contact to support the family and make identified improvements. Discussions are open with the OPCC currently with the aim of securing sustainable funding to maintain the project.
3	Develop a rapid response provision at the front door of Children's Services utilising the skill set in existing provision.	The Rapid response service has now commenced within the safeguarding HUB and is supporting families at the earliest opportunity in an intense and immediate way through direct interventions aimed at helping keep families together. Reporting on outcomes is part of the model	1 st April 2021	31 st March 2022	90%	Ongoing development of the provision. Review of service ongoing.

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

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	% Action Completed (Red / Amber / Green)	Action Commentary
		and this will be evaluated after the first years delivery.				
4	Work with the Pathway Service to support reunification of Children who are looked after (CLA) to family/friends.	The delivery of this action in will support Children Services objective to reduce the number of looked after children and enable effective early intervention and prevention. Introduction of Lifelong Links across Pathway	1 st April 2021	31 st March 2022	90%	The Pathway team have developed a Placement with Parents (PWP) reunification process which will enhance the development in this area.
Page 43	Complete and deliver actions agreed in the post safeguarding joint inspection action plan	This action has been delayed by the pandemic and will be taken forward across a number of areas notably the development of the child exploitation protocol.	1 st April 2020	30 th September 2021	80%	The toolkit is being embedded. MACE is becoming an increasingly useful and informative forum for agencies to work together in line with the recommendations from the Joint Inspection Children Protection Arrangements (JICPA). The work of the exploitation social worker has been highly praised in court and she continues to develop a very valuable service.
6	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	Publication was delayed until March 2021. 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.	30 th June 2020	31 st March 2022	80%	The implementation has been a little delayed because of some National delays in developing materials and training. However, in Newport the work has continued albeit slowly. There has been particular focus on work to improve support for SGO carers and address the risk of drift for Section 76 placements in line with the Public Law Working Group work.
7	To develop a sustainable model to deliver a consistent, coordinated, local and multi-agency response to all age	The delivery of all the actions in this section will support Children Services objective to reduce the number of looked after children and enable	1 st April 2021	31 st March 2022	90%	The model is evolving and under review by the early intervention and prevention board. The model is working successfully and the integrated approach is assisting with

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

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	% Action Completed (Red / Amber / Green)	Action Commentary
	safeguarding, early intervention and prevention at the front door of CS. This work will involve the consideration of systems, processes and resources of partner agencies to develop a model that reflects contributions from key agencies.	effective early intervention and prevention.				ensuring that children and families are receiving a service in a more timely way.
Page 44	Future direction of travel for Early Intervention and Prevention services to be considered with alternative models of delivery explored	A qualitative and consistent approach to early support services is achieved across all Newport communities, incorporating a high standard of safeguarding practice and improved outcomes for families and children.	1 st April 2021	31 st March 2023	25%	A number of projects are currently being piloted within the Prevention Team to determine different ways of delivering the service in the face of consistent increasing demands on the team. A potential future reconfiguration of support service may also assist addressing demands once the senior management restructure is completed. One triage project is particularly evidencing good outcomes and we are capturing sophisticated data to analyse the impact of this on the Safeguarding Hub.
9	Pilot Project in the Llanwern cluster addressing school exclusions and its link to criminality and exploitation	To have local evidence to support a move towards system change and respond to children differently	1 st April 2021	31 st March 2023	30%	The Identifying the Triggers pilot project continues with a fresh relaunch with the new school year Sept 21. Documentation has now been established to assist shape the project including an ISP, with the forthcoming school term targeting 10 identified children from the enhanced early identification toolkit. This term we plan to focus on interventions and outcomes in readiness for a comprehensive evaluation

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

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	% Action Completed (Red / Amber / Green)	Action Commentary
						to be undertaken in the summer of 2022.
10	National Referral Mechanism (NRM)	Newport has recently been successful in a bid to host local decision making for National Referral Mechanism cases where children are being trafficked and or exploited. This will enable local agencies that understand the needs of young people in Gwent to make decisions on their behalf and ensure they get the appropriate support in a timely way.	1 st April 2021	31 st March 2022	50%	This Home Office funded project is now fully embedded Gwent wide and there have been over 20 referrals and NRM decisions made. A coordinator is in post and has taken the majority of this work on reporting on and overseeing the project's success which will either conclude at the end of March 2022 or be extended to the late start date into the summer of 2022. The project should demonstrate an increase in NRMs which assists in safeguarding children who are being exploited.
Page 45 - 11	Continue the work started with GDAS to base multiagency staff in frontline teams.	As per the objective.	1 st April 2021	31 st March 2022	75%	The project has progressed during continued period of COVID with a resumption of face to face work now in place. The pilot will continue as it remains funded by GDAS and the PSB are in support of this service. The outcomes will need to be evaluated jointly to determine the impact on families which is likely to be considered at the end of the financial year.
12	Work with colleagues in legal services to develop an agreed set of checklists to improve shared approaches to pre proceedings, PLO, and legal meetings.	As per the objective.	1 st April 2019	31 st March 2022	75%	The continued work with legal colleagues and social workers alongside the guidance from the judiciary has resulted in a continued reduction in cases being issued to court and less children coming in to care which is in line with the WG expectations.
13	Monitor the effectiveness of Family Group Conferencing (FGC).	As per the objective	1 st January 2020	31 st March 2022	80%	This will continue to be monitored under the ICF funding for WG. FGC's are an integral part of the offer to help support families to remain together and is proving significantly effective in doing so to the extent WG have provided Newport with

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

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	% Action Completed (Red / Amber / Green)	Action Commentary
						funding to deliver a further lifelong Links Service as the only one in Wales. This is for children leaving care and sits within the Pathway service.

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

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
Page 46	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.	1 st April 2021	31 st March 2022	90%	Newport has a large portfolio of semi supported accommodation and has been granted capital funding to develop 3 supported housing schemes. Housing support grant funds will assist in creating a housing support worker post in the Pathway Service and 2 support workers to support our young people in semi supported accommodation.
2	Continue to develop a range of options for CLA to engage in work experience and have the offer of a mentor.		1 st April 2021	31 st March 2022	40%	This remains on hold due to the Covid restrictions.
3	Continue to work with the Pathway Service and stakeholders to ensure that all CLA are offered opportunities to develop independent living skills to ensure that young people transition into independent living successfully.		1 st April 2021	31 st March 2022	80%	The Teams have developed group work/activity sessions and have linked in with the community Hubs to promote opportunities.

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

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
4	Work to the revised guidance for Corporate Parenting from Welsh Government (due in summer 2020) with the Corporate Parenting Forum and potentially other partners to build understanding of shared responsibility.	Revised guidance has been delayed and will now be published during 2021.	1 st June 2020	31 st March 2022	0%	We still await guidance from Welsh Government. Corporate Parenting meets and is a positive and constructive forum for Member and Officers as well as key stakeholders.
Page 47	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.	Family Time (contact) has been successfully delivered during the pandemic with staff and families supported to ensure the service has continued despite lock down restrictions. A Policy for taking the delivery of the service forward is due to be completed with a focus on each individual child's needs being considered and met.	1 st April 2021	31 st October 2022	75%	The service continues to deliver family time to families despite the ongoing impact of the pandemic.
6	The Institute of Public Care (IPC) and the Gwent Children and Families Partnership looked at various models of mental health care for children looked after with complex needs, and decided that the MyST model was the most effective to roll out across Gwent. This was agreed as a priority area, due to the poor outcomes for this particular group and also the cost of private residential care. The		1 st April 2021	31 st March 2022	90%	The MYST model continues to be a valuable resource and has been embedded within existing services.

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

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
	team have now been appointed and the model will need to be embedded and supported by CS and other stakeholders.					

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

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
Page 48	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	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.	1 st April 2019	31 st March 2023	65%	Windmill Farm development is underway and is at the internal design stage. Rosedale Annexes project has started and is underway.
2	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 placements and increase the number of children in settled placements	1 st July 2020	31 st July 2021	C	We are still attempting to recruit MyST Foster carers. We are working on supporting families and developing systems and support.
3	To develop NCC's When I'm Ready (WIR) provision for care leavers and review the Supported Lodging (SL) provision to ensure consistency	An increase in appropriate WIR placements made. The support, policies and processes are in place are clear for all stakeholders. There is clarity in SL placements and supports.	1 st April 2021	31 st March 2022	80%	WIR policies now in place. There are increasing numbers of WIR. Supported Lodging placements will decrease as WIR increases. The processes and reviews for SL are underway.

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

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
1	Youth Justice Service to engage on local and national youth justice issues considering further service development in line with Welsh Government blueprint.	All of the action in this section work towards prevention of offending and re-offending.	1 st April 2021	31 st March 2022	70%	The Youth Justice Service continues to be an active participant in all relevant areas of work directed from Welsh Government, nationally with the Youth Justice Managers Cymru forum and the Youth Justice Board. A number of new National Standards and guidance is being produced where the service contributes directly to.
Page 49	Further develop the support provided by the Youth Justice Service incorporating robust early intervention and prevention work; and future service transformation work.	Holistic and timely support is available to all children accessing the service from a multi-agency team, and built into their intervention plans. <ul style="list-style-type: none"> Enhanced understanding of contextual risks impacting on the child. 	1 st April 2021	31 st March 2022	70%	The Youth Justice Service continues to overhaul how it supports children and their families/carer's. An enhanced focus is now on Preventative support and intervention, in line with the Welsh Government Youth Justice Blueprint. 60% of referrals to the service are now voluntary/preventative. The team is now visible and present in several key operational workstreams including Child Exploitation, NRM, Domestic Abuse and Anti-Social Behaviour. Group work and community projects are increasing and will be the focus of the work going forward.
3	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	Lead worker on Contextual Safeguarding to undertake Community Assessments with key partners. <ul style="list-style-type: none"> Establish robust links across children's services to share learning and tools. 	1 st April 2019	31 st December 2021	C	Understanding of contextual safeguarding has now improved within the YJS and forms part of day to day assessment, risk management and safety planning practice. Work continues with relevant partners to explore ways of building knowledge of community contextual risks to inform actions.

Performance Measures (30th September 2021)

This is an update on the quarterly and half yearly performance measures for the service area to 30th September 2021. The end of year performance and previous year's Mid-year update is also included for comparative purposes. Annual measures are excluded and will be reported in March 2022. Commentary reported by exception for Amber and Red measures.

Targets have not been set for Social Services performance measures. Instead, the previous years' final actual figure will be used as a comparator to enable stakeholders understand whether performance has improved, stayed the same or worsened in the period. Where performance has worsened commentary will be provided.

Key

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

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Mid-Year – 1st April to 30th September

End of Year – 1st April to 31st March

Performance Measure	Mid-Year 21/22 Actual Performance	Mid-Year 20/21 Actual Performance	End of Year 20/21 Actual Performance	Commentary
National (NEW) CH/001 - The number of contacts for children received by statutory Social Services during the year.	5,845	5,147	10,104	The increase in contacts in 21/22 reflects the challenges being experienced by children and families as a result of the ongoing issues from the pandemic. Rises in domestic abuse, family breakdown and mental ill health are reflected in the increase in contacts
National (NEW) CH/005b - The number where physical punishment by a parent or carer was the only factor.	62	Not Available	144	The data for Q2 2020/21 is not available for comparison.
National (NEW) CH/009b - The Active Offer of Welsh was accepted (During assessment)	0	0	0	
National	943	863	978	As with contacts the increased number of Care and Support Plans is a result of the issues and difficulties

Performance Measure	Mid-Year 21/22 Actual Performance	Mid-Year 20/21 Actual Performance	End of Year 20/21 Actual Performance	Commentary
(NEW) CH/015 - The total number of children with a care and support plan at 31 st March.				impacting on families. This increase in workload is heavily impacting on the workforce.
National (NEW) CH/036 - The total number of children removed (de-registered) from the child protection register during the year	121	69	148	Not Required
National CH/L01 - The total number of children registered on the child protection register in the last 12 months	63	88	179	Not Required
National CH/026 - The total number of children on the child protection register at 31 st March.	100	146	158	Not Required
National (NEW) CH/033 - The total number of reports of child exploitation received during the year	61	Not Applicable	62	The data for Q2 2020/21 is not available for comparison.
National (NEW) CH/037 - The number of children becoming looked after during the year.	58	43	91	The total number of children in the care of the Local Authority at the mid-year point is 367. This is the lowest number in the past 4 years. While the number of children coming into care has increased the number of children leaving care is even greater hence the overall lower total. Children will often be in the care of the LA for a short period before being placed with family members or being able to return to parents so whilst a rise in this measure does require monitoring it needs to be seen in the wider context of rate at which children also leave care.
Local (NEW) CH/L002 - The Number of Children who Ceased being Looked After during the year	67	40	92	Not Required
National CH/043 - The total number of children looked after at 31 st March who have experienced three or more placements during the year.	31	36	26	Not Required

Performance Measure	Mid-Year 21/22 Actual Performance	Mid-Year 20/21 Actual Performance	End of Year 20/21 Actual Performance	Commentary
National CH/045 - The total number of children who returned home during the year.	18	18	36	Not Required
National (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	29	56	74	No comparator assessment can be provided here as can be seen as having both a positive and negative impact when contact is made by young carers or professionals.
National (NEW) CH/L003 – Number of Foster Carers registered with the Local Authority (Inc Kinship, Supported Lodgings General and Respite)	152	158	159	Every year the number of foster carers fluctuates. Some carers will retire or leave fostering for other reasons while recruitment means new carers are being approved. The total number of general foster carers have increased during this period from 113 to 119. We then have 21 kinship foster carers and 12 support carers. Kinship carers only provide care for family members while support carers only provide respite care. So while our overall number of carers has decreased this is in fact because of a decrease in our kinship carers at the same time as an increase in our general carers.
National (NEW) CH/L004 – Number of Childrens Residential Fostering Beds	20	17	21	
National (NEW) CH/L005 – Number of Children in care proceedings during the year	26	25	44	The number of children in care proceedings during the year is dependent on the number of children at risk of significant harm and where legal proceedings are the only option to protect the child. Proceedings are always a last resort and are only explored when all other avenues to support a family have been exhausted. Children's Services. The comparison year on year therefore will depend on a number of external factors. Despite increasing referrals and increasing numbers of children supported using Care and Support plans the teams are demonstrating they are able to manage uncertainty and risk safely and overall avoid care proceedings
National CH/039 The number of children looked after children at 31 st March.	367	380	378	

Performance Measure	Mid-Year 21-22 Actual Performance	Target 2021/22	End of Year 20/21 Actual Performance	Mid-Year 20/21 Actual Performance	Mid-Year 19/20 Actual Performance	Commentary
Local (Youth Justice Service) - % of young people in suitable accommodation at the end of a statutory order.	95%	95%	98.5%	98.2%	95.6%	Not required
Local (Youth Justice Service) – Average 'Post 16' Hours at End of Intervention	15 hours	15 hours	15.8 hours	15.8 hours	14.5 hours	Not Required
Local (Youth Justice Service) - Average number of hours 'School Age' children attend at the end of an Intervention.	20 hours	17 hours	15 hours	15 hours	17.2 hours	Not Required
Local (Youth Justice Service) – Total Number of first Time Entrants	3	10 (20)	7	10	7	Not Required
Local (Youth Justice Service) - % of All cases that are community resolutions and preventative outcome.	88.7%	70%	52.7%	56.5%	74.2%	Not required

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Scrutiny Report

Performance Scrutiny Committee - People

Part 1

Date: 16 November 2021

Subject Scrutiny Adviser Report

Author Scrutiny Adviser

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

Invitee:	Role
Connor Hall (Scrutiny Adviser)	Present the Committee with the Scrutiny Adviser Report for discussion and update the Committee on any changes.

Section A – Committee Guidance and Recommendations

Recommendations to the Committee

The Committee is asked to:

1. Committee’s Work Programme:

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

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

2 Context

Background

- 2.1 The purpose of a forward work programme is to help ensure Councillors achieve organisation and focus in the undertaking of enquiries through the Overview and Scrutiny function. Effective work programming is essential to ensure that the work of Overview and Scrutiny makes a positive impact upon the Council’s delivery of services.
- 2.2 Further information about the work programming process, including the procedures for referring new business to the programme, can be found in our Scrutiny Handbook on the Council’s Scrutiny webpages (www.newport.gov.uk/scrutiny).

- 2.3 The Centre for Public Scrutiny's Good Scrutiny Guide recognises the importance of the forward work programme. In order to 'lead and own the process', it states that Councillors should have ownership of their Committee's work programme, and be involved in developing, monitoring and evaluating it. The Good Scrutiny Guide also states that, in order to make an impact, the scrutiny workload should be co-ordinated and integrated into corporate processes, to ensure that it contributes to the delivery of corporate objectives, and that work can be undertaken in a timely and well-planned manner.

Forward Work Programme Update

- 2.4 The Committee's work programme was set in April 2021, including estimated timescales for when the reports will be considered by the Committee. This programme is then managed and implemented by the designated Scrutiny Adviser for this Committee under the direction of the Committee Chairperson.
- 2.5 Attached as **Appendix 1** is the Committee's Forward Work Programme Update. The Committee is asked to consider:
- *Any amendments to the topics scheduled to be considered at the next Committee meeting?*
 - *Are there any additional invitees that the Committee requires to fully consider the topics?*
 - *Is there any additional information that the Committee would like to request?*

The Committee agreed to keep a degree of flexibility within its work programme to enable the Committee to respond to urgent / emerging issues. This item is an opportunity for the Committee members to raise any suggested amendments to the Work Programme.

3 Information Submitted to the Committee

- 3.1 The following information is attached:

Appendix 1: The Committee's Forward Work Programme Update;
Appendix 2; Outcomes from the previous meeting

4. Suggested Areas of Focus

Role of the Committee

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

- **Forward Work Programme Update - Appendix 1**
Consider:
 - Are there any amendments to the topics scheduled to be considered at the next Committee meeting?
 - Are there any additional invitees that the Committee requires to fully consider the topics?
 - Is there any additional information that the Committee would like to request?

Section B – Supporting Information

5 Supporting Information

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

6. Links to Council Policies and Priorities

- 6.1 Having proper work programming procedures in place ensures that the work of Overview and Scrutiny makes a positive impact upon the Council's delivery of services, contributes to the delivery of corporate objectives, and ensures that work can be undertaken in a timely and well-planned manner.
- 6.2 This report relates to the Committee's Work Programme, Actions from Committee's and Information Reports that support the achievement of the Scrutiny Committee, in accordance with the Law and Regulation Service Plan, Objectives, Actions and Measures and the Wellbeing 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			

7 Wellbeing of Future Generation (Wales) Act

- 7.1 The Wellbeing of Future Generations Act 2015 which came into force in April 2016 sets the context for the move towards long term planning of services.
- 7.2 **General questions**
- How is this area / policy affected by the new legislation?
 - How will this decision / policy / proposal impact upon future generations? What is the long term impact?
 - What evidence is provided to demonstrate WFGA has been / is being considered?
 - Evidence from Community Profiles / other data?
 - Evidence of links to Wellbeing Assessment / Objectives / Plan?
- 7.3 **Wellbeing Goals**
- How are the Wellbeing goals reflected in the policy / proposal / action?
 - *A prosperous Wales*
 - *A resilient Wales*
 - *A healthier Wales*

- *A more equal Wales*
- *A Wales of cohesive communities*
- *A Wales of vibrant culture and thriving Welsh language*
- *A globally responsible Wales*

7.4 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.

8 Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2017 - 2022.](#)

Report Completed: November 2021

Appendix 1) Forward Work Programme

Thursday, 30th 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"> • 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; Cabinet Member for Education.</p>

Tuesday, 11 January 2022 at 10am

Topic	Information Required / Committee's Role	Potential Invitees
<p>2021-22 Draft Budget Proposals</p>	<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; Head of Adult and Community Services; Chief Education Officer.</p>

**PERFORMANCE SCRUTINY COMMITTEE - PEOPLE
ACTION SHEET – 10/09/2021**

	Agenda Item	Action	Responsibility	Outcome
1	Director of Social Services Report 2020/21	Send Committee Recommendations on to the relevant departments.	Scrutiny Adviser	Completed – emailed comments and recommendations
2	Children’s Residential Care Report	Send Committee Recommendations on to the relevant departments.	Scrutiny Adviser	Completed – emailed comments and recommendations
3	Minutes	Send Committee minutes to approve within a week of the meeting.	Scrutiny Adviser	Completed – sent minutes for approval and made requested changes.