

# **Report of the Director of Social Services 2019/20**



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## **1. Introduction**

2019/20 was another demanding year characterised by the maintenance of quality and standards of service delivery and the beginning of the Coronavirus Pandemic.

The task of embedding the Social Services and Well-Being(Wales) Act 2014 continues to influence the provision of Early Intervention and Preventative services and in the ongoing work to manage demand. The well-being objectives wind through all Social Services operations and tie closely to the Newport City Council (NCC) Corporate Plan, notably:

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

There is a continuous striving to minimise costs and identify savings. In Childrens Services efforts have continued to address the shortage of placement options with a new 4 bed residential home now in operation with 2 more services planned for 2021/22. The preventative work to minimise the number of children becoming Looked After continues to develop with new and innovative practices such as Baby & Me and Family Group Conferencing.

Work in Adult and Community Services continues to focus on improving and developing integrated working between health and social care with the Intermediate Care Fund (ICF) and the Transformation Fund being key enablers. The collaborative work to minimise the number of delayed hospital discharges has further developed with the combined impact of Home First and the improvement and expansion of the Reablement service delivering a strong year end position.

Newport was the pilot city for the new joint inspection arrangements in Wales and the review of multi agency responses to child abuse and exploitation was positive with the conclusion that agencies share information effectively.

The Coronavirus Pandemic brought unprecedented challenge across the range of services but older persons residential homes were impacted early on as Newport experienced high numbers of cases before preventative measures were in place.

At the time of writing significant changes to the way services are being delivered has been implemented in order to maintain levels of essential support.

At this stage we are still in the midst of a crisis and uncertain about how the medium to long term impact of the Coronavirus Pandemic will affect the community and how we deliver our services.

## **2. Summary of Performance 2019/20**

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

These anomalies, along with the rollout of the Welsh Community Care and Information System (WCCIS) have required a review of performance measures and Newport City Council (NCC) has been involved in national discussions led by WG to develop new recording and reporting requirements.

A new performance framework was originally planned for implementation during 2018/19 year but it was delayed until April 2020. Unfortunately, the onset of the Coronavirus Pandemic in March 2020 has led to a further delay.

NCC have started to develop the WCCIS system to capture the new data but the Welsh Government guidance has not yet been published so full implementation is now scheduled for April 2021

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

The table of measures shown are all subject to change or will be removed from the new performance framework.

Work has continue to progress to embed the recording and reporting mechanisms for the new framework that will be implemented in 2021 but as yet the final guidance has not yet been published.

Notwithstanding the above it must be noted that adult services has experienced significant additional demand during 2019/20. The number of people receiving assessments was 4038, an increase of 891 from 2018/19

Hospital discharge figures are within target and is a result of close collaboration with Health and the continued effectiveness of In Reach and Reablement. The preventative approach of Home First has also become embedded into practice and is having an impact on the overall flow of patients through the hospital.

The First Contact team continues to offer information, advice and assistance and signposts people to prevent the need for statutory provision. The links to the Community Connector service ensures that the team are well informed about local support groups and social activities

4,588 citizens received advice and assistance from First Contact in 2019/20

Adults Measures	Target	Results & Comments
% of adult protection enquiries completed within 7 days	90%	99.9% (Improving) 901 enquiries 900 completed within 7 working days  Several new measures proposed next year to capture the quality of response as well as the timeliness
The rate of delayed transfers of care for social care reasons per 1 1,000 population aged 75 or over	6	5.10 (strong performance -low is good, high is bad)  Reported within Public Accountability Measures PAMS next year
% of adults who completed a period of Reablement and have a reduced package of care and support 6 months later	50%	4.6%  (the guidance for this measure has changed it now includes everyone who received Reablement whereas previously it was limited to those with a care and support plan)  Reablement measures are retained within the new framework but different reporting criteria to measure the impact of intervention at the end rather than 6 months later
% of adults who completed a period of Reablement and have no package of care and support 6 months later	50%	77.2% (strong performance –the target for both Reablement measures require updating but the impact of the intervention can be identified if both figures are added together i.e.  $77.2\% + 4.6\% = 81.8\%$ of people who received a Reablement service did not require or reduced the need for ongoing care & support

The average length of time in days adults (aged 65 or over) are supported in care homes	1,100 days (approximately 3 years)	826.9 days = 2yrs & 3 months, target is 3 years  Strong performance (high is bad low is good) and represents people being successfully supported in the community for as long as possible.  <b>This measure has been removed from the new performance framework by WG.</b>
Average age of adults entering care homes	75 years	84.yrs (high is good low is bad)  Supports the above measure in that people are supported successfully in the community and average age of entry to residential care is higher than the average.  <b>This measure has been removed from the new performance framework by WG.</b>
% of adults who have received advice and assistance and have not contacted the service again within 6 months	40%	This was not reported at year end because the requirement was suspended by Welsh Government due to the Coronavirus Pandemic  We know that during 2019/20 4,588 citizens received advice and support from the First Contact team  <b>This measure has now been removed from the performance framework by WG. There are a new set of indicators that aim to identify demand and measure the effectiveness of the response</b>

**NB: This performance report is restricted to the measures required by WG and is the benchmark for comparison between all Welsh Local Authorities. Inconsistent interpretation and methodology around**

**recording and reporting practice means that the comparison across Wales is not robust.**

## **End of Year Performance Figures for Children and Young People's Services**

The table of measures shown are all subject to change or will be removed from the new performance framework.

Work has continue to progress to embed the recording and reporting mechanisms for the new framework that will be implemented in 2021 but as yet the final guidance has not yet been published.

Notwithstanding the above it must be noted that children's services has experienced significant additional demand during 2019/20. The number of children receiving assessments was 5944 an increase of 919 from 2018/19

The continuing development of additional residential placements, and the ongoing efforts to recruit Foster Carers will improve capacity and enable more children to remain within the City.

Family Group Conferencing and Baby & Me as new additions to the range of preventative services are enabling families to stay together. The percentage of families supported to remain together during 2019/20 is 58%, despite a significant increase in the number of referrals during the year.

<b>Children's Measures</b>	<b>Target</b>	<b>Results &amp; Comments</b>
% of assessments completed for children within statutory timescales	90%	89.25% 5944 completed in total 5302 completed within timescales
% of children supported to remain living with their family at 31 <sup>st</sup> March	65%	58% - improved <b>This measure has now been removed from the performance framework by WG. There is a new set of indicators for looked after children – to monitor placement arrangements</b>
% of Looked After Children returned home from care during the year	13%	9.35% All children are regularly reviewed and their circumstances assessed to ensure the best outcome

% or re-registrations of children on Local Authority Child Protection Registers (CPR)	10%	1.1% Strong & improving performance (low is good high is bad)
The average length of time for all children who were on the Child Protection Register during the year	260 days	260.8 days Strong & improving performance (low is good high is bad)
% of children achieving the core subject indicator at key stage 2. <b>This KPI is populated by WG based on Education data – due to COVID 19 it has not been provided for 19/20</b>	60%	<b>This measure has now been removed from the performance framework by WG with the intention of linking the data in the annual child requiring care and support census to the returns submitted by Education</b>
% of children achieving the core subject indicator at key stage 4  <b>This KPI is populated by WG based on Education data – due to COVID 19 it has not been provided for 19/20</b>	5%	<b>This measure has now been removed from the performance framework by WG with the intention of linking the data in the annual child requiring care and support census to the returns submitted by Education</b>
% of children seen by a registered dentist within 3 months of becoming Looked After	40%	This data is usually collected manually and because of Covid was not provided for 19/20  <b>This measure has now been removed from the performance framework by WG</b>
% of children looked after at 31 <sup>st</sup> March who were registered with a GP within 10 working days of the start of their placement  .	90%	54.34% - this is not felt to be a representative figure as the usual verification process could not take place because of the Coronavirus Pandemic  <b>This measure has now been removed from the performance framework by WG</b>



% of looked after children who have had 1 or more changes of school	12%	This data was not collected during 2019/20  <b>This measure has now been removed from the performance framework by WG with the intention of linking the data in the annual child requiring care and support census to the returns submitted by Education</b>
% of looked after children who have had 3 or more placements	9%	11.84% (improved)
Care leavers who are in education, training or employment at 12 months	50%	15.8% this is not felt to be a representative figure as the usual verification process could not take place because of the Coronavirus Pandemic  <b>This measure has now been removed from the performance framework by WG</b>
Care leavers who are in education, training or employment at 24 months	50%	48.48% (historically better outcome at 24 months)  <b>This measure has now been removed from the performance framework by WG –</b>  The new framework requires the measurement of those who have completed 3 consecutive months of education or training
% of care leavers who have experienced homelessness during the year	10%	Manual collection –  <b>annual reporting requirement suspended by Welsh Government due to the Coronavirus Pandemic</b>
Number of first time entrants into the youth justice system	79	25 (Strong & Improving)  Children continue to be offered the opportunity of being diverted away from the Youth Justice System, by receiving a Community Resolution

		Disposal. This means the child is not criminalised and will continue to receive an intervention from the Youth Justice Service.
Number of young people sentenced to custody	25	0 (Strong & Improving)  No Child from Newport has been sentenced to Custody since December 2018
Young people out of court disposals re-offend within 12 months	30%	14% (Strong & Improving)  The re-offending rate, for children issued with out of court disposals between 1 April 2018 – 31 March 2019 is at 14%, this based on a cohort of 120 young people with 17 re-offending.  <b>NB: This figure is 12 months behind as reoffending rates are tracked over a 12 month period</b>
Young people statutory orders who re-offend within 12 months	50%	39% (Improving)  <b>NB: This figure is 12 months behind as reoffending rates are tracked over a 12 month period</b>

**NB: This performance report is restricted to the measures required by WG in 2019/20 and is the benchmark for comparison between all Welsh Local Authorities. Inconsistent interpretation and methodology around recording and reporting practice means that the comparison across Wales is not robust.**

**The implementation of the new performance framework originally due to go live in April 2020 has been delayed due to the Coronavirus Pandemic. The final guidance is yet to be published by Welsh Government but work is ongoing regionally and locally to prepare for the new measures that includes making changes to recording and reporting systems (WCCIS)**

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

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

Some examples of how we do this are:

- Co-production in the assessment process to enable citizens to express their preferences around how support will be delivered.
- Contract monitoring processes where the views of citizens who receive services are sought and providers are contractually required to gather feedback and comments to inform service development.
- Citizen engagement/involvement in the commissioning process
- Complaints and compliments.
- Consultation events and citizen forums
- Provider Forums and engagement processes
- Feedback from inspections.
- Engagement with Care Inspectorate Wales (CIW).
- Active promotion of voice of the child

### **Consultation events in 2019/20**

These included:

- Gwent Safeguarding Children's Board held a consultation day for 250 children and young people in the Celtic Manor on 18<sup>th</sup> October 2019 discussing issues such as mental health, bullying and knife crime
- The over 50's Information Day was held in Newport Centre in October 2019, attended by 1,000 citizens and 115 organisations.
- The Carers Network, meetings and drop-ins throughout the year building peer support and providing opportunities to engage with the Local Authority and community groups.
- Carers Week 10<sup>th</sup> to 16<sup>th</sup> June 2019 – various activities
- Carers Rights Day was held in November 2019 – 65 carers attended and 15 partner agencies
- The NCC team of Connectors attended community events during the year
- Annual public budget consultation process in December 2019.
- Regular feedback obtained from children and adults living in NCC residential homes at house meetings.
- The Cabinet Member for Social Services is very active at community level and is a regular attendee of events and meetings across the full range of client groups.

**Welsh Government agreed that Local Authorities were not required to undertake a citizens survey during 2019/20 as there have been issues with the questions and process that have not been resolved. The statutory reporting requirement is currently under review.**

**NB: The Public Accountability Measure linked to satisfaction with Care and Support is deleted for 19/20.**

## **Regulation & Inspection of Social Care (Wales) Act 2016 (Risca)**

This legislation requires the appointment of a responsible individual (RI).

- To oversee the management of the registered service;
- To provide assurance that the service is safe, well run and complies with regulations
- To ensure the service has a manager, sufficient resources & support;
- The RI is **NOT** responsible for the day-to-day management of the service.

The RI is required to provide a quality of care report that was due for submission to Care Inspectorate Wales (CIW) in May 2020. This report was deferred for 12 months as a consequence of the Coronavirus Pandemic so it will be produced in 2021 and considered by the Council's democratic process.

## **Care Inspectorate Wales Inspections 2019/20**

### **Adult Services**

#### **Spring Gardens January 2020**

CIW reported that residents were satisfied with the care and support provided at the home.

"We found the home to be comfortable and the environment met the needs of people living there. We observed that staff knew people well, were responsive to their needs and we saw people having opportunities to take part in activities that interested them. Staff and management demonstrated a commitment to providing a good quality service and they had a range of policies and processes in place to help them achieve this"

#### **Areas for improvement:**

- Recording – greater detail required in some areas.
- Recruitment – process to be reviewed by the Responsible Individual to ensure staffing regulations continue to be compliant.
- Appraisal – to extend the system in place for managers and supervisors to all staff

#### **Blaen-y-pant January 2020**

CIW reported that the service offers a clean, welcoming environment where people are provided with care in a respectful and dignified manner.

"They are kept safe and assisted to maintain their health and well-being. Residents were supported by staff who were familiar, trained and had good knowledge of each individual. The management had good oversight of the service and systems in place to offer reassurance and monitor effectiveness. The manager recognises that the service has areas that

require development and is proactive in welcoming feedback to secure improvement

Areas for improvement:

- Recording – personal plans/details of activities/medication/fluid and nutritional intake
- Laundry system requires further improvement to ensure all residents get the right clothes
- Security – cleaning materials should be kept safe.

**Parklands August 2019**

CIW reported that people living at Parklands were satisfied with the care they receive.

“Staff are well-trained and most staff were happy working at the service. Management is effective within the home, but improvements are required to ensure quality assurance is monitored effectively”

“People are accommodated in a clean, warm and welcoming environment and have access to some social engagement and interaction, but consideration to a dedicated activity co-ordinator is recommended, to ensure that people meet their personal well-being outcomes”

Areas for improvement:

- Internal quality assurance audits
- Security – window fixings
- Availability of special diets.
- Medication administration
- Recommended a lead person for activity co ordination
- Update Statement of Purpose
- Deployment of staff

**Children’s Services**

**Rose Cottage September 2019**

CIW reported that the relationships between staff and the young people were warm and caring with staff dedicated and committed to each young person and their well-being

“Good attention was given to education and health care needs and we saw positive outcomes for young people. Staff are trained and supported to fulfil their roles and there were good management and monitoring arrangements in place.”

Areas for improvement

- Recording processes need to be properly established

### **Oaklands November 2019**

CIW reported that care provided at Oaklands is good and they acknowledged that significant investment had been made to refurbish the building and improve the environment for the children.

“Children who stay at Oaklands experience a good level of care”

#### **Areas for improvement**

- Further attention needed to ensure the compatibility of young people who attend together

### **Cambridge House July 2019**

CIW reported that staff were young person focused

“We found the relationships between staff and young people warm and caring with staff dedicated and committed to each of the young people”

#### **Areas for improvement**

- Internet access needs to be improved for the benefit of the young people
- The home was not compliant with Reg 80(2) because a review of the quality of service needs to be undertaken every six months with recommendations for improvement

### **Forest Lodge February 2020**

CIW reported that the home was found to be non-compliant

“we saw examples of some positive interaction between staff and young people although the impact of this does not consistently result in positive outcomes for young people”

#### **Areas for improvement**

- Medication management
- Provision of care and support in a way that promotes and maintains the safety and well being of young people.

**NB: Improvement plans are in place and subject to ongoing review**

The full reports can be found on the CIW website

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

## **Joint Inspection of Child Protection Arrangements December 2019**

Between 2<sup>nd</sup> and 6<sup>th</sup> December 2019 the Care Inspectorate Wales, Healthcare Inspectorate Wales, Probation, Police, Fire & Rescue and Estyn carried out a joint inspection of the multi agency response to abuse and neglect in Newport.

Newport was the pilot city for the new inspection arrangements in Wales. This new approach included a deep dive into the circumstances of 7 children aged between 13 and 17 years to measure the effectiveness of how all partners had responded and worked together.

*"During our inspection we met with highly committed and motivated professionals who demonstrated a good understanding of the nature of work in relation to children and families who are at risk or are experiencing exploitation. We recognised the complex nature of this work".*

### **Findings:**

- Agencies share information effectively and in a timely way
- The Childrens Service management team were seen as being supportive to staff and there was evidence of a 'no blame culture'
- Social Workers demonstrated an effectiveness at building relationships with the families they work with

*"Children told us they had been able to form good relationships with professionals working with them from across a range of agencies. We were told about some social workers having long- standing relationships with young people. Research points to the importance of young people having strong relationships with a key individual, so this is a significant finding" (p8*

The report highlighted the following areas of practice as positive:

- Development and implementation of the risk assessment tool for child exploitation as part of multi agency practice
- The safeguarding hub model
- How the NCC childrens homes support young people

## **Overview of complaints 2019/20**

A Stage 1 complaint is for local resolution within 10 working days.

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

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

During 2019/20, the Complaints Service received **148** Social Services complaints, **19 more than last year**

Adults' Services –

- **83** complaints
- **82** were **resolved** at stage 1
- **1** proceeded to **stage 2**
- **1 resolved**

Children's Services –

- **65** complaints:
- **61** were **resolved** at stage 1
- **4** proceeded to **stage 2**
- **1 resolved - 1 not upheld - 1 partly upheld - 1 ongoing**

It should be noted that although the number of complaints received has increased there are fewer proceeding to stage 2, thereby indicating improved complaints handling and resolution procedures

No complaints were referred to the Public Services Ombudsman for Wales (PSOW)

**Recommendations for service improvement as a consequence of complaints management.**

- The specific communication needs of the complainant must be considered
- Mandatory Data Protection re-training provided to all staff involved in Complaints.

**Overview of compliments 2019/20**

Adults' Services received **13 – 3 more than last year**

Children's Services received **0**

**"Please accept my sincere thanks for all your kindness and consideration during my recent incapacitation. I will always be grateful**

**(Reablement)**

**"I would like to take this opportunity to thank all concerned with the adaptation of my bathroom. The help and assistance I received was second to none**

**(Occupational Therapy Team)**



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

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

Throughout 2019/20 NCC's Information, Advice and Assistance (IAA) Service had meaningful conversations with service users, their families and carers about what really matters to them. Conversations with our IAA staff are strengths based, meaning that we work with people to regain or maintain their independence and encourage them to utilise their own skills and networks to achieve their desired outcomes.

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

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

There are plans to further extend the services available within First Contact to strengthen the preventative focus of IAA by ensuring citizens get the right advice and support at the earliest opportunity. During 2020/21 Physiotherapy, Falls and Reablement services will be added to the multi-disciplinary First Contact team

IAA has been successfully extended to the hospital environment and is an integral part of the following 2 components of hospital discharge that contributes to effective patient flow:

- **In Reach** - Targeted engagement with patients and families whilst still on the ward ensures safe discharge arrangements are co-produced to maximise independence, identify well-being outcomes and sign post or refer to appropriate ongoing community based provision
- **Home First** - The offer of IAA is a critical feature of this regional service, hosted by Newport City Council. It offers IAA and low-level care support to patients within the hospital with the aim of preventing admission and encouraging citizens to seek support from alternative sources if it is deemed appropriate and safe

In 2019/20 **4,588 citizens received advice and assistance** from the First Contact Team

Where the First Contact Team are unable to meet the needs of citizens through the provision of Information, Advice and Assistance (IAA) via a proportionate assessment, an integrated assessment is offered that further explores the person's eligible needs and works with the individual on how best to meet them.

The following figures represent the full range of assessment activity during the year (proportionate and integrated):

- **4038 adult assessments**
- **Number increased by 891** (3147 in 2018/19)
- **5944 children assessments**
- **Number increased by 919** (5025 in 2018/19)
- **188 carers assessments**
- **Number increased by 135** (71 in 2018/19)

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

- Children participate fully in their foster care placement reviews.

A guiding principle is the promotion and maintenance of independence. For Children's Services, this means supporting families to stay together and maintaining children within their homes and communities wherever it is safe to do so. This is underpinned by timely assessments of need and creative solutions being sought to help keep families together.

- **89.2%** of children assessments were completed within the statutory timescale (4% less than last year)
- **58%** of children were supported to remain with their family (1% more than last year)

Barnardo's currently deliver an **Integrated Family Support Service** in partnership with NCC.

The partnership has developed innovative approaches to prevent children coming into care that were established in 2019/20

Every young person who is involved in the child protection process or who are Looked After has access to the which is the opportunity to speak with an advocate.

**The National Youth Advocacy Service** (NYAS) provides a regional advocacy service. Every Newport child who is involved in the child protection process or who is Looked After has access to the **statutory active offer** and has the opportunity to speak to an advocate to ensure their voice is heard.

**Dewis** is commissioned to provide an independent advocacy service to adults. In 2019/20 they supported **54 adults** with a range of issues such as accommodation, finance, representation and safeguarding

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

- Newport's team of **six Connectors** provided a service to a total number of **2,007 citizens** during 2019/20 with information, telephone advice and 1:1 support.
- The Connectors offer specialist support to BAME communities including work with asylum seekers, refugees and migrants to enable access to social activities, volunteering and learning and employment opportunities.
- **941 BAME citizens were supported during 2019/20**
- **12 BAME groups were supported to access grant funding**

**"May I say many thanks for your help and understanding,  
I feel you went over and above and for that we thank  
you."**

The Community Connectors and our Third Sector partners continue to update the **DEWIS** database that contains local and national information. Newport has 538 live resources on the site, an increase of 10 from last year.

There has been a slight decrease of database use during 2019/20

- **4,904 views per month compared to 5,237 in 2018/19**
- **At the time of writing this report the database usage has significantly increased as citizens refer to the site during the pandemic – this demonstrates DEWIS remains a trusted source of community information**

The Connectors distribute quarterly newsletters

- to raise awareness of social isolation,
- to provide information on local groups
- to promote activities and community events
- to signpost citizens to information sources

**NCC Strategic Equality Plan 2020-2024:**  
Objective 6 Independent Living Outcome 2

**People are empowered to play an active  
role in their communities**

Occupational Therapists (OT) provide assessments to support people to remain physically independent within the home environment. An OT is based within our First Contact team to ensure appropriate advice is available for citizens at the earliest opportunity.

Funding was received by NCC from the **Intermediate Care Fund** in 2019/20 to employ an OT who will undertake specialist work with 17 to 25 year olds to support the transition from the children's disability team into adulthood with the intention of maximising independent living and personal choice.

The OT team currently co-ordinate the telecare service that was established in 2019/20 in partnership with Monmouthshire and Caerphilly Local Authorities. The provision of equipment supports independence and ensures community safety

**In 2019/20 32 Newport citizens were provided with telecare equipment to help them remain independent at home**

**Ask SARA** - an easy to use online self-help guide providing information about equipment for independent living. The site provides an overview of what is available and how to obtain it.

Newport was the first Local Authority in Wales to adopt Ask SARA and it has now been launched Gwent wide.

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

- NSP received **964 enquiries** during 2019/20
- **132 people** received specialist advocacy services (DEWIS)
- **187 people were provided with a sitting service** (Reach & Volunteering Matters)
- **96 people** were offered community support (Reach & Volunteering Matters)
- **1100** people received financial advice and assistance (Citizens Advice Bureau)

These services were subject to review during 2019/20 and it was found that the way that people were accessing the services was not via the single point of contact that the consortium intended to offer. Reviews of individuals in receipt of services were undertaken and it was felt that to separate out the consortium would be the best way to ensure equal access to provision.

Consultation with providers was undertaken during the year and it was agreed to end the consortium arrangement but to retain some of the services as single contracts

- Citizens Advice Bureau – financial advice and support

- Pobl – carers respite service
- Volunteering Matters – community support
- Dewis – advocacy support

These new single arrangements provided the opportunity to consolidate funding streams such as Corporate grants, Families First and Housing Support into a single contract with integrated contract monitoring, management and payment processes. At the time of writing these arrangements are in development but services have continued throughout the pandemic with providers modifying their offer to ensure they remain connected to those in need of support.

**The Carers Network** aims to offer information, advice and support for Newport citizens in a way that suits their individual requirements. The focus is on helping people access services and identify community-based options. Newsletters and updates are sent out via email and available on the website to reach those who are unable to attend the quarterly meetings

The Newport Carers Network has **510** members.

In 2019/20 there were

- The Carers Network benefited from **25** new signups
- **188** new carer's assessments were undertaken in 2019/20 – 117 more than last year
- **A Carers Handbook** was launched this year

Carers Week 10<sup>th</sup>-16<sup>th</sup> June 2019

- **86** carers participated in well-being activities such as an art class, a walk in the park and a Theatre trip.

**"Good fun. Staff excellent, company good"**

**The Carers Network** has increased opportunities for citizens with caring responsibilities to obtain information, advice and support from Newport City Council. During 2019/20:

- The community connectors provided information, advice and assistance to **422 carers**. (135 more than last year)
- The community connectors engaged with **376 carers** at community events and drop ins such as the monthly **Carers Café** that offers time out, peer support and information and advice

### **Priorities for 2020/21**

- To further develop the First Contact team into an Information Advice and Assistance (IAA) hub consisting of co-located Social Care, Health and partner organisations
- To continue to develop the OT service;
  - supporting 17 to 25 year-olds in the transition to adulthood.
  - develop knowledge around new technological aids and work with citizens to support their independence
- To develop the integrated third sector contracts to maximise funding opportunities and ensure citizens have equal access to services.
- To ensure the services provided by NCC continues to compliment the work that is being undertaken to expand the well-being network within the City that aims to increase information, advice and support options for all citizens

#### **NCC Corporate Plan 2017-2022:**

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

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

A key priority in 2018/19 was to open new residential services for children in Newport to reduce the number of out of county placements.

Rose Cottage, a 4-bedroom residential home opened in January 2019 and 4 children who were previously living out of the area were able to return to Newport. The Inspection undertaken by CIW in September 2019 was positive.

Capital funding has been received from the Intermediate care Fund (ICF) and planning is underway to open 2 more residential homes for children in crisis.

- **Rosedale** – a 4 bed property due to open in November 2021
- **Windmill Farm** – a 4 bed property due to open in 2021

These 2 settings will increase opportunities for children to remain close to their family networks and plans are already in place to bring a child back from an out of county setting where previously there were no local placements available.

Newport are active partners in the Gwent-wide Children and Families Strategic Partnership and has a positive working relationship South East Wales Regional Adoption Collaborative.

- In 2019/20 permanent and stable futures were secured for **20 children through adoption.**

Newport has more looked-after-children placed with in house foster carers than with foster placements purchased from Independent Fostering Agencies. This is in contrast to most other Welsh Authorities. Nationally there is a decreasing foster carer cohort, which is naturally leading to the requirement for more placements in residential and secure accommodation. This results in possibly less favourable options for children who would be better served within a family environment and leads to increased costs.

Newport is actively participating in the National Fostering Framework (NFF) Phase 3 work programme that aims to increase the number of Local Authority foster placements across Wales to increase the range and quality of options available for children who are looked after.

**NCC Corporate Plan 2017-2022:**

"We will reduce out of county children's social care placements by 25%."

### **Recruitment & Retention of Foster Carers**

- In February 2020 Cabinet agreed to increase the payment rates in an attempt to retain foster carers. The new rates were implemented in April 2020
- A regional recruitment campaign is ongoing and social media is being utilised to ensure wider engagement. There were **6 new approved foster carers** in 2019/20
- As of 31<sup>st</sup> March 2020, there were **248 approved foster placements** available in Newport.
- This number includes:
  - Connected Person Carers (formerly known as kinship foster carers who take on the responsibility for children who are part of their extended family or network group.
  - Respite placements and supported lodgings

- NCC continues to invest in foster carers as an alternative to residential placements. Work will continue to place children in family settings with better support in the form of MyST (My Support Team). This multi agency approach to the provision of a therapeutic service for children with complex needs will serve to better support foster carers and prevent placement breakdown. Implementation of MyST is planned for 2020/21
- During 2019/20 Barnardo's provided support to **330 families and 774 children**, thereby greatly contributing to the **58%** of children that were able to remain with their family.

**The Young Carers' Service** is delivered by Barnardo's to ensure young people who care for family members have an opportunity to engage with their peers, achieve their personal development goals and get appropriate respite from their role as primary carer. Barnardo's offer time out activities for young carers who often face social isolation and low self esteem. Each young person has a personal plan based on what matters to them.

Barnardo's also run a youth club for young carers aged over 14.

- **299** young carers were supported in 2019/20

#### **Young Carers Awareness Day – 30<sup>th</sup> January 2020**

- Celebrated with a trip to the Cardiff Escape Rooms, a meal out for the older group and the younger carers enjoyed pottery and art activities.

**"It helped me take my mind off my problems"**

**"I enjoyed trying something new. It's enjoyable to get a break from caring"**

**"I made new friends and I enjoyed painting"**

#### **The Youth Justice Service (YJS)**

The Welsh Government Youth Justice Blueprint published in 2019 has helped to significantly re focus the work of the YJS in Newport, as the transformation of the service continues.

Building on improved child focussed practice already underway, the Blueprint sets out the vision for youth justice in Wales. Key guiding principles for the implementation of the Blueprint include;



- Ensuring a 'children first' approach to youth justice
- Ensure youth justice is child-centred rather than service focused
- Ensure that it meets the individual needs of children and responds to their best interests
- Taking a trauma-informed approach throughout the various stages of the youth justice system, from prevention and early intervention to resettlement from custody, recognising and responding to adverse childhood experiences (ACE's) and indicators of complex need.

### **The service continues to improve performance**

- Numbers of children entering the CJ system for the first time, only **25** new entrants in 2019/20 (54 below target – low is good)
- Numbers of children receiving a custodial sentence **0** in 2019/20 – this cannot be improved upon and is the lowest ever recorded in Newport.

### **YJS Priorities for 20/21**

- Development of an online training course for volunteers to contribute to the delivery of the Youth Justice Service. This is in response to Covid-19 restrictions
- Development of Participation and Engagement role within the service to meaningfully involve children and their families with service developments
- Addressing the BAME agenda with clarity of actions and collaboration with key partners
- Embedding trauma informed practices (TIP) within all assessments, reports and care planning.
- Continuation of overhauling all service processes and systems to ensure the service is working towards an 'Inspection ready' position

### **Delayed Transfer of Care (DToC)**

A delayed transfer of care is experienced by a hospital patient that is ready to be discharged to move to the next stage of care but is prevented from doing so.

The measure is defined as the rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.

- Year-end performance in Newport was strong **5.10 against a target of 6** (low is good high is bad)

This represents the effectiveness of the ongoing management strategy that seeks, in partnership with Health, to minimise the number of people who cannot come out of hospital because they don't have the right social care services.

**Reablement** supports hospital discharge operates as a fully integrated health and social care service in St Woolos and the Royal Gwent Hospital.

The service operates as an Intake model, which means that everyone who has not previously had a care package has a period of Reablement first to ensure his or her independence skills are maximised. This means that people are encouraged and supported to do as much as they can for themselves, which has a positive impact on their physical and mental wellbeing.

- **The combined total for those who were discharged from the Reablement service in 2019/20 with no care and support plan or a reduction in their care is 81.8%, representing a high level of success.**

**NB the measure for reporting this data has changed and in 20/21 will focus on the outcome at the end of the intervention rather than after 6 months.**

The Reablement service has implemented improvements in 2019/20 as follows:

- Development of a duty hub to co-ordinate and fast track daily queries
- Implementation of new software that improves access to patient information

**Home First** - Newport City Council are hosting and managing the service based in A&E at the Royal Gwent and Neville Hall Hospitals. It involves the offer of proportionate assessments (IAA) for patients within pre-admission wards, regardless of where they live in Gwent.

- **Home First received 2714 referrals between 01/04/19 and 31/02/20**
- **Home First safely discharged 1167 people between 01/04/19 and 31/02/20**

**NB: The above data covers an 11 month period due to the impact of the Coronavirus Pandemic in March 2020**

**Intermediate Care Unit at Parklands Care Home** (*Step Up Step Down*) benefited from Intermediate Care Funding (ICF) in 2019/20 to increase the number of beds available from 10 to 15

The facility supports early discharge from acute hospital beds and also prevents hospital admission by offering intensive rehabilitation and assessment

**"Helped me back to independence. Helped me back to quality of life. First class, a big thank you to all concerned. I'm very grateful"**

- Feedback Forms demonstrated that:
  - **23 out of 23 respondents stated that they felt fully involved in decisions about their care and support**

**Domiciliary Care** provision is provided through Newport with approximately 30 independent providers operating in the city. Despite the relative stability within the market, recruitment remains an ongoing problem across the region. NCC Commissioners negotiate annual fees with providers that reflect the true cost of care to support the retention of a skilled and committed social care workforce.

The impact of the Coronavirus Pandemic on services will be evaluated throughout 2020. Immediate issues and threats to service delivery included

- shortages of PPE and hugely inflated costs
- concerns around service continuity if large numbers in the social care workforce became ill
- citizens concerns about having carers in their home leading to cancelled calls and escalating risks
- the long term financial stability of the sector

## **Mental Health**

There is increasing pressure on mental health services and the Coronavirus Pandemic has created further immediate demand with an expectation that resources will continue to be challenged

At 31<sup>st</sup> March 2020 NCC has 8.5 Adult Mental Health Professionals (AMHP's) with 2 more staff members undertaking training.

## **Deprivation of Liberty Safeguards (DoLs)**

Is the procedure prescribed in law when it is necessary to deprive a person of their liberty who lacks capacity to consent to the care that is required to keep them safe.

It requires Social Services to undertake a mental capacity and best interest assessment for each person where this applies

### 2019/20

- 377 DoLs assessments undertaken (102 more than last year)
- 344 on the waiting list at 31<sup>st</sup> March 2020 (201 less than last year)

A new model for authorising the Deprivation of Liberty for those receiving care was due to come into effect in 2020 but this has now been delayed until March 2022 – Liberty Protection Safeguards (LPS) are included in the Mental Capacity (Amendment) Act 2019 and will place additional responsibilities onto Local Authorities.

NCC commissions a service from **Mind** that offers support to prevent a deterioration in mental health. The service offers practical advice and signposting to other agencies and self management courses to help with stress and anxiety.

During the lockdown Mind have undertaken active monitoring with their service users. Groups have continued to run via Zoom and activity packs and food parcels have been delivered.

**Growing Space** as an NCC commissioned mental health service provider has also kept services running throughout lockdown with zoom calls and outreach visits to monitor well being and offer ongoing practical support.

### **Priorities for 2020/21**

- Reablement – review patient information to improve understanding of the service
- Reablement – to develop a specialist dementia service with links to the memory clinic and older persons mental health teams
- To complete the work already started around increasing placement capacity for children within the city (Rosedale & Windmill Farm)
- To continue to increase capacity within the in-house foster care service, improve training and support for carers and reduce pressure on external foster and/or residential placements
- To fully implement the MyST service to support children with complex needs and their Foster carers.
- To continue to offer support to children who are looked after in partnership with Barnardo's to prevent placement breakdown.
- To continue to develop discharge pathways to ensure people are supported to leave hospital as soon as possible with an appropriate package of care that supports continued independence
- To continue to identify and support carers.
- To ensure our staff are sufficiently trained and prepared for the introduction of the Mental Capacity (Amendment) Act 2019.
- To work with our mental health partners in both the statutory and independent sector to establish a clear pathway into preventative services.
- To continue to support the health and social care sector through the Career College Consortium

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

Safeguarding vulnerable children, young people and adults will continue to be a priority.

A full report on Corporate Safeguarding was due to be presented to Scrutiny in March 2020. It was delayed due to the Coronavirus Pandemic but is available on the Council's website. Safeguarding is intrinsically embedded within the Well

Being of Future Generations Act 2015, with the requirement for public bodies to ensure citizens are safe. The Social Services and Well Being Act strengthens the safeguarding and protection of both adults and children.

Safeguarding children, young people and vulnerable adults is a corporate priority and Newport is an active member of each of the two Regional Safeguarding Boards that have amalgamated under the umbrella of "Gwent Safeguarding".

Newport Officers are also part of the regional Violence against Women Domestic Abuse and Sexual Violence Partnership Board and the regional Adult & Children's Safeguarding Boards.

**99.9%** of adult protection enquiries were completed within 7 days against a Welsh Government target of **95%**

The Regional IDVA (Independent Domestic Abuse Advisor) team has continues to provide an IDVA service for Newport citizens at high risk of domestic abuse. The IDVA regional Manager is employed by Newport City Council (funded by the Police and Crime Commissioner's office) and based within the Regional VAWDASV Team (Violence Against Women, Domestic Abuse and Sexual Violence).

The VAWDASV Team operate on a regional basis to develop and implement the Welsh Government's legislation across all relevant public services. This ensures that workplace policies are developed; that the National Training Framework (NTF) is operational for all staff; and the 'Ask and Act' Welsh Government mandated training continues to be rolled out to all front line staff so that they can recognise signs of domestic abuse.

All employees complete basic VAWDASV level 1 e-Learning as part of the NCC induction process. All employees are expected to report any concerns or suspicions they have for children or adults at risk of harm or abuse.

Development of mandatory safeguarding training will be rolled out in the latter part of 20/21 (delayed due to Coronavirus Pandemic measures)

We closely monitor services that we commission to ensure safeguarding policies are in place and staff are appropriately trained.

The Children's review team in Newport have 2 distinct roles:

- Chair of Child Protection Conferences for children who are deemed at risk of significant harm
- Act as Independent Reviewing Officers to ensure children's care plans are appropriate to the child needs.

The Regional Deprivation of Liberty (DoLs) assessment service (managed by Health) continues to struggle with the demand and high referral rate across the region. The DoLs legislation will be changed to Liberty Protection Safeguards, this has been delayed and will be implemented in April 2022. This will pose significant

challenge for the Council to ensure all practitioners are trained and new processes in place.

The success of the Newport adult and children Safeguarding HUB (based in the Civic centre) continues and has expanded to include additional services (specifically for children). *Open Closed Doors* (focus on domestic abuse) and also the *Early Intervention Together* programme ensure that all referrals to statutory children's services where there is no statutory role are provided an effective support pathway. Both of these programmes are for 12 months with external funding. The other service that was developed within the Safeguarding Hub is 'ENCOMPASS' which ensures schools are aware of any domestic incidents that may impact the child in education in a timely manner.

The Council have continued to roll out the safeguarding Champions across the whole Council and have a schedule of meetings to raise awareness about all safeguarding aspects for each service area, from safe recruitment, safeguarding training and wider safeguarding requirements.

Safeguarding vulnerable children, young people and adults will continue to be a corporate priority.

### **Achievements 19/20**

1. An e-learning safeguarding module for all Members, Officers and volunteers is now in place
2. The safeguarding champion's cohort can work with volunteers
3. Proposals have been developed for partner agencies to consider next steps in relation to the Safeguarding Hub pilot
4. A child exploitation strategy and toolkit for Newport is in place and is embedded into core child protection work.
5. The new Wales safeguarding procedures and protocols are embedded in practice

### **Priorities for 20/21**

1. To develop a Corporate Safeguarding self-assessment tool for all areas
2. Develop a register of chaperones and volunteers
3. Safeguarding champions to take on domestic abuse role within service area for employees
4. Develop Corporate training map for safeguarding

### **Quality Standard 4 – Encouraging & Supporting People to learn, develop and participate in society**

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

**The Career College Consortium** (previously known as the Gwent Care Academy) is a regional initiative that seeks to encourage recruitment and retention within the social care workforce. The Consortium will seek to increase the status of the workforce and help agencies to manage costs by enabling employees to passport their qualifications within the sector.

Partners include:

- Coleg Gwent
- ABUHB
- Local Authorities
- Care Forum Wales
- Regional employability projects
- Mirus (as a provider representative)

### **Career College Consortium Main Objectives**

- To create a seamless pathway from college into health and social care creating a skilled and compassionate workforce that meets sector requirements.
- Develop relationships between key stakeholders so a holistic, integrated approach to qualification and recruitment can be developed.
- Add value to current courses while developing new, innovative courses that meet the future recruitment needs of the sector.
- To create more opportunities for work experience placements/internships across the sector

**NB: Due to the Coronavirus Pandemic, there has been a reduction in the numbers of placements offered by employers. The impact of this will be assessed during 20/21**

### **Career College Consortium Achievements 2019/20**

**307 full time level 3 Health & Social Care students**

**137 full time level 2 Health & Social Care students**

The Council has an apprenticeship scheme –

- Social Services hosted **2 placements** in 2019/20 in residential services.

There are a range of options and information sources to help people achieve the things that matter to them. The Community Connectors have supported

established groups by referring new members and set up new groups because of their knowledge of unmet need.

**“The Connectors assisted me with housing solutions, benefits checks and social groups to meet exciting new friends”**

The Community Connectors developed a database of activities across the City. This information has now been transferred to DEWIS so that people can access the information for themselves 24 hours a day, 7 days a week.

- **27 community groups** were assisted by the Connectors in 2019/20

Newport City Council is committed to makes the city’s dementia-friendly status real by introducing dementia-friendly work practices across the Council and creating dementia-friendly toolkits for local businesses to ensure people with dementia are not socially excluded.

**NCC Corporate Plan 2017-2022:**

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

**During 2019/20**

- **62 Dementia Friends awareness sessions** were completed in the City
- **1018** People became **Dementia Friends**
- **8** people trained as **Dementia Champions**
- Regionally there are over 8000 Dementia Friends

**Volunteering Matters** provide training to Newport citizens who want to offer their time to help others in the community. Volunteers are matched with citizens who require help with daily activities.

In March 2020 adult services established a contract with Volunteering Matters to specifically address the needs of the community for low level support during the Coronavirus Pandemic.



- NCC, in partnership with Volunteering Matters established a range of essential support services such as shopping, medication/prescription collection and other activities such as dog walking for those shielding or with caring responsibilities who were unable to access normal respite provision due to the National lockdown.
- At the time of writing the service has been expanded to offer telephone befriending to those who are experiencing social isolation as a consequence of ongoing Coronavirus restrictions.

NCC provides funding and works in partnership with **Growing Space** who offer accredited training programmes for people recovering from **mental ill health**.

The service is based at Tredegar Park in Newport where they have established a gardening project and a shop selling plants and handcrafted items, offering participants horticultural, organisational and retail experience.

Other activities available include arts and photography, cookery and independent living skills, confidence building and stress management courses.

### **Priorities for 2020/21**

- To continue to identify and source additional educational support for children who are looked after to improve choices for work experience, training, apprenticeships and wider employment options
- To develop a full range of services for carers based on consultation and engagement through the Newport Carers Network.
- To ensure early identification of young carers and the provision of appropriate support in partnership with Health, Education and our delivery partner, Barnardo's.
- Continue to support and develop DEWIS & other information sources to encourage self-reliance and maximise opportunities for engagement in community based activities.
- To work with our mental health providers to ensure the continued availability of preventative and rehabilitative services.

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

NCC supports children to feel they can make decisions for themselves and maintain important relationships. It is recognised that people having fulfilling relationships with those they are close to is really important for their well-being.

Children who are looked after maintain contact with their families through facilitated sessions. Our strategic partner Barnardo's, provide support to existing placements and prevent relationship breakdown

#### **NCC Corporate Plan 2017-2022:**

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

In 2019/20, **11.84%** of children who are looked after experienced three or more placements. This represents a reduction of 3% when compared to last year's figure of 15.63 (target 9%).

In 2019/20 the number of children returned home from care was **9.35% against a target of 13%** - this is a measure with a number of elements out of the control of the Local Authority.

**NB: Children are regularly reviewed and their individual circumstances assessed to ensure the most appropriate service is provided.**

**These figures must also be viewed in the context of the evidenced increase in activity within Childrens services in 2019/20 that reflects the National trend.**

Barnardo's currently deliver an **Integrated Family Support Service** in partnership with NCC.

The partnership has developed innovative approaches to prevent children coming into care that were established in 2019/20

### **Family Group Conferencing Service. (FGC)**

Family Group Conferencing encourages families to find their own solutions with appropriate support. The aim is to build resilience, develop problem-solving skills and reduce dependency on statutory provision.

- **During 2019/20 there were 52 Family Group Conferences**
- **60% of families reduced risks following FGC engagement**
- **22% reduction in Looked After numbers following FGC engagement**

Funding has been made available until 2022 for FGC based on the early evidence gathered that substantiates a high level of success

### **Baby & Me Service**

The Baby & Me service went live in November 2019 and works with pregnant women whose children are at risk of being removed. The service includes a Social Worker, Midwife and Health Visitor.

Newport is the first Local Authority in Wales to develop this service and it has recently been highlighted as one of the leading models to reduce the numbers of new born babies coming into care.

An evaluation of the service by 'Research in Practice' has just begun which will demonstrate the impact of this service.

## Build A Girl Project

On 11<sup>th</sup> March 2020 Children's Services hosted an event for **20 young people** or who are at risk or have experienced sexual/criminal exploitation. The event was called Build a Girl project and was founded by Fiona Broadfoot who is a survivor of child sexual exploitation.

The project provides a safe and therapeutic environment for girls and young women to 'build a unique self' by raising aspirations and self-esteem and empowering them to make safe choices and have healthy relationships.

**"I know now why my sister did not leave her abusive boyfriend"**

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

**Family and Friend Team** The Family and Friends Team was established in early 2019 utilising Intermediate Care Funding. This team aims to enable kinship Foster Carers to become Special Guardians thereby reducing the number of children on care orders

**Rose Cottage**, the new residential children's home developed by NCC has enabled four children placed out-of-county the opportunity to return to the city.

Respite offers an important opportunity for family members to have time for themselves and Newport offers residential respite services for adults and children.

Residential respite for adults with disabilities is available at the **Centrica Lodge** in the Gaer area of the city. Occupancy levels have improved since the building was refurbished as the internal lift has made it more accessible.

**Oaklands** residential respite centre for disabled children was fully refurbished with ICF capital funding in 2019 and continues to offer a valued service to Newport citizens

The below quote is from a Social Worker

**"Children have made significant progression whilst at Oaklands which is credit not only to them but also to the staff."**

Carers were able to access a sitting service from the Pobl Group during 2019/20. This provides time out from the caring role and helps to maintain positive family/carers relationships.

- **187 people** used the sitting service in 2019/20

**Shared Lives** offers shorter periods of respite to enable carers to have a break in addition to long-term placements. It gives people the opportunity to experience living in more homely, family-based support settings within communities, rather than in residential care settings. The service is managed regionally with Caerphilly County Borough Council as the host

- At the end of 2019/20, there were **41 people** from Newport in long-term placements."

Shared Lives continues to offer services to meet the diverse needs of older people, adults with learning disabilities, physical disabilities, and people with mental health support needs.

New Shared Lives services were developed during 2019/20

- **Mental Health Crisis Project** offering short term placements for those who require temporary additional support
- **Dementia Project** offering short term specialist placements for those with a diagnosis of dementia

NCC provides day services at Brynglas House for people with profound and multiple learning disabilities, those recovering from mental ill health and older people.

At the time of writing the NCC day services have been suspended as a result of the Coronavirus Pandemic. Support is being maintained with families to monitor health and well-being.

Relationships can also be harmful and as outlined under Quality Standard 3, work is carried out through the Safeguarding Boards and Regional services such as IDVA and VAWDASV to support and protect those who are at risk of harm.

### **Priorities for 2020/21**

- To further develop the preventions work in Children's Services to support families, placements and develop sustainable alternatives to care;
- To recruit more Foster Carers to meet increasing demand;
- To source more residential placements in Newport to meet increasing demand;
- To review the impact of the additional involvement of the Commissioning team in Children's Services / Education contractual activity;
- To increase the number of carers we engage with to ensure the right support is available;
- To review the domiciliary care service for children with disabilities;

- To review the wider day services provision for mental health, learning disabilities and older people to ensure they continue to meet the needs of the community;
- To continue to educate and inform people about the dangers of unsafe relationships and support those at risk of harm.

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

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

**In 2019/20**

- **15.8%** of young people were in education, training or employment **12 months after leaving care.**
- **48.48** of young people were in education, training or employment **24 months after leaving care.**

**NB – Historically, the figure increases at 24 months. These measures have now been removed from the Welsh Government Performance Framework and replaced by a new measure that records those engaged in ETE for a consecutive 3 month period**

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

**NCC Corporate Plan 2017-2022:**

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

The incidence of homelessness in Newport for young people was not recorded in 2019/20. The Welsh Government suspended the requirement for this report due to the Coronavirus Pandemic. This measure is included in the new WG Performance Framework and will be reported in the future

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

- Along with the residential children's homes, all of the 16+ accommodation is now overseen by a single service manager with a team manager structure. All accommodation has been reviewed.
- Additional properties have been negotiated for unaccompanied asylum seeking children aged 16+.
- The pathway for young homeless people has been revised and simplified. The process is now clearer and ensures those picking up this work fully understand the needs of the young people and steps required to support them.

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

### **In 2019/20**

- **135 DFG's** were completed - ramps, stairlifts, and accessible showers to enable people to remain safe and independent. The total spend was £1,092,123.
- **1130 Safety at Home Grants** were allocated with a total spend of £374,931
- A further £211,320 was unspent but committed so will continue into 2020/21

NCC has 3 residential homes, offering 94 beds for older people and those with specialist dementia care needs. Parklands offers 15 specialist support for those who are ready to be discharged from hospital but who need support to return to independent living.

#### **NCC Corporate Plan 2017-2022:**

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

NCC works proactively with the Aneurin Bevan University Health Board (ABUHB) and with 20 Independent Residential and Nursing home providers in the City to ensure citizens and their families are able to choose where they live when they can no longer remain at home.

At the end of 2019/20 Newport was badly affected by the virus and the impact on care home settings was significant and devastating for residents families and the staff.

The ongoing work with care homes includes the continued distribution of PPE and the allocation of additional funding from Welsh Government.

Close partnerships have been forged between Commissioning Teams, Environmental Health, Public Health Wales and ABUHB in order to provide support and guidance to providers, to ensure service continuity for citizens and to ensure oversight of the regional position.

### **Housing Support Grant (formerly Supporting People)**

2019/20 was the first year of a two-year transition period from the Supporting People Programme to the new to Housing Support Grant Programme.

The programme offers support to help access, maintain appropriate accommodation, and provide stability. These services help to prevent crisis, keep people safe, prevent homelessness and reduce the need for more expensive accommodation options.

During 19/20 the Supporting People Team received over **3,000 new referrals**, approximately **57 per week**, an increase of 300 on last year's figure.

A total of **5,000 people** were supported during the 12 month reporting period. The number of people with presenting complex/multiple needs continues to increase year-on-year.

Over **£6.3m of Housing Support Grant** funding is invested in a wide range of accommodation-based and community support services for Newport citizens.

Housing Support grant is used to fund an in-house **Financial Inclusion Team** comprising one full-time and one part-time support worker who, in 2019/20, increased annualised income for vulnerable citizens by over **£500,000**.

This total was achieved by maximising welfare benefits and grants and facilitating debt write offs.

In addition, a Housing Support Worker is located in the First Contact Team to offer specialist IAA (information, advice and assistance) to citizens and to refer them directly into the established Housing Support Gateway that is the conduit for assessment and onward referral to all Housing Grant funded services that operate across the city.

**Age Cymru Gwent's 55+ floating support scheme** supported **250 people** in 2019/20 with 175 new referrals coming onto the service. This service provides housing related support to people living in both public and private housing in Newport and signposts to other community services.

### **Housing Support Grant Achievements in 2019/20**

- A new supported housing scheme comprising 8 self-contained flats for women and children with complex needs who need accommodation as a result of domestic abuse opened in December 2019.

- This was a partnership project with Torfaen and Caerphilly. Newport funded two units.
- By 31<sup>st</sup> March 2020 **3 Newport families** had been supported in the scheme.

**The Citizens Advice Bureau** offer financial advice and assistance to citizens have recorded gains of over £1.5m for people in receipt of benefits since the contract started in 2016.

NCC has developed an Independent Living Strategy to identify the future accommodation needs for adults with Learning Disabilities. The document has been shared with our Registered Social Landlord partners (RSLs) and identifies the need for more self-contained accommodation as traditional group living arrangements become less popular.

A specialist Learning Disability Occupational Therapist was employed by NCC in 2019/20 through the Intermediate Care Fund. The OT works with young adults to as they enter into adulthood. These skills provide the young people with the ability to choose independent living solutions.

- The Transitions OT worked with **22 young people** in 2019/20

### **Priorities for 2020/21**

- Continue to work with the RSL's to develop sustainable accommodation options for all client groups
- To continue to develop innovative services for people with dementia
- To continue to support Newport citizens of all ages to manage their own tenancies and maintain their independence through services funded by the Housing Support Grant
- To improve the support available to care leavers in order to address homelessness and assist in the transition to education, training and employment;
- Increase the range of accommodation and support options available for young people leaving care.

## **5. How We Do What We Do**

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

The workforce is a dynamically changing asset that supports service delivery to some of the most vulnerable people in the city. NCC faces many challenges, not least as a result of complex social issues associated with city centre living.

Under Part 9 of the Social Services and Well-being (Wales) Act 2014, regional finance, governance and workforce priorities for action are agreed through the Regional Workforce Development Board and reflect alignment to Social Care Wales' National Priorities in partnership with transformation and health services.



**The Social Care Wales Workforce development Programme (SCWWDP)  
Board regionally agreed priorities for 2019/20 are as follows:**

- Support the continued implementation of the Regulation and Inspection of Social Care (Wales) Act.
- Support the training, development and qualification of social care managers.
- Support the ongoing development of approaches to outcome-focused care and support practice.
- Support for both Social Work qualifying training and post qualifying training in Wales.
- Support frontline social care workers to develop their skills overall in relation to social care, and the revised induction framework.
- Enable the workforce to meet regulatory requirements for qualification and/or registration using guidance available in the Qualification Framework.
- Provide learning and development to equip the workforce to work effectively alongside carers.

**Local Key achievements in 2019-20 include:**

- More than 350 generic/ non-qualifying courses of core learning and development opportunities, delivered across the sector.
- 4276 course places offered
- Social Work Qualifying Training –**Six** trainee SW students from NCC workforce with 2 qualifying.
- 36 Social Work Practice Learning Opportunities undertaken in partnership with four universities and 30 teams /placements during the new academic year
- 37 Post Qualifying Social work programmes with 11 qualifying
- 16 accredited vocational and academic management based courses
- 18 Best Interest Assessor places supported (working with 6 SW LA partners)
- Qualification Assessment Centre – 85 Vocational learning programmes of QCF based qualifications with Newport Assessment Centre and contribution to national qualification development

- Implementation of the new All Wales Induction Framework, and introduction of the new CORE qualification.
- Support of regional initiatives with partners including Social Care Wales.
- Emergency training support for the sector/ Covid related resources

**NB:** It is difficult to estimate the true impact of Covid-19 on additional progress that may have been achieved by the end of 2019/20.

Gwent, the early epicentre, had to respond earlier than some other regions. Regional projects came to a halt, planned engagement cancelled, and programmes of learning completely disrupted.

SCWWDP had to urgently respond to the advancing army of volunteers and redeployed LA staff to meet essential care training needs.

Training schedules and programmes included opportunities to support skills development e.g. supervision, motivation, time management, mindfulness, coaching.

## 6. Financial Resources & How We Plan for the Future

During 2019/20, the Council has managed its overall revenue position within budget. The revenue outturn shows an underspend of £2,062k prior to the approval of new reserve transfers requested by service areas, leaving a remaining underspend of £1,807k. Excluding schools, this represents a less than 1% variance against net budget.

The Council has faced some unexpected costs during the last part of the financial year and it is fortunate that these have been able to be accommodated within the overall budget. This is not solely due to the reduced levels of overspending in service areas but because of the one off grant funding received by social care late in the financial year.

Whilst this position is positive there are 3 main areas of budget pressures that have been highlighted throughout the year. Whilst the overspending is significant within these three key areas, the position would have been worse had the areas not received unexpected grant income during the year. The next few paragraphs highlight the key underlying issues had the grant income not been received:

Overall outturn was £1.8m overspend for both areas. Final spend of £72.979m (£47.3m Adults and £25.7m childrens)

- Adults social care - community care – £955k overspend (underlying position exc. unexpected / one-off grants - £1,146k overspend)
- Children's independent fostering – £598k overspend
- Children's out of area placements – £553k overspend (underlying position exc. unexpected/ one-off grants - £742k overspend)

These three areas alone contribute £2.1m to the service area overspend (£2.5m exc. unexpected / one-off grants). As the outturn for social care is lower overall, at c£1.8m, there are areas of underspending that mitigate the £2.1m of overspending shown above. This mitigation is predominantly savings against staff budgets. Children's reported staff savings of c£300k.

Within Children's there is significant financial pressure due to out of authority placement costs. This is a trend replicated in many other local authorities and identified as an area of increasing demand and cost nationally. The alternative residential services project is progressing well which should in time reduce the reliance on external provision. Newport will continue to monitor this in 2020/21.

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

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

The annual budget in 2019/20 for social services was £71.2m. There is a well-developed financial management process in place across service areas that enables the identification and management of budget risks. This process supports medium term financial planning, ensuring that all relevant factors can be considered when budgets are set.

## **7. Partnership Working, Political and Corporate Leadership, Governance & Accountability**

The features of partnership working have become more deeply embedded in the activities of both Children's and Adults with Heads of Service, the Strategic Director and Cabinet Member regularly engaged. NCC is a very active participant in the Regional Partnership Board.

Bids have, and will continue to be, made successfully to the WG Transformation Fund and the Integrated Care Fund, both capital and revenue. The former is a key mechanism for prompting and facilitating integrated working. The Newport Integrated Partnership (NIP), incorporating the third sector, ABUHB, Housing Associations and NCC continues to be the group that determines and drives the practical implementation of any regional approach to integration. The NCC Strategic Director is joint Chair of the NIP.

The Cabinet Member, Cllr Cockeram, is very active within the Partnership Board, numerous service user groups and at all opportunities with the Minister. In addition, Cllr Cockeram provides significant challenge to NCC officers.

The Cabinet Member, along with the Strategic Director and Heads of Service, regularly attend scrutiny. Cllr Cockeram presents reports on social services

matters to Cabinet and responds to questions from Cabinet colleagues in addition to his appropriate provision of social services context within Cabinet discussion.

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

November 2020

**Chris Humphrey**

**Director of Social Services**



## **Glossary of Terms**

<b>ABUHB</b>	Aneurin Bevan University Health Board
<b>AMHP</b>	Approved Mental Health Professional
<b>BAME</b>	Black and Minority Ethnic
<b>CIW</b>	Care Inspectorate Wales
<b>CSE</b>	Child Sexual Exploitation
<b>DFG's</b>	Disabled Facilities Grants
<b>DOLS</b>	Deprivation of Liberty Safeguards
<b>DTOC</b>	Delayed Transfer of Care
<b>IAA</b>	Information, Advice and Assistance Service
<b>IDVA's</b>	Independent Domestic Abuse Advisors

<b>LAC</b>	Looked after Children
<b>NCC</b>	Newport City Council
<b>NFF</b>	National Fostering Framework
<b>NSP</b>	Newport Support Partnership
<b>OT</b>	Occupational Therapy/Therapist
<b>PSOW</b>	Public Services Ombudsman for Wales
<b>RISCA</b>	Regulation and Inspection of Social Care legislation
<b>RSL's</b>	Registered Social Landlords
<b>SCWWDP</b>	Social Care Wales Workforce Development Programme
<b>UASCA</b>	Unaccompanied Asylum Seeker Children
<b>VAWDASV</b>	Violence against women, domestic abuse and violence Team
<b>WCCIS</b>	Welsh Community Care & Information System
<b>WG</b>	Welsh Government
<b>YJS</b>	Youth Justice Service