

Agenda



Pwyllgor Rheoli Trosolwg a Chraffu

Dyddiad: Dydd Iau, 20 Medi 2018

Amser: 10.00 am

Lleoliad: Ystafell Bwyllgora 1 - Canolfan Ddinesig

At: Cynghorwyr: J Guy (Cadeirydd), M Al-Nuaimi, G Berry, C Evans, M Evans, C Ferris, L Lacey, M Spencer, K Thomas and T Holyoake

Eitem	Wardiau Dan Sylw
1	<u>Agenda yn Gymraeg / Agenda in Welsh (Tudalennau 3 - 4)</u>
2	<u>Ymddiheuriadau</u>
3	<u>Datganiadau o Fuddiant</u>
4	<u>Cofnodion y cyfarfod a gynhaliwyd ar 26 Gorffennaf 2018 (Tudalennau 5 - 12)</u>
5	<u>Gorchymyn Diogelu Mannau Cyhoeddus (PSPO) Pillgweli - Monitro Gweithredu (Tudalennau 13 - 20)</u>
6	<u>Adroddiad Blynyddol drafft Cyfarwyddwr y Gwasanaethau Cymdeithasol 2017/18 (Tudalennau 21 - 60)</u>
7	<u>Swyddfa Archwilio Cymru - 'Trosolwg a Chraffu - Yn Addas i'r Dyfodol?' Adroddiad (Tudalennau 61 - 88)</u>
8	<u>Casgliad Adroddiadau Pwyllgorau</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.
9	<u>Adroddiad Cynghorydd Craffu (Tudalennau 89 - 98)</u> a) Forward Work Programme Update (Appendix 1) b) Actions Arising (Appendix 2)

Person cyswllt: Daniel Cooke, Cynghorydd Craffu
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Dyddiad cyhoeddi: Dydd Iau, 13 Medi 2018

c) Information Reports

Agenda



Pwyllgor Rheoli Trosolwg a Chraffu

Dyddiad: Dydd Iau, 20 Medi 2018

Amser: 10 y.b.

Lleoliad: Ystafell Bwyllgora 1 - Canolfan Ddinesig

Y Cyngorwyr: J Guy (Cadeirydd), M Al-Nuaimi, C Evans, M Evans, C Ferris, J Hughes, L Lacey, M Spencer and K Thomas

Eitem

Rhan 1

1. Agenda yn Gymraeg
2. Ymddiheuriadau am Absenoldeb
3. Datganiadau o Fuddiant
4. Cofnodion y Cyfarfod a 21 Mehefin 2018
5. Gorchymyn Gwarchod Lleoedd Pillgwenlly Cyhoeddus - Monitro Gweithredu
6. Adroddiad Blynyddol y Cyfarwyddwr Gwasanaethau Cymdeithasol
7. Swyddfa Archwilio Cymru – Trosolwg a Chraffu – Adroddiad 'Addas I'r Dyfodol'
8. Adroddiadau Rheoli Craffu
 - a) Blaenraglen Waith (Atodiad 1)
 - b) Camau sy'n Codi (Atodiad 2)
 - c) Adroddiadau Gwybodaeth

Person cyswllt: Daniel Cooke, Gyngorydd Craffu

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Dyddiad cyhoeddi: Dydd Gwener, 14 Medi 2018

Tudalen 3

Mae'r dudalen hon yn wag yn

Minutes



Overview and Scrutiny Management Committee

Date: 26 July 2018

Time: 10.00 am

Present: Councillors J Guy (Chair), M Al-Nuaimi, G Berry, M Evans, C Ferris, L Lacey, M Spencer and K Thomas

In Attendance: Daniel Cooke (Scrutiny Adviser), Rhys Cornwall (Head of People and Business Change), Eleanor Mulligan (Democracy and Communications Manager) and Meirion Rushworth (Head of Finance)

Apologies: Councillors C Evans

1 Declarations of Interest

2 Minutes of the Meeting held on 21 June 2018

The minutes of the Meeting held on 21 June 2018 were accepted as a true and accurate record, subject the following amendments:

- Item 2, Minutes of the Meetings held on 26 April 2018 - "Councillor C Evans queried the recording of ~~him~~ *his* abstentions during the voting of the meeting."
- "The Committee agreed to forward these comments to the Cabinet Member for ~~information~~ *clarification*."

Regarding Item 5, Draft Annual Forward Work Programme, the Committee requested that the update on Decriminalised Parking be on the Committee's work programme for half way through the implementation, to ensure that the process was on track to complete within the 18 month timescale.

3 Budget Process and Public Engagement - Recommendations Monitoring

Attendees:

- Rhys Cornwall (Head of People and Business Change)
- Meirion Rushworth (Head of Finance)

The Head of People and Business Change presented an overview of the report providing an update on the recommendations made by the Overview and Scrutiny Management Committee on Budget Process and Engagement in January 2018. This update included the progress had been made and the current plan for the consultation and engagement of this Year's budget proposals.

The Officer then discussed the Hierarchy of Engagement and the examples within the Wellbeing of Future Generations Act (Wales) gave examples of how to move from *Informing*

to *Empowering* citizens. The Council were at the consult phase, and on occasions had moved towards involving citizens. Empowering citizens to be decision makers was a longer process, but the Council was in a similar position to other organisations.

Additionally, the Officer discussed online surveys and advised Social media online surveys (SNAP) were being developed. The Newport Youth Council aimed to involve young people in the engagement process.

The Members asked the following:

- The Committee had previously been told that a review of Public Engagement would be brought back to the Committee in November. The Committee raised concerns that this would be too late to impact upon the process for this year's budget, and as such were concerned that the timescale meant that the Council would not have sufficient time to properly engage on this year's budget. The Officer acknowledged that an earlier start to the public consultation, or a year round process of consultation would be preferable, however the decisions on the timing of the budget process was a corporate decision based on a number of factors, and had to be met from within its resources. The Officers team resources this year had focused on the implementation of the Wellbeing Assessment.

The Officer advised the Committee that the concerns raised at last year's budget Consultation by Scrutiny were being addressed and that a review of Public Engagement was being undertaken. This full review was being reported to the Scrutiny Committee at its meeting on 15 November to look at the longer term approach to consultation.

The Committee were offered more frequent progress updates every meeting until November to keep them informed.

- The Members commented that the reasons why public consultation had not progressed from last year then this needed to be understood, whether it be staff resources within the team, or part of a more strategic decision. Some Committee Members noted that the Committee could make recommendations to the Cabinet to start the consultation process earlier.
- Members commented on how it was disappointed that the Council had not improved in the Hierarchy of Engagement. The Involve stage needed to be reached and it had been thought consulting on the Budget would be a good opportunity. The public consultation could not be restricted by the budget cycle, but there were issues that can be consulted throughout the year. The Belle Vue Park Car Parking was given as an example by a Member. People could be consulted on whether free parking in parks or a small rise in Council Tax was preferable.
- Comment was then made that the Council had not taken advantage of some opportunities. An example was given that Welsh Government offered a sum of money to be applied for by Local Authorities so they could liaise with local businesses to allow the public to use their toilets however the Council had not applied. The Officer acknowledged that this opportunity had not been taken up. The Officer advised that it was a challenge to move up the Hierarchy of Engagement as it was difficult to change the culture and mind-set to enable this to happen. The arrangements for this year's budget consultation were being developed, and pre consultation engagement ideas were being looking into, such as Hereford Council's method of engagement.
- Concerns were raised regarding the Council moving away from paper surveys as an engagement tool. Members were advised that paper surveys required a member of staff to manually input responses which was an additional resource requirement.

However, paper copies would still be available, and the Council was not moving away from this method of engagement. Last year both paper and face to face surveys were produced and included in the overall data.

- It was also asked if it would be better if the Budget Consultation could be tailored in a way that people could choose which questions and areas that they wished to provide opinion on.
Members then suggested that links to the survey could be given to those directly impacted such as parents at schools and library users if those were to be affected by the budget. Members were told that this could be considered, Officers also stated that the previous survey was overcomplicated, when the information needed to be balanced and clear.
- The Officer advised that the figures around the impact the bus WIFI had could be provided to the Committee. There were around 150,000 unique sign-ons using the bus WIFI, which asked users five questions around consultation and engagement. However the bus WIFI was not able to provide sufficient data to base a budget consultation on. The bus WIFI had been used last year in the budget consultation to raise awareness and to find out if people would complete the consultation or not. 45% of people said they would not respond to budget consultations.
- Members were told that the times that had the best results were when survey questions were asked in a face to face, one to one setting, an example was given from last year when a day was spent in the Market talking to people about the budget. The Market session discussed the budget proposals with around 40 people responding to questions. This brought in better quality data, however it was resource intensive.

The Committee then thanks the Head of People and Business Change for attending.

The Head of Finance presented an overview of the report to the Committee. The Officer advised that the framework was in place to allow for medium term and strategic approach to the budget. There was a 4 year plan that had identified where funding was going during that period and the cost pressures which allowed for saving proposals or strategies on how the Council would deal with budget pressures. In terms of the Corporate Plan, it had been very explicit with “20 promises by 2022” with most of them being achieved using existing resources. There were a few which would require additional budget provisions, such as the new Household Waste Recycling Centre.

In terms of approach, the Council had now established four strategic groups that work around the four key themes of the Council – Resilience, Aspirational, Modernised and Thriving. Future budget pressures in Social Services, Education and Special Education Needs were going to be challenging. The Council was currently overspent on the Social Care budget. There were contingency funds in the budget however, this was also overspent. Even though there were challenges, the Council had a good track record of delivering savings.

The Officer acknowledged that the public consultation should be happening as early as possible, however there would be little flexibility on where the Council could make savings.

Members asked the following:

- Members were advised that the Council were making sure that budget proposals were meeting the requirements of the Wellbeing of Future Generations Act, however the Council’s fundamental obligation was to ensure that it was considering the implications as part of the decision.

- The Officer advised that the 4 Strategic Groups were based around the four key themes of the Council – Resilience, Aspirational, Modernised and Thriving. They were Officer Groups led by the Chief Executive Officer, the two Corporate Directors and contained a mixture of Officers from across the Council. There were around ten or twelve Officers in each group, with each group reporting to the Senior Management Group and they did not contain any Cabinet Members. The Committee then requested for further information on these of the four groups.
- Members were advised that an updated customer services system was being implemented which would be more efficient in dealing with issues brought to the attention of the Council by the public. The new system was being developed over the next 12 to 18 months and was being overseen by one of the strategic boards.
- The Officer advised that a lot of the issues around the content of the proposals had improved with work conducted by the Business Improvement Team. The proposal writer needed to explain how the proposal would have affected services, Welsh Language and any impact on the Wellbeing of Future Generations Act. For the next year's budget process Senior Accountants would be working with Heads of Service to undertake quality assurance on the written reports.
- In response to questions regarding the consistent quality of the Business Cases, the Committee were advised that Business Case proforma ensured sure that people were consulted with and the author had to demonstrate any issues that arose as a result of the consultation and how this had been considered. All budget savings proposals were checked to ensure that they are completed fully and meet the standards required.
- Members asked for clarification on the general contingency fund of £1.5m and the £2.2m allocated for budget overspend risks in Out of County Placements and Community Care budgets. Members were advised that Children's and Education services were overspending in relation to Out of County Placements, so the £2.2m had been allocated between them. The £1.5m had been spread across the remainder of the Council.

The Head of Finance was thanked by the Committee for attending and answering their questions.

Recommendations and Comments

The Committee acknowledged that the Officers were working towards improving public engagement for the budget process and that this was only one part of the overall, Council wide public engagement review that was being undertaken. It was noted that this review was being reported to the Overview and Scrutiny Management Committee in November for consideration.

However, the Committee expressed concern that the outcome of this review would be too late to impact upon the consultation for this year's budget process. The Committee felt that the quality and consistency of the information within the Business Cases was of particular concern last year, within inconsistent levels of information.

The concern for this year was that the resources to ensure the quality of these Business cases had been reduced with the removal of the Business Improvement and Performance Team from the process, and that this reduction in resources could negatively impact upon the quality of this year's proposals.

The Committee requested the following information:

- Head of People and Business Change to provide additional information on the impact of bus WIFI had on engagement levels, including the types and depth of response and information on samples.
- Head of People and Business Change to provide a brief overview of the four Strategic Groups, their remit and reporting arrangements.
- Head of Finance to provide a brief to outline the quality assurance process which will be used for this year's budget process.

The Committee requested that the Cabinet:

- Make necessary plans to put in place arrangements to ensure that the public consultation of the budget proposals begins as early as possible this year.
- Consider and plan how the Council will move up the Hierarchy of Engagement, and monitor the progress towards implementing this. The Committee considers that involving the public in the budget saving process was a key priority for developing how it engages with the public.
- Establishes and develops relationships with the Universities in Newport, to establish links with relevant students who may be interested in undertake research on behalf of the Council as part of their degree programmes.

4 **Scrutiny Annual Report**

Attendees:

- Eleanor Mulligan (Democracy and Communications Manager)

The Democracy and Communications Manager presented the Annual Report on behalf of the Scrutiny and Governance Manager. The Committee were advised that it was a constitutional requirement for Scrutiny to report to Council on its activity throughout the year. The report was designed to be a performance management tool, establishing the intended actions for the upcoming year, and to look back at last year's progress and achievements. The Officer advised it was important to note that this was the first report since the Election, in which time there had been significant changes to Scrutiny. These changes included more focussed work programmes, change of the Committee structure, and sharper focus on recommendations monitoring within the work programme. All of these changes were areas that previous Annual Reports had been identified as requiring improvement previously.

The Committee asked the following:

- Members made comment that Scrutiny has made significant progress, however there was still an issue with automatically getting updates, such as Decriminalised Parking. The suggestion was made that there be regular updates on the progress.
- Members queried Action 9, on page 69 and asked for clarification of the update, as it stated the changes proposed within the Public Engagement Strategy were not possible within the current format of the website. Members were advised that the department would like the public to go onto the Scrutiny website and be able to leave feedback on Scrutiny's topics and agenda items. However the website does not have that functionality, so alternate ways were being looked into, such as using social media. When asked whether this was a technology or funding issue, it was advised

that it was due to the technology; however the Democracy and Communications Manager is part of the Web Development Group and were looking at other technologies.

Members commented that they thought more of a history of each item should be included, to track where it had originated from. For example, Decriminalised Parking / Civil Parking Enforcement had originated from Members discussion of illegal parking in Stow Hill, which had been brought to the attention of the Cabinet Members, and Council which had led to the discussion regarding the Council taking over the parking function. The Scrutiny Adviser outlined the purpose of the Annual Report, to summarise the work of the Committee at its Scrutiny Committee meetings, rather than to track individual issues.

Regarding the Civic Centre Public Spaces Protection Order (PSPO), the Committee asked for the first and second Consideration to be labelled Stage 1 and Stage 2 to make the role of Scrutiny clear. The Officer advised it could be looked into to include additional comments.

The Committee thanked the Democracy and Communications Manager for attending. The Committee **approved** the Annual report for submission to the Council.

5 **Scrutiny Adviser Reports**

Attendees:

- Daniel Cooke (Scrutiny Adviser)

a) Forward Work Programme Update

The Scrutiny Advisor presented the Forward Work Programme, and informed the Committee of the topics being discussed at the next two committee meetings:

Thursday 20 September 2018

The agenda item included;

- Pill PSPO – Recommendations Monitoring
- Annual Information Risk Report

Thursday 15 November 2018

The agenda item included;

- Corporate Plan – Recommendations Monitoring
- Performance Management Strategy – Recommendations Monitoring
- Consultation and Public Engagement Review

The Committee requested that the Pill Ward Councillors and a community representative be invited to attend the meeting to provide additional viewpoints on how effective the PSPO had been.

b) Actions Arising

The Scrutiny Adviser explained to the Committee that there were three responses outstanding from the previous meetings actions, and that these would remain on the action sheet until they have been reported on to the Committee.

Members queried when the responses would be received by Members, noting that the Committees next meeting was not until September. Members were advised responses were emailed to Committee members as soon as they were received, these were then reported back to the next Committee meeting as part of the action sheet.

Regarding the Committee's recommendations to the Cabinet on Safeguarding, the recommendations were to 'inform' the Cabinet Member of the Committees recommendation. The Committee felt that this was not clear enough as a response back was needed from the Cabinet Member. The Scrutiny Adviser agreed to follow up with the Cabinet Member and ask for a response to the Committees point.

c) Information Reports

There were no information reports to be presented to the Committee.

The meeting terminated at 12.40 pm

Mae'r dudalen hon yn wag yn

Scrutiny Report

Overview and Scrutiny Management Committee

Part 1

Date: 20 September 2018

Subject Pillgwenlly Public Spaces Protection Order) PSPO – Implementation Monitoring

Author Scrutiny Adviser

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

Invitee:	Area / Role / Subject
Jonathan Keen	Regulatory Services Manager: Environment and Community
Jason Williams	Inspector - Gwent Police
Tracey Holyoake	Pillgwenlly Ward Councillor - Newport City Council

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked to:

1. Receive a brief introduction from the Pill ward Councillor and local Community representatives on the current issues in Pill;
2. Consider the opinions and evidence from the Gwent Police representatives and Council Officers on the effectiveness of the current PSPO;
3. Decide whether to provide the Cabinet Member with comments and/ or recommendations regarding the effectiveness of the implementation of the Pill PSPO.

2 Context

Background

- 2.1 Public Space Protection Orders were new measures brought in 2014 to allow Councils to control anti-social behaviour in a particular public location. They were designed to prevent individuals or groups committing anti-social behaviour where that behaviour was persistent and unreasonable and was having, or were likely to have, a detrimental effect on the quality of life of those in the locality.

Previous consideration of this item

- 2.2 The Streetscene, Regeneration and Safety (SSRS) Scrutiny Committee received a report at its meeting on 13 October 2016, to consider a proposal for the introduction of a PSPO for the Pillgwenlly Ward of Newport. The full report presented to the Committee can be found on the Council's Website within the agenda of the SSRS Committee meeting (Link to agenda / minutes).

This report was evidence from the Council and Gwent Police. At this meeting the Committee accepted the Consultation strategy and the border boundary for the PSPO.

- 2.3 At the SSRS meeting, dated 16 March (Link to agenda / minutes), the Committee received the consultation results for consideration. The Committee at this meeting concluded and recommended to Council that the PSPO is proceed with, as per the draft Order and boundary map. The Committee also requested that the implementation of the PSPO is reported back to this Committee within one year following its approval.

3 Information Submitted to the Committee

- 3.1 The Committee have been provided with a report on the implementation of the Pill PSPO, the report includes the background of why a PSPO in Pill was needed, the implementation and enforcement during the first year, and the challenges implementation and enforcement has faced. (**Appendix 1**).

4. Suggested Areas of Focus

Role of the Committee

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

- Seek feedback from ward Councillors on any issues in Pill and how the PSPO has impacted on the area since its implementation;
- Establish whether there is evidence of any issues with the current PSPO and its impact on Pill;
- Is there evidence that the existing restrictions have been effective at tackling any of the antisocial behaviour it was set up to address;
- Decide whether the Committee wishes to make comment and/ or recommendations to the Cabinet Member regarding the effectiveness of the Pill PSPO.

Suggested Lines of Enquiry

- 4.1 In evaluating the implementation and enforcement of the Pill PSPO, the Committee may wish to consider:
- What impact has the PSPO had on Pill?
 - Was there a decrease in crime during the implementation of the PSPO?
 - Do all invitees (Police, Community Rep, Officer and Ward Councillor) paint the same picture of the progress in Pill? If not why?
 - Are there any outstanding issues that the PSPO is unable to deal with?

- In the report the Police identify groups congregating, dispersing and potentially congregating as an issue. What options are available to overcoming this problem?

Section B – Supporting Information

5 Links to Council Policies and Priorities

- The report aims to set out the impact the implementation and enforcement of the PSPO has had on the Pill community, this works towards the Corporate Plan commitment to *Resilient Communities*:

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

6.1 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?

6.2 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*

6.3 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.

7. Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- Corporate Plan 2017- 2022
- [Agenda and Minutes – Streetscene, Regeneration of Safety Overview and Scrutiny Committee – 13 October 2016](#)
- [Agenda and Minutes – Streetscene, Regeneration of Safety Overview and Scrutiny Committee – 16 March 2017](#)

Report Completed: 14 September 2018

Overview and Management Scrutiny Committee

20 September 2018

Public Spaces Protection Order for Pillgwenlly

Implementation in Year 1 – a review

Author: Regulatory Services Manager (Environment & Community)

1. Background

At the meeting of the Streetscene, Regeneration & Safety Scrutiny Committee on 16 March 2017 the Committee agreed to recommend to Council that

- the proposed Public Spaces Protection Order (PSPO) for Pillgwenlly (Pill) be progressed as per the draft Order and proposed area boundary, and
- if the PSPO was approved by Council, that the implementation of the PSPO be monitored and reported back to Scrutiny in one year.

The PSPO for Pill was agreed by Council on 25 July 2017 and came into operation shortly afterwards.

2. The PSPO for Pill

A PSPO is designed to prevent individuals or groups committing anti-social behaviour in a public space where the behaviour is having, or is likely to have, a detrimental effect on the quality of life of those in the locality; and the behaviour is or likely to be persistent or continuing nature; and be unreasonable. The power to make an Order rests with local authorities, in consultation with the Police, Police and Crime Commissioner and other relevant bodies who may be impacted.

The Council can make a PSPO on any public space within its own area. The definition of public space is wide and includes any place to which the public or any section of the public has access, on payment or otherwise, as of right or by virtue of express or implied permission, for example a shopping centre. There are particular considerations for registered common land, town or village greens and open access land.

The maximum length of a PSPO is three years.

When making a PSPO, the Council must have particular regard to the rights of freedom of expression and freedom of assembly set out in the Human Rights Act 1998. Consideration of a PSPO will take place where there is material evidence of anti-social behaviour. Assessments will commonly include reports to the police, and various Council teams and partner agencies.

The PSPO for Pill brought in the following restrictions:

- a) No person shall within the Restricted Area refuse to stop drinking alcohol or hand over any containers (sealed or unsealed) which are believed to contain alcohol, when required to do so by an authorised officer to prevent public nuisance or disorder.
- b) No person shall congregate in a group of THREE or more persons within the Restricted Area AFTER an authorised person has requested that the group disperse.

- c) Intoxicating substances: No person shall within the Restricted Area:
- Ingest, inhale, inject, smoke, possess or otherwise use intoxicating substances.
 - Sell or supply intoxicating substances.

Persons who breach this prohibition shall surrender any such intoxicating substance in his/her possession when asked to do so by an authorised officer in the Restricted Area.

The enforcement provisions for breach of the PSPO restrictions are Fixed Penalty Notices of £100 or prosecutions with a maximum fine of £500 for the alcohol restriction and £1,000 for the other restrictions.

The restrictions were proposed and included in the PSPO following public consultation, to address specific issues in Pill which the Council, Gwent Police and partner organisations were determined to deal with more effectively. The public expressed their overwhelming support for the restrictions via the consultation.

3. Initial Implementation

The first multi-agency Pill Action Day was held on 8 August 2017 and the PSPO was introduced at the public meeting held at the beginning of the day by the Police Inspector for Newport West. The PSPO provided a key focus for the Action Day.

4. Implementation/Enforcement during Year 1

Due to the nature of the issues in Pill that the PSPO was designed to try and address and the risks posed by some of the individuals and groups causing problems for the community, the majority of enforcement of the restrictions is undertaken by Gwent Police. In addition to their enforcement action, the Community Safety Wardens have also undertaken some relevant enforcement when patrolling in the area.

Feedback from the current Gwent Police Inspector for Newport West is that the PSPO has been a valuable tool (among other powers available to Police officers) to help respond to the issues in Pill.

In particular the ability to ask groups of people to disperse is a tool valued by the Police, as without this restriction the Police have to rely on Dispersal Powers in the Anti-social Behaviour Crime & Policing Act 2014 to deal with groups causing anti-social behaviour, which require a Police Inspector or higher rank to make a specific authorisation for no longer than 48 hours. This PSPO restriction has therefore been extensively used by the Police during the first year. The Community Safety Wardens have also used this restriction on occasions when patrolling, when they have judged it safe to do so. In the majority of cases when Officers have asked people to disperse, they have done so without the need for a Fixed Penalty Notice (FPN) to be served. No records have been kept of how many times this restriction has been used without the need for an FPN.

Gwent Police have also valued the restriction to deal with the drinking of alcohol in public places and again this PSPO restriction has been extensively used by the Police during the first year. The Community Safety Wardens have also used this restriction when patrolling. Members of the public who are asked to stop drinking and dispose of their alcohol have generally been compliant and FPNs have rarely been needed. No records have been kept of how many times this restriction has been used without the need for an FPN.

The restriction for intoxicating substances, commonly referred to as 'legal highs', has only been required infrequently during the first year.

In total 8 FPNs have been issued by Gwent Police during the first year of operation. This should not be judged to be poor performance, as the service of an FPN is not often required to gain compliance (the threat is usually sufficient) and it is the compliance that officers desire, not high numbers of FPNs served. 7 of the FPNs were issued to individuals refusing to stop drinking alcohol and 1 was issued to an individual in a group who refused to disperse when asked to do so.

The multi-agency Pill Action Days, which are organised by the Policy, Partnership and Involvement team within People & Business Change and supported by Ward Members and community groups, have continued throughout the first year of the PSPO – there have now been 7 Action Days. The PSPO has been a key focus at each event and is part of the enforcement activity and community engagement work undertaken by the Police and Community Safety Wardens.

5. Challenges to Implementation/Enforcement encountered

Gwent Police have reported that the PSPO restriction requiring groups to disperse when asked has proved challenging to enforce as some groups disperse for a short period and then congregate again. In this situation Police officers have found it difficult to judge if the individuals have complied with the request or not, and therefore whether they should issue an FPN or not. Advice has been provided by a Council lawyer and incorporated into guidance for Police officers. The Regulatory Services Manager has also offered to attend briefings of Police officers to reiterate the advice in person.

6. Future years

There are currently no calls from Gwent Police, the Community Safety Wardens or partner organisations to add or remove any restrictions from the PSPO. The situation will continue to be monitored over the next 2 years leading up to the point where the Council must decide whether to extend the PSPO, revise it and make a new one or simply let the current Order expire.

Mae'r dudalen hon yn wag yn

Scrutiny Report

Overview and Scrutiny Management Committee

Part 1

Date: 20 September 2018

Subject **Draft Director of Social Services Annual Report 2017/18**

Author Scrutiny Adviser

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

Invitee:	Role:
James Harris	Strategic Director – People
Sally Ann Jenkins	Head of Children and Young Peoples Services
Chris Humphrey	Head of Adults and Community Services

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked to:

1. Consider information contained within the report concerning the delivery, performance, risks and planned improvements of the Social Services function in the Council:
2. Determine if it wishes to make any comments to the Director of Social Services / Cabinet regarding the report.

NB. The statutory requirement is that the Annual Report is written by the Director of Social Services. Comments and observations from Members will be directed to the Director of Social Services for consideration and may be incorporated into the final report before it is considered by Cabinet and then presented to Council.

Any comments will be included for reference within the covering report to the Cabinet / Council, under the section 'Comments of Scrutiny Committees'.

2 Context

Background

- 2.1 The Welsh Assembly Government issued [Statutory Guidance](#) in June 2009, regarding the Duties and Accountabilities of Directors of Social Services in Wales. Within this Guidance was the requirement for the Director of Social Services to publish an Annual Report on the effectiveness of Social Care services in Newport. The Guidance states:

“The Director of Social Services must report annually to their Council on the delivery, performance and risk as well as plans for improvement of the whole range of Social Services functions. The report will have an important role in the development of the Council’s overarching Improvement Plan (WPI). The report and the underpinning evidence will inform the development of the CSSIW work programme for the authority including the overarching authority wide regulatory plan. It will be important that the report and underpinning evidence is shared at appropriate points in the cycle with CSSIW.”

- 2.3 The purpose of the Annual Report is to set out how Social Services are meeting the needs of Service users and carers, how the service has delivered on priorities during the past year as well as highlighting those areas of the service that have been prioritised for future improvement.
- 2.4 In accordance with the Council’s performance management framework, the Scrutiny Committee is being asked to consider and comment on the adequacy of the draft report in addressing the issues identified and provide feedback/ comments to the Cabinet and Council prior to its adoption.
- 2.5 The “Annual Council Reporting Framework” (ACRF) is overseen by the Social Services Improvement Agency (SSIA). Copies and analysis of previous annual reports from across Wales can be found on their website (www.ssiacymru.org.uk/annualreporting).
- 2.6 As stated on the SSIA website, the intention of the ACRF approach is to:
- *Embed the accountability for performance management clearly with the local authority (council members, chief executives, directors, managers and officers)*
 - *Present a recognisable picture through analysis and self-assessment, to those responsible for the management and delivery of, as well as those served by social services*
 - *Generate the core set of information needed by CSSIW to deliver their annual performance assessment letter to Councils.*
- 2.7 These internally reached judgements are then subject to challenge by partners, carers and users of services. As stated in the [Guidance](#):

‘It is vital that the Council and its citizens, as well as inspectors and regulators, can rely on the Report as a full and true picture of Social Services in its area. That will require transparency and frankness on the part of its authors. Good quality data and intelligence will be vital and strong links with the Local Government Data Unit will be essential to ensure that opportunities for the full utilisation of performance and intelligence are exploited.

There will also need to be robust challenge built into its development and this is likely to include:

- *auditing of data accuracy;*
 - *“clubs” of like Councils to examine comparative data;*
 - *Peer review; and*
 - ***Overview and Scrutiny Committees’ attention and advice to the Executive, especially focussed on the adequacy of plans to address the issues identified.***
- 2.8 The approach requires each Council to deliver its own assessment of performance in social services, to analyse the services provided and consider what they are doing well, what could be done better. The report should be written in accessible language, and accompanied by evidence that supports the conclusion reached.
- 2.9 The Director of Social Services Annual Report 2017/18 will be considered by the Cabinet at its meeting on 17 October 2018, and subsequently by the Council for approval on 27 November 2018.

- 2.10 The statutory requirement is that the Annual Report is written by the Director of Social Services. Comments and observations from Members will be directed to the Director of Social Services for consideration and may be incorporated into the final report before it is considered by Cabinet and then presented to Council. Any comments will be included for reference within the covering report to the Cabinet / Council, under the section 'Comments of Scrutiny Committees'.

Previous Consideration of this item

- 2.11 The Committee received the 2016/17 report on the July 3rd 2017 (Minutes available [here](#)).

3 Information Submitted to the Committee

- 3.1 **Appendix 1** - The Annual Director of Social Services Report for the year 2017 / 18. The report contains the following six areas;
1. **Introduction**
 2. **Summary of Our Performance 2017/18** – An overview of how Social Services have performed during the year 2017/18.
 3. **How Are People Shaping Our Services?** – This area provides a breakdown of the ways Social Services have involved their Service Users in service development.
 4. **Promoting and Improving the Wellbeing of Those We Help** – This area outlines the six Quality Standards Social Services use to measure their ability to provide a high quality service to the citizens of Newport.
 5. **How We Do What We Do**
 6. **Glossary of Terms**

4. Suggested Areas of Focus

Role of the Committee

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

- Establish if the author has provided a true and accurate picture of Social Services, and decide if Social Services are meeting the needs of the service users?
- Whether the priorities set out in the report for the next year are sufficient and will increase the quality of social services provisions?
- Question whether the priorities are measureable and achievable?
- Decide if each Quality Standard has been achieved, if not why?
- Conclusions:
 - What was the overall conclusion on the information contained within the report?
 - Is the Committee satisfied that it has had all of the relevant information to base a conclusion on the overall performance of Social Services?
 - Do any areas require a more in-depth review by the Committee?
 - Do the Committee wish to make any Comments / Recommendations to the Cabinet?

Section B – Supporting Information

5 Supporting Information

5.1 The performance of both *Adult and Community Services* and *Children and Young Peoples Services* has been scrutinised by the Performance Scrutiny Committee – People. The following links are for the minutes of each meeting that considered Social Services performance for 2017/18:

- [October 3rd 2017](#)
- [December 12th 2017](#)
- [January 23rd 2018](#)
- [March 6th 2018](#)
- [April 10th 2018](#)
- [July 10th 2018](#)

6 Links to Council Policies and Priorities

- The Report aligns with the *Aspirational People* and *Resilient Communities* Corporate Plan Commitments, as well as the related 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 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?

7.2 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*

7.3 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

- [Statutory Guidance on the Role and Accountabilities of the Director of Social Services](#)
- Link to the Social Services Improvement Agency (SSIA) website for copies and analysis of previous annual reports from across Wales - www.ssiacymru.org.uk/annualreporting
- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2017-22](#)

Report Completed: 14 September 2018

Mae'r dudalen hon yn wag yn

(DRAFT)
Report of the
Director of Social Services
2017/18



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1. Introduction

2017/18 was a demanding year characterised by a maintenance in the quality and standards of service delivery. A major task was the continued embedding of the 2016 Social Services and Well-Being Act which has helped positively in the re-shaping of early intervention and preventative services. This has assisted 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 Corporate Plan, notably:

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

Each year financial constraints become more significant when available budgets are set against rising costs and increasing demand. There is a continuous striving to minimise costs and identify savings. In Children's efforts have concentrated on addressing the shortage of placement options and the associated costs as well as appropriately minimising the numbers of looked after children. Work in Adults has included the managing of demand and the building of capacity through the integration of health and social care. As usual there has also been a drive to minimise delayed transfers of care and these were kept at manageable levels though there remains scope to improve. The Care in Wales inspection reports and performance indicators demonstrate however, that the service delivered to children and adults is being maintained, a significant achievement.

In addition to legislative change and financial challenges implementation of the Welsh Community Care and Information System (WCCIS) has been delivered. This took considerable planning, training and management and means that Newport City Council will be able to take full advantage of this still developing case information system designed for Councils and Health Boards.

Partnership working has developed further with the other South East Wales Local Authorities with numerous joint initiatives maintained and developed. The integrated partnership with Barnardo's has also remained a strength with a retendering for the strategic partnership delivered by Barnardo's recently completed. The Regional Partnership Board at which the third sector, Aneurin Bevan University Health Board and South East Wales Local Authorities are represented has emerged as a primary route for the transformation of health and social care and Newport City Council engages fully in this process.

2018/19 will prove no less challenging but social services in Newport City Council are lean, efficient and well-placed to respond.

2. Summary of Performance 2017/18

This is the second 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 roll out of the Welsh Community Care and Information System (WCCIS) have required performance measures to be reviewed and Newport City Council (NCC) has been involved in national discussions led by WG to develop new recording and reporting requirements. These are currently due for implementation in 2019/20.

NCC went live with the WCCIS on Monday 12th March 2018 after a challenging implementation process. In order to facilitate the transition the forerunner system, SWIFT, had to be shut down on 6th March and the practicalities of providing access to all staff affected the ability to capture data for the last three weeks of the financial year. Consequently, it was accepted by WG that in some areas the end of year performance report would be restricted to data collected up to the 6th March 2018.

End of Year Performance Figures for Adult and Community Services

Performance remains strong at year end despite the disruption caused by the implementation of WCCIS, the consequences of which impacted the amber rating for Occupational Therapy (OT) assessments and reviews. Performance for this measure has previously been consistently green but activity was unable to be recorded for the last three weeks of the year as SWIFT was closed down to facilitate the transition to WCCIS.

The amber rating for hospital discharge must be viewed in the national context where NCC's performance remains strong and benefits from an ongoing joint management strategy in partnership with the Aneurin Bevan University Health Board.

Adults Measures	Target	Results & Comments
% of adult protection enquiries completed within 7 days	90%	98.9% (Improving)
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	6.00	6.02 (Improving) Slightly over target (low is good, high is bad)

% of adults who completed a period of Reablement and have a reduced package of care and support 6 months later	50%	56.5%
The average length of time in days adults (aged 65 or over) are supported in care homes	1,100	868.2 (Improving) Strong performance (high is bad low is good) and represents people being successfully supported in the community for as long as possible.
Average age of adults entering care homes	75 years	79.2 years (Improving) 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.
% of adults who have received advice and assistance and have not contacted the service again within 6 months	40%	41% This represents a well-managed information advice and assistance service at Newport where a high proportion of people receive appropriate support at first contact.
OT Assessments & Reviews	85%	81.8%

End of Year Performance Figures for Children and Young Peoples' Services

Overall for Children's services 57.89% of the performance measures are green. The service has experienced a broad range of challenges throughout the year and this is a reasonable outcome.

Staff have managed the implementation of WCCIS and responded to a significant increase in the rate of referrals and a growing degree of complexity. Nine measures have shown an improvement against the previous period.

Children's Measures	Target	Results & Comments
% of assessments completed for children within statutory timescales	90%	91.5%
% of children supported to remain living with their family at 31 st March	65%	63.7% Within 2% of target, this is a reasonable outcome given the increase in referrals and growing degree of complexity
% of Looked After Children returned home from care during the year	13%	10.1% As above
% or re-registrations of children on Local Authority Child Protection Registers (CPR)	10%	3% (Improved) Strong & improving performance (low is good high is bad) good
The average length of time for all children who were on the CPR during the year	300	253.4 (Improved) Strong & improving performance (low is good high is bad)
% of children achieving the core subject indicator at key stage 2	60%	59.4% This measure changes every year as the cohort changes. It can also shift during the year as actual children in care move in and out. There has been significant work this year to better identify the children who require educational support throughout their time in care.

% of children achieving the core subject indicator at key stage 4	5%	3% As above
% of children seen by a registered dentist within 3 months of becoming Looked After	40%	12.7% This has been highlighted as a measure that requires revision as children may have seen a dentist just before becoming looked after or may have left care before a dental appointment is sourced.
% of children looked after at 31 st March who were registered with a GP within 10 working days of the start of their placement	90%	91.9% (Improved)
% of looked after children who have had 1 or more changes of school	12%	12.7% (Improved)
% of looked after children who have had 3 or more placements	9%	9.5% (Improved)
Care leavers who are in education, training or employment at 12 months	45%	44.4% (Improved)
Care leavers who are in education, training or employment at 24 months	45%	45.7% (Improved)
% of care leavers who have experienced homelessness during the year	10%	8.5%
Number of first time entrants into the youth justice system	79	76
Number of young people sentenced to custody	25	9
Young people out of court disposals re-offend within	30%	20% (Improving)

12 months		
Young people statutory orders who re-offend within 12 months	50%	40% (Improving)

This performance report is restricted to the measures required by WG and is the benchmark for comparison between all Welsh Local Authorities. The discrepancies of data collection methods and interpretation of these new measures have meant that the comparison is not robust.

It must be noted that to continuously improve performance at a time of such significant financial constraints will be challenging and in some service areas, maintaining current levels of performance will be an achievement in itself.

3. How Are People Shaping Our Services?

NCC 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 bid evaluation process for new services.
- Complaints and compliments.
- Consultation events and citizen fora.
- Feedback from inspections.
- Engagement with Care in Wales (CIW).
- WG Citizens Survey.

Consultation events in 2017/18

These included:

- Over 50's Information Day in October 2017 – attended by 700 citizens - an annual event that will be celebrating its 20th anniversary in 2018.
- Newly established Carers Network, several meetings and drop-ins throughout the year building peer support and Local Authority engagement opportunities.

- The Community Connectors attended over 100 community events during the year and have a presence at drop in information points across the City.
- Annual public budget consultation process in December 2017.
- A consultation was held with the children resident at Forest Lodge to ascertain their views of the service.
- A consultation event was held with Pobl tenants to gain their views about the Independent Living Strategy that outlines the future service model for accommodation options for adults with learning disabilities.
- The Cabinet Member for Social Services is very active at community level and is a regular attendee of the Carers Forum, the 50 Plus Forum and various other events and meetings across the full range of client groups.
- An extensive consultation and engagement program was initiated before people moved to Ty-Eirlys (Quality Standard 6).

Results of Citizen Survey 2017/18 – Adults and Children’s

Adults Services	Children’s Services
<ul style="list-style-type: none"> • 85% said I live in a home that best supports my well-being. • 84% said I feel safe from any kind of abuse, physical harm or from falling both inside and outside my property. • 85% said I had the right advice and information when I needed it. • 81% said I am happy with the care and support I have had. 	<ul style="list-style-type: none"> • 85% said I live in a home where I am happy. • 73% said I feel I belong in the area-Where I live. • 95% said I feel safe, for-example cared for and safe from anyone who can hurt you or treat you badly both inside and outside your home. • 84% said I have received the right information and advice when I needed it. • 89% said I am happy with the care and support I have had.
<p><u>Carers</u></p> <ul style="list-style-type: none"> • 63% said they knew who to contact about their support. • 63% said they had the right information and advice when they needed it. • 65% said they had been involved in decisions about how the care and Support was provided to the person they care for. • 59% said 'feel supported to continue in my caring role. 	

CIW inspections of NCC registered services in 2017/18 - Adults

- **Supported Living August 2017**

Care & Social Services Inspectorate in Wales (CSSIW) reported that feedback from tenants in our supported living service was complimentary of the care and support provided and that the service had improved since the introduction of the Act compliant 'what matters' documentation.

- **Parklands Care Home January 2018**

CSSIW reported that Parklands is a welcoming home where people are cared for and supported. They acknowledged improvements to information provided to people living in the home and also to the fabric of the building. We were asked to ensure that care documentation was consistent, to ensure regular fire drills and to improve the quality of body maps.

- **Spring Gardens Care Home – January 2018**

CSSIW highlighted a number of areas for improvement. The inspectors recognised that the Authority was already taking action to address areas that were long standing and delayed by changes to management.

- **Reablement Service March 2018**

CSSIW reported that service delivery plans better captured the voice of the person since the introduction of the 'what matters' documentation.

CIW inspections of NCC registered services in 2017/18 – Children's

- **Forest Lodge – April 2017**

CIW reported that the children's well-being is generally good and their needs are mostly being met by the home. Children are well supported by the manager and staff team who are developing and maintaining good collaborative working relationships with a range of agencies. CSSIW found good indications that the home is working towards making positive changes and identified areas where improvements are required to ensure that children at the home are safeguarded.

- **Cambridge House – October 2017**

The previous inspection raised concerns regarding decisions to admit children into the home whose needs were not compatible and the subsequent impact this had on their overall well-being. However, at this visit CSSIW found there had been improvements to the admission process and robust decision making was evident. Furthermore, there had been a significant reduction in the number of children admitted into the home resulting in a period of stability. Consequently, staff felt their ability to support resident children had improved.

- **Oaklands – April 2018**

CIW reported that children are kept safe, are cared for by staff they know well and who are familiar with their needs. Evidence indicated that the registered manager is supportive of staff and staff development and to ensuring that children enjoy and benefit from staying at the home. Improvements are required in respect of the system for monitoring and reviewing the quality of care, and the condition of the property.

The full reports can be found on the CIW website

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

Overview of complaints 2017/18

During 2017/2018, the Complaints Service received **148 Stage 1** Social Services complaints.

Adults – **43** complaints:

- **43** were **resolved**.
- 6 were progressed to Stage 2.
- 3 progressed directly to the Public Services Ombudsman for Wales. (PSOW) after Stage 1.
- 1 not progressed by PSOW.
- 1 upheld.
- 1 recommendation to undertake a Stage 2 independent complaints investigation.

Children's – **96** complaints:

- **90** were **resolved**.
- 5 progressed to Stage 2.
- 1 progressed directly to the Public Services Ombudsman for Wales (PSOW) after Stage 1.
- 0 not progressed by PSOW.
- 0 upheld.
- 1 recommendation to undertake a Stage 2 independent complaints investigation.
- 9 Children's Services complaints were closed through signposting or other processing e.g. Legal.

The Complaints Service records whether complaints are upheld, partially upheld, or not upheld at Stage 2 of the complaints process. This enables the Directorate to note any themes and trends from the findings to improve future practice and identify any isolated incidents of poor practice that may require attention.

Of the **11 Stage 2** complaints progressed for both service areas, the following outcomes were recorded:

- 2 complaints ongoing and yet to conclude – 2 Adult, 0 Children’s.
- 1 upheld – Adults.
- 5 partially upheld – Children’s.
- 3 not upheld – 3 Adults.

This is an **increase of 5 stage 2** complaints on the previous year.

Overview of compliments

Adults received **9**.

“Parklands exceeded our expectations in many ways because of the care and professionalism of all the staff.”

Children’s received **3**.

**“Thank you for all the support you have given me, your professionalism is excellent”
(relates to services delivered by the Pathway Team).**

Lessons learnt – changes implemented

A number of changes have been actioned as a result of recommendations from these complaints.

- Communication failures identified and improved.
- Improved monitoring of care home responses to requests for assessments of their residents in hospital (to facilitate timely hospital discharge).
- Residents’ Contract updated.
- Minutes of meetings/reviews sent out within shorter timescales.
- Provision of up to date training for UASC’s (Unaccompanied Asylum Seeker Children).
- Provision for advocacy for ex- service users when making a complaint.

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 2017/18 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.

The citizen survey 2017/18 recorded that **85% of adults and 84% of children** received the right advice and information when needed.

To evidence effective enquiry management at the front door of adult services Newport achieved a **success rate of 41.9%** against a target of 40% for adults who, after receiving advice and assistance did not make contact again within 6 months.

Where the First Contact Team are unable to meet the needs of citizens through the provision of information and advice via a proportionate assessment, an integrated assessment is offered that further explores the person's eligible needs and how best to meet them. In 2017/18:

- **3,143 adult assessments** were completed.
- **839 children assessments** were completed.

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.

- **91.5%** of children assessments were completed within the statutory timescale.
- **63.7%** of children were supported to remain with their family.

The renewal of the strategic partnership with Barnardo's to deliver an **Integrated Family Support Service** for seven years with the potential for a further three years ensures that specialist support will continue to be offered to children and families to prevent family breakdown and the removal of children. The service has also been extended to children who are currently looked after to provide stability, reduce the incidence of placement breakdown and work towards improving long term outcomes for children in Local Authority care settings.

A regional advocacy contract for children who are the subject of care proceedings was established in July 2017. This service contains the requirement for an active offer of advocacy to every child coming into care in Wales to ensure their voice is heard and fairly represented in formal proceedings.

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

- Newport's team of **8 Connectors** provided support to **587 citizens** during 2017/18 and offered a range of information and advice at community events, meetings and forums.

The Connector team is involved in outreach work across the city, assisting citizens to gain confidence and access activities. The Connectors have developed new social networks and one example is a weekly lunch time group based in a city centre pub, it's accessible and popular.

**"I've found the weeks are very long and lonely,
but since finding the Wednesday group, it
breaks the week up.
I've made new friends and best of all I get to
enjoy a meal with company."**

Three team members are from Black and Minority Ethnic (BME) backgrounds and they have made new and positive links with minority communities. For example, citizens have been encouraged to attend the Migration Forum, Imams have been supported to become connector champions and groups such as the Njuzu women's swimming club and the Young Muslims and Dostana older persons' groups have been established.

The Community Connectors and our Third Sector partners have populated and continue to update the **DEWIS** database that contains local and national information about community based organisations, activities and initiatives. We have seen increasing use of this database during 2017/18 as its existence becomes more widely known and we refer and signpost citizens as part of our information and advice service.

NCC Corporate Plan 2017-2022:

"We will support community initiatives which seek to reduce social isolation, improve neighbourhood networks and support older people and adults with complex needs to live independently."

OTs provide assessments to support people to remain physically independent. An OT is based within our First Contact Team to ensure appropriate advice is available for citizens at the earliest opportunity.

A new initiative that will support the work of the OT's is **Ask Sara** which is an easy to use online self help guide to equipment for independent living. Work has been ongoing during 2017/18 to populate and finalise the website and the service will be subject to formal launch in Newport in the coming year. Citizens accessing the site will be able to self-assess their needs and get a personalised advice report.

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 and the service is well publicised.

- NSP received **1342 enquiries** during the first 12 months of operation.
- **122 people** received specialist advocacy services.

The Mental Health Consortium was established in 2017. It is a Gwent wide service, jointly commissioned with ABUHB. The consortium is led by Growing Space with Hafal, DEWIS and MIND as partners. Together they offer specialist information and advice, therapeutic support, advocacy and accredited skills and training opportunities.

The Carers Network was established in 2017 with **70 new carers** signing up to receive targeted information via email, quarterly newsletters and the website. Various drop in sessions across the City have been arranged, facilitated by the Carer Development Officer and the Community Connectors. Several trips, spa days and social events have been organised in response to what carers have told us they want.

- 63% of carers said they knew who to contact about their support (Citizen's Survey).

Priorities for 2018/19

- To continue to work with Third sector partners to maximise opportunities for the delivery of services that are focussed on prevention and early intervention.
- The development of a community well-being hub in the East of the City in partnership with Health. The hub will expand the early intervention and preventative support network within the City and link with the Aneurin Bevan University Health Board's Care Closer to Home initiative that aims to offer better information and advice at primary health care level.
- To formally launch and publicise *Ask Sara*.
- The development and implementation of a Newport Children's Charter

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."

NCC Corporate Plan 2017-2022:

"The Newport Children's Charter will set out promises to children and families."

Quality Standard 2 – Working with People & partners to protect and promote people’s physical and mental health and emotional well being

During 2017/18 all of the Children’s Social Work teams were co-located in one building. Despite the initial disruption it has resulted in more effective communication and information sharing between teams.

We all require different solutions and Newport are active partners in the Gwent wide Children and Families Strategic Partnership that is prioritising the development of integrated approaches to supporting children and young people including therapeutic support for Looked After Children and young offenders, after care support and accommodation options for young people leaving care.

Newport has a positive working relationship South East Wales Regional Adoption Collaborative

- In 2017/18 permanent and stable futures were secured for **26 children** through adoption.

The Gwent wide attachment and trauma service offers good support & consultation Newport’s Children’s Social Work Teams receive specialist advice and support from the Gwent wide attachment and trauma service.

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 increasing pressure on residential and secure accommodation, increasing costs and reducing service options to secure the best outcomes for children in care. 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.

- At 31st March 2018 there were **158 approved foster placements** available in Newport but during the year and mainly due to retirement Newport lost 15 fostering households.

NCC Corporate Plan 2017-2022:

“We will reduce out of county children’s social care placements by 25%.”

The Barnardo's strategic partnership, renewed in 2017/18 for a period of up to 10 years is a clear commitment to keep families together where possible and to reduce the number of children coming into the care system.

- Barnardo's provided support to **147 families and 335 children** during 2017/18 thereby contributing to the overall total of 63.7% 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. During 17/18:

- The number of young people accessing the service at any one time remained a constant 90 throughout the year. Each young person has a personal plan based on what matters to them.
- As a result of ongoing consultation with young carers the service offered cooking, well-being and high school drop in sessions, sports groups, an art group and various trips and activities.

The Youth Offending Service (YOS) has increased its focus on desistance based practice – meaning instead of just focussing on offending behaviour, interventions aim to build resilience, focus on positives and building positive engagement and meaningful relationships with young people and their families, and recognise and address the trauma which may underpin the young people's presenting behaviour.

- A holistic pathway that takes account of and improves mental, physical and emotional health and wellbeing is being developed between the YOS and ABUHB and relevant partners.
- A speech and Language Therapist has been commissioned for two days a week, and has brought significant additionality to the service and improved outcomes for young people.
- A new service provider for young people with substance misuse issues –Barod – was launched this year, resulting in a new secondee to the YOS. Wider range of specialist support is now available.

The Older Person's Pathway operates out of GP surgeries where people over 75 years of age identified as being at risk of deteriorating health are referred to Age Cymru who work with the person to co-produce a stay well plan. The aim is to improve independence and well-being through the development of an outcome focussed activity plan that will delay or reduce reliance on primary and social care services.

NCC Corporate Plan 2017-2022:

"We will extend the Older Persons Stay Well Plan Project across Newport."

- At 31st March 2018 **sixteen out of twenty GP surgeries** in Newport were signed up with the remaining four due for inclusion in 2018.
- At 31st March 2018 there were **866 stay well plans** in place in Newport.

Delayed Transfer of Care (DToC) figures in Newport remain low and overall performance is strong.

- Year-end performance in Newport was **6.02 against a target of 6**.

This represents the effectiveness of the ongoing management strategy that seeks, in partnership with Health to minimise the number of people who can't come out of hospital because they haven't got the right social care services. Although the figure has increased over the past year the continued low figure has to be viewed in the National context and take into account real service pressures within this complex and challenging area of work.

During 2017/18 some changes to the services that support hospital discharge were implemented to respond to growing demands in both health and social care services and to ensure that people continue to be offered the right amount of help at the right time to facilitate their rehabilitation and continued independence.

Reablement supports hospital discharge and was reviewed in 2017/18 to further the integration of health and social care within the service model. The principle of working in an outcome focussed way is already embedded across Reablement with staff who are committed to return people to independent living and improving their quality of life after a spell in hospital

- In 2017/18 - **56.5%** of people after receiving a Reablement service have a **reduced package** of care and support (target 50%).
- In 2017/18 - **76% of** people after receiving a Reablement service have **no package** of care and support. (target 50%).

In Reach has been further developed in 2017/18 to cover all wards in the Royal Gwent Hospital and will be extended to cover St Woolos Hospital next year. This is a relatively new approach that prioritises the planning required for safe discharge when people are still on the ward, thereby minimising delays.

The Intermediate Care Unit at Parklands Care Home hosts 10 Step Up Step Down with access to a multi-disciplinary team. Paid for by the Integrated Care Fund the facility supports early discharge from acute hospital beds and also prevents hospital admission by offering intensive rehabilitation and assessment

- **77 out of 78 people** were discharged from the unit in 2017/18 having successfully achieved their outcomes.

"... my mother in law was made to feel comfortable and safe in a bright and cheerful environment which definitely aided her recovery and gave her confidence to return to her own home."

Domiciliary Care provision increased in Newport during the year with three new independent providers entering the market taking the total number of agencies to eighteen. NCC continues to negotiate annual fees that reflect the true cost of care. In addition, our commissioning processes take account of employment terms and conditions to encourage the retention of a skilled and committed social care workforce.

The Gwent Care Academy is a Regional initiative that seeks to encourage recruitment and retention within the social care workforce. The new Regulation & Inspection of Social Care legislation (RISCA) requires care workers to register with Social Care Wales and as a region we need to ensure sufficient capacity and quality. The Academy 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.

The Carers Network has increased opportunities for citizens with caring responsibilities to obtain information, advice and support from Newport City Council. During 2017/18:

- The community connectors provided information, advice and assistance to **237 carers**.
- Newport is now in regular contact with **463 carers** - an **increase of 70** from the previous year.

One of the things carers have told us is that they enjoy having time out with the person they care for and we have organised activities on this basis

"... we have enjoyed ourselves so much at Weston and did not know these type of events are organised."

It was nice to have a day out together and away from the usual routine. Thank you."

Newport supported three Social Workers during 17/18 to become qualified Adult Mental Health Professionals (AMHP), thus improving response times for people experiencing mental health crisis.

The Mental Health Consortium operates at a lower level to sustain well-being, to offer advice, encourage resilience and opportunities for therapeutic activity.

Example: After attending 4 1-1's with a community well-being worker from Newport Mind he has been regularly attending and positively engaging with the men's group. He has also joined the allotment group and reports feeling much more in control of his anxiety.

Priorities for 2018/19

- To establish additional residential placements for children within the City.
- To review the in house foster service, to increase capacity, improve training and support for foster carers and reduce pressure on external foster and/or residential placements.
- To embed the new support offer for children who are looked after in partnership with Barnardo's to improve outcomes for children and young people
- To review 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 further develop the integration of reablement and hospital care services
- To continue to offer specialist and timely advice and assistance to citizens to support them to maintain their well-being and participate within their community.
- To continue to identify and support carers.

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

A full report on Corporate Safeguarding was presented to Scrutiny in February 2018 and 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 and the Social Services and Well Being Act strengthens the safeguarding and protection of both adults and children.

The 2017/18 Citizen's Survey reported;

- **95% of children** said they felt safe.
- **84% of adults** said they felt safe.

Safeguarding children, young people and vulnerable adults is a corporate priority and Newport is an active member of each of the 2 regional safeguarding boards that have amalgamated under the umbrella of "Gwent Safeguarding".

Corporate safeguarding policies were reviewed during the year and a programme of training and awareness raising is underway. During 2017 a whole Member training event took place, the outcome of which was agreement to host further sessions based around particular issues such as Child Sexual Exploitation (CSE) and Domestic Homicide Reviews.

NCC agreed to pilot a safeguarding multi-agency hub on behalf of Gwent partners. The hub became operational in February 2018 as a pilot to gather data and evidence if the delivery of safeguarding services through a hub improves efficiency and processes through the development of a partnership and collaborative approach to decision making. Partners based in the hub include the Police, Social Services Children Safeguarding (duty) and Adult Safeguarding, Children Preventions and Newport Independent Domestic Abuse Advisors (IDVA's).

- **97.78%** of adult protection enquiries were completed within statutory timescales in 2017/18.

From 1st April 2017 a Regional IDVA (Independent Domestic Abuse Advisor) team was established for high risk victims of domestic abuse. Previously, the service was patchy and the Regional model offers the opportunity to develop a safe and robust response across Gwent. The Manager is employed by Newport City Council 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 policies and strategies around an approach called "Ask & Act". Training is being rolled out to all front line staff so that they can recognise signs of domestic abuse

- **968 employees** accessed the training in 17/18, (out of a total of 6,772)

All employees complete basic safeguarding awareness training and this is embedded within the Council's induction programme. All employees are expected to report any concerns or suspicions they have for children or adults at risk of harm or abuse. We closely monitor services that we commission to ensure safeguarding policies are in place and staff are appropriately trained.

The Child Protection Unit in Newport consists of 4.5 Independent Reviewing Officers who chair all the Child Protection Conferences for children who are

deemed at risk of significant harm, need to be placed on the Child Protection Register and be the subject of a Child Protection Plan to keep them safe.

- **10.91%** of children on the Local Authority Child Protection Register were re-registered (this is a slight increase but these figures cannot be fully understood without individualised information)

In October 2017 a new review/scrutiny process for Deprivation of Liberty Safeguards (DOLS) Assessments for Newport citizens was established. Nationally, the applications for authorisations have increased and Newport is no exception. The Regional Team does not have the capacity to meet demand and the management of applications for citizens in supported living types of accommodation by Newport Adult Services has a significant impact on resources.

Priorities for 2018/19

- To provide a full evaluation of the Gwent wide Safeguarding Hub pilot.
- To continue to roll out training on Ask and Act.
- To identify Safeguarding Champions in each service area.
- Safeguarding vulnerable children, young people and adults will continue to be a priority.

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 curricula activities are funded to provide further support.

- Attendance levels for children who are looked after in full time education is **88%**.
- **12.7%** of children had 1 or more changes of school (**target 12%**).
- **59.4%** of children achieved the core subject indicator at key stage 2 (**target 60%**).
- **3.3%** of children achieved the core subject indicator at key stage 4 (**target 5%**).

Key stage 4 performance is slightly below target but this measure changes each year as the cohort changes and actual children in care move in and out. There has been significant work undertaken this year to better identify the children who require additional educational support.

Although the number of children having had one or more changes of school is slightly under target, this demonstrates a significant improvement from the figure of 8% in 2016/17.

The Council has an apprenticeship scheme and out of a total of fourteen placements, three young people came to adults and children's services, one of whom has now secured a permanent post.

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 as a result of their knowledge of unmet need.

An example of this is the male only carers group that was established to meet the needs of men who told us that they would appreciate a regular social event.

"I didn't know anything about the group until I spoke to a Community Connector. My walking and socialising hadn't been good for many years since my illness but the group has made my life happy and fulfilling and I have something to look forward to"

The Community Connectors have developed a database of activities taking place in local areas and 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.

People are living longer and the number of people with dementia is set to increase. 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."

The Newport Support Partnership (NSP), our Third Sector consortium, offers volunteering opportunities via Volunteering Matters who will provide training to Newport citizens who want to offer their time to community services.

- In 2017/18 Volunteering Matters recruited and trained 26 volunteers to deliver community support services on behalf of the NSP.

The Gwent Mental Health Consortium led by Growing Space offers a skills, training and well-being service. Newport has a gardening project and a shop selling plants and handcrafted items, offering participants retail experience and organisational skills.

“Once the individual had attended the anxiety management course with my colleague he wanted to volunteer for Newport Mind a few hours a week.

He wanted to give something back as he was now feeling much better and understood about the symptoms of mental health.”

There are also volunteering opportunities within the service for people who would like to support others.

Priorities for 2018/19

- To continue to identify and source additional educational support for children who are looked after.
- 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.

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

NCC supports children, young people and adults to be as socially active as possible, to feel they can make decisions for themselves and maintain important relationships

The “what matters conversation” has been fully embedded across Adults and Children’s services, staff are trained to focus on outcomes, the strengths and assets of people, their families and networks. We recognise 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 and our strategic partner Barnardo’s, in addition to the family intervention work will extend their preventions remit to provide support to existing placements and prevent relationship breakdown.

We hope this will have a positive impact on the below measure that is currently just above where it should be.

- In 2017/18 the number of children who had experienced 3 or more placements was **9%** of the total against a **target of 9.5%**

NCC Corporate Plan 2017-2022:

"We will improve placement stability, including achieving permanence for 85% (up from 75%) and reducing the number of children accessing more than three placements to 5%."

In 2017/18 the number of children returned home from care was **10.1% against a target of 13%** - this is a measure with a number of elements out of the control of the Local Authority. Consequently, the measure is under review.

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

"I was much happier when I knew I didn't have to change schools or lose contact with my friends."

An emerging and urgent priority is to develop new residential and foster placement opportunities close to and within the City to maintain service capacity, maximise options and keep children and young people in the locality.

Respite offers an important opportunity for family members to have time for themselves and Newport offers residential respite services for adults and children, traditional day services and a new Independent Living Service, established in 2017 where a range of providers offer tailor made, age appropriate activities.

NCC Corporate Plan 2017-2022:

"Alongside traditional day opportunities we will offer different activities in a wider range of different settings."

The assessment process takes account of the views of family and significant others.

- **65%** said they had been involved in decisions about how care and support was provided to the person they care for (Citizens Survey 2017/18).
- **59%** said they “feel supported to continue in my caring role”. (Citizens Survey 2017/18).

Carers can access a sitting service via the Newport Support Partnership (NSP).

- **228 people** used the sitting service in 2017/18

Carers also have access to a small fund for goods and services to support their caring role, examples include the funding of a school trip, the provision of driving lessons and the purchase of white goods. Relationships can also be harmful and as outlined under Quality Standard 3 work is done 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 2018/19

- To further develop the preventions work in Children’s Services to support families, placements and develop alternatives to care.
- To recruit more Foster Carers to meet increasing demand.
- To source more residential placements in Newport to meet increasing demand.
- To increase the number of carers we engage with to ensure the right support is available.
- 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.

- School attendance figures for **children who are looked after** were **88%** in 2017/18.
- **44.4%** of young people are in education, training or employment **12 months after leaving care.**
- **45.7%** of young people are in education, training or employment **24 months after leaving care.**

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."

NCC works with **Registered Social Landlords** (RSL's) 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 options available.

- The incidence of **homelessness in Newport for young people reduced** in 2017/18. The figure of **8.5%** demonstrates an improvement when compared to the 10.9% recorded during 2016/17.
- **85% of children** said I live in a home where I am happy (Citizen's Survey 2017/18).
- **85% of adults** said I live in a home that best supports my well-being (Citizen's Survey 2017/18).

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

- In 2017/18 we **completed 122 DFG's** were awarded to fund ramps, stairlifts, accessible showers etc. The total cost was £903k.
- In 2017/18 85% of adults said "I live in a home that best supports my well-being"(Citizen Survey).

In order to improve the service offered to our care home residents NCC worked with the University of Bradford's School of Dementia Studies in 2017/18, initially to evaluate care practice and then to provide training in Dementia Care Mapping as a new approach to person centred care.

During the year, 12 employees were trained and we are using the technique to support our pre-admission work, helping us to understand a person before they begin to live in our homes and also to ensure that people living with us are positively occupied and content.

NCC Corporate Plan 2017-2022:

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

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We work closely with our independent residential providers to ensure they offer the best experience to residents and accommodate their personal preferences.

During 2017/18 the **Supporting People Team** received over **2,900 new referrals**, a 10% increase on the previous year, for housing-related support services. Of those 1,700 went on to receive a dedicated support service from our contracted support providers.

- **5,000** local people received housing related support in 2017/18.

All agencies offering financial advice experienced an increase in referrals during the year as the roll out of Universal Credit commenced. Supporting People money is used to fund a Financial Inclusion Team who, in 2017/18 increased annualised income for vulnerable citizens by over £250,000. This total was achieved by maximising welfare benefits and grants and debt write offs.

A further overall gain of £800,000 for people in receipt of benefits was recorded by the Citizens Advice Bureau who offer financial advice and assistance to citizens within the Newport Support Partnership (Third Sector Consortium).

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 (RSL's) and outlines the type and volume of housing required. This enables a strategic planned approach to housing development and allows Adult Services to work with citizens and their families to prepare them for independent living and to ensure they have access to good quality housing and support.

Ty Eirlys opened in 2017 and offers 13 self-contained flats for people with learning disabilities. It's development is the result of partnership work between Newport City Council and the Pobl Group with capital funding from the Social Housing Grant with revenue costs met through a combination of Housing Benefit and Supporting People and Community Care budgets.



The accommodation provides individual flats for the tenants and is a departure from the traditional group living setting. Tenants have individually tailored care packages, benefit from peer support and have opportunities to participate in activities of their choice in the communal areas.

The focus of the service is on promoting independence and community participation.

“We couldn’t go out on our own in group living, staff always came with us. I am more independent here and get to go out with friends.”

“I do my own cooking and ironing now. I learnt to do this since I moved in.”

Priorities for 2018/19

- Continue to work with the RSL’s to develop sustainable accommodation options for all client groups.
- Continue to support people to manage their own tenancies and maintain their independence through the application of Supporting People funding.
- Work with the Gwent Children & Families Partnership to improve support and accommodation options for young people leaving care.

5. How We Do What We Do

Our workforce and how we support their professional roles

NCC’s workforce is a dynamically changing asset that supports service delivery to some of the most vulnerable people in the City. NCC faces many challenges to its service provision, not least as a result of complex social issues associated with city centre living. The demographic, geographical location and industry infrastructure have, in the past, combined to create further challenges to those vulnerable groups in the City, and in turn, for frontline service provision. It is therefore essential that the workforce is supported and developed to ensure frontline practitioners have the skills, knowledge and value base meet those challenges and maximise outcomes for vulnerable people.

Budget management arrangements for workforce development in NCC are clearly defined. The arrangements for grant distribution have recently changed as a result of Social Care Wales being the responsible Authority for governance of Social Care Workforce Development Grant (SCWWDP) funding.

Arrangements to link to the regional format for dissemination of SCWWDP funding have been in "preparation" format during 2017-18, and forms for management and oversight of financial mechanisms of grant distribution will be managed by a "lead Authority" in Gwent.

- NCC continues to match fund 30% as required by the terms and conditions of SCWWDP funding arrangements.
- NCC provides a small core budget that is supportive of corporate training functions such as Health and safety related workforce development and some resource requirements for the training team.

Key achievements for Newport 2017-18

- Social Work Qualifying Training – two social work trainees across adults and children recruited each year.
- 33 Social Work Practice Learning Opportunities undertaken in partnership with three universities.
- Roll out of the first 3 years in Practice and CPEL framework, including nine employees completing the Consolidation of Practice Module with more than thirty supported in CPEL framework programmes.
- Three supported on TMDP and 1 for MMDP.
- Outcomes focussed training delivery with Social Services Inspectorate.
- Roll out of Dementia Care Mapping with Bradford University.
- Step up to Management Qualification programme implemented nationally, working with partners from pilot regional group.
- Assessment Centre support for more than 220 registered learners on QCF based qualifications with Newport Assessment Centre (and other providers).
- Nearly 4000 course attendances.
- More than 400 generic/ non qualifying courses.
- Safeguarding and VAWDASV training.
- Preparation for the All Wales Induction Framework.
- Support of qualification development for new qualifications.
- Support of regional initiatives with partners including Social Care Wales.
- Launch of the Occupational Therapy Framework.
- Joint arrangements training programme.
- Regulation and Inspection Act (Wales) 2016 Briefings.
- Appointment of regional engagement officers for wider sector support.

Priorities for 2018/19

- To continue to support the professional development of staff in an environment of legislative development and resource implications
- To progress the regional Gwent Care Academy initiative to encourage the recruitment and retention of the social care workforce by raising the profile and professionalising the sector.

Financial Resources & How We Plan for The Future

During 2017/18 under difficult circumstances the council has managed its overall revenue budget well and the revenue out-turn shows an **underspend of £1,299k** representing just 0.7% of the net revenue budget excluding schools. The council received nearly £1m in unexpected and welcomed grants to deal with social care pressures in the year.

Whilst this position is positive there are areas of budget pressures that have been highlighted throughout most of the year, one of which is the demand led pressures within social care. 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 service is developing proposals to reduce out of authority placements by developing alternative support and residential capacity within Newport at lower cost. This work is on-going throughout 2018/19.

The Adults 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 from the national living wage and other employment legislation 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 for 2017/18 for social services was £62.138m. There is a well-developed budget management process in place across the service area enabling finance business partners to support service managers in identifying and managing risks within this budget. In turn this supports medium term financial planning, ensuring that all relevant factors can be considered when budgets are set.

Partnership Working, Political and Corporate Leadership, Governance & Accountability

Partnership working is deeply embedded in the activities of both Children's and Adults with Heads of Service, the Strategic Director and Cabinet Member all regularly engaged. Through the Regional Partnership Board structure there has been full engagement in the bidding and regional decision making processes for the WG £100m 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 is 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 extremely active ensuring NCC has a clear voice heard at the Regional Partnership Board, numerous service user groups and with the Minister. In addition, Cllr Cockeram provides significant challenge to NCC officers asking pertinent and challenging questions. The Cabinet Member, along with the Strategic Director and Heads of Service regularly attend scrutiny and are challenged closely and constructively. Cllr Cockeram presents reports on social services matters to Cabinet regularly and responds to questions from Cabinet colleagues in addition to his appropriate provision of social services context within Cabinet discussion. In 2017/18 there were:

- 11 Reports presented to scrutiny.
- 7 Reports/agenda items considered by Cabinet.

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 also 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.

James Harris.

22nd August, 2018.

James Harris

Cyfarwyddwr Strategol - Pobl
Strategic Director - People



Glossary of Terms

ABUHB	Aueurin Bevan University Health Board
AMHP	Adult Mental Health Professional
BME	Black and Minority Ethnic
CIW	Care in Wales
CSE	Child Sexual Exploitation
CSSIW	Care & Social Services Inspectorate Wales
DFG's	Disabled Facilities Grants
DOLS	Deprivation of Liberty Safeguards
DTOC	Delayed Transfer of Care
IAA	Information, Advice and Assistance Service
IDVA's	Independent Domestic Abuse Advisors
LAC	Looked after Children
NCC	Newport City Council
NFF	National Fostering Framework
NSP	Newport Support Partnership
OT	Occupational Therapy/Therapist
PSOW	Public Services Ombudsman for Wales
RISCA	Regulation and Inspection of Social Care legislation
RSL's	Registered Social Landlords
SCWWDP	Social Care Wales Workforce Development Programme
UASCA	Unaccompanied Asylum Seeker Children
VAWDASV	Violence against women, domestic abuse and violence Team
WCCIS	Welsh Community Care & Information System
WG	Welsh Government
YOS	Youth Offending Service

Scrutiny Report

Overview and Scrutiny Management Committee

Part 1

Date: 20 September 2018

Subject **Wales Audit Office – ‘Overview and Scrutiny – Fit for the Future?’ Report**

Author Scrutiny Adviser

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

Invitee:	Area / Role / Subject
Elizabeth Blayney	Scrutiny and Governance Manager
Eleanor Mulligan	Democracy and Communications Manager

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked;

1. To review the ‘Overview and Scrutiny - Fit for the Future?’ Report (FFTF) and the NCC Management response and decide whether it wishes to make comment to Cabinet for consideration.

2 Context

Background

- 2.1 The Report identifies and examines how the Councils scrutiny function is fit for the future. The WAO considered how councils are responding to current challenges, including the Wellbeing of Future Generations Act 2015 in relation to their scrutiny activity, as well as how councils are beginning to undertake scrutiny of Public Service Boards. WAO also examined how well placed councils are to respond to future challenges such as continued pressure on public finances and the possible move towards more regional working between local authorities.

The WAO review aimed to:

- Identify approaches to embedding the sustainable development principle into scrutiny processes and practices to inform practice sharing and future work of the Auditor General in relation to the Well-being of Future Generations Act;

- Provide assurance that scrutiny functions are well placed to respond to current and future challenges and expectations;
- Help to embed effective scrutiny by elected members from the start of the new electoral cycle; and
- Provide insight into how well councils have responded to the findings of our previous Scrutiny Improvement Study.

3 Information Submitted to the Committee

3.1 Appendix 1 – ‘Overview and Scrutiny – Fit for the Future?’– Newport City Council

The main body of the report is split into four sections;

- Proposals for Improvement – This section identifies the ways that the Council could further improve the effectiveness of its overview and scrutiny functions.
- The Council has made recent changes to its scrutiny arrangements, which now need to be strengthened and embedded effectively in order for it to be well-placed to meet current and future challenges.
- The Council is creating a new environment for scrutiny to drive improvement; however members need a fuller understanding of their role in scrutiny and timely and specific member training to improve their effectiveness.
- The Council is improving the planning and operation of its scrutiny function, which can be strengthened by greater alignment between the work of scrutiny and Cabinet.

Appendix 2 – NCC Management response to the WAO recommendations.

The NCC Management response will detail the response to the Proposals for Improvement, while providing additional information on the completion date and Officer responsible.

4. Suggested Areas of Focus

Role of the Committee

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

- Establish whether the management comments are adequate enough to answer the WAO Improvement points.
- Decide if the Management comments are achievable and can be measured to monitor implementation.
- Conclusions:
 - What was the overall conclusion on the information contained within the report?
 - Do any areas require a more in-depth review by the Committee?
 - What Comments / Recommendations do the Committee wish to make to the

Section B – Supporting Information

5 Supporting Information

- 5.1 All of the Proposals for Improvement listed in the WAO report are taken into consideration by the action plan contained the Scrutiny Annual Report 2017/18. A link to which can be found [here](#).

6 Links to Council Policies and Priorities

- The report and related management comments are intrinsically linked to all of Wellbeing Objectives and Corporate Plan Commitments the Council has set itself. This is because Scrutiny provides an important function in the Council:

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 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?
- (When published:) Evidence of links to Wellbeing Assessment / Objectives / Plan?

7.2 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*

7.3 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

Include all additional documents that are referenced in the report, and those that you have used as background reading.

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan](#)
- Scrutiny Annual Report 2017/18

Report Completed: 14 September 2018



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

Archwilydd Cyffredinol Cymru
Auditor General for Wales

Overview and Scrutiny – Fit For the Future? – **Newport City Council**

Audit year: 2017-18

Date issued: August 2018

Document reference: 770A2018-19

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We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

This document is also available in Welsh.

The team who delivered the work comprised Allison Rees and Gareth Jones, programme managed by Non Jenkins under the direction of Huw Rees.

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Summary report

Summary

- 1 This review explored with each of the 22 councils in Wales how 'fit for the future' their scrutiny functions are. We considered how councils are responding to current challenges, including the Wellbeing of Future Generations Act 2015 in relation to their scrutiny activity, as well as how councils are beginning to undertake scrutiny of Public Service Boards. We also examined how well placed councils are to respond to future challenges such as continued pressure on public finances and the possible move towards more regional working between local authorities.
- 2 As part of this review, we also reviewed the progress that councils have made in addressing the recommendations of our earlier National Improvement Study **Good Scrutiny? Good Question?** (May 2014) ([Appendix 2](#)). We also followed up on the proposals for improvement relevant to scrutiny that we issued in local reports including those issued to councils as part of our 2016-17 thematic reviews of Savings Planning and Governance Arrangements for Determining Significant Service Changes.
- 3 Our review aimed to:
 - identify approaches to embedding the sustainable development principle into scrutiny processes and practices to inform practice sharing and future work of the Auditor General in relation to the Well-being of Future Generations Act;
 - provide assurance that scrutiny functions are well placed to respond to current and future challenges and expectations;
 - help to embed effective scrutiny by elected members from the start of the new electoral cycle; and
 - provide insight into how well councils have responded to the findings of our previous Scrutiny Improvement Study.
- 4 To inform our findings we based our review methodology around the Outcomes and Characteristics for Effective Local Government Overview and Scrutiny that were developed and agreed by scrutiny stakeholders in Wales following our previous National Improvement Study **Good Scrutiny? Good Question?**.
- 5 We undertook our review during December 2017 and January 2018. We reviewed documents, observed a sample of scrutiny committee meetings, interviewed officers and held focus groups with members involved in scrutiny to obtain their views on Newport City Council's (the Council) current scrutiny arrangements and understand how the Council is approaching and intends to respond to the challenges identified above.
- 6 We conclude that the Council's leadership is committed to improving its scrutiny function and to meet current and future challenges for scrutiny, but members need a fuller understanding of their scrutiny role and more effective, timely training. We came to this conclusion because:

- a. the Council has made recent changes to its scrutiny arrangements, which now need to be strengthened and embedded effectively in order for it to be well-placed to meet current and future challenges;
- b. the Council is creating a new environment for scrutiny to drive improvement, however members' need a fuller understanding of their role in scrutiny and timely and specific member training to improve their effectiveness; and
- c. the Council is improving the planning and operation of its scrutiny function, which can be strengthened by greater alignment between the work of scrutiny and Cabinet.

Proposals for improvement

- 7 The table below contains our proposals for ways in which the Council could further improve the effectiveness of its overview and scrutiny function to make it better placed to meet current and future challenges.

Exhibit 1: proposals for improvement

Proposals for improvement
<p>The Council's scrutiny function could be further strengthened by:</p> <p>P1 Providing a structured and timely member development programme to improve members' scrutiny skills and improve their understanding of their scrutiny role;</p> <p>P2 Effectively holding Cabinet members to account for service performance when invited to scrutiny meetings;</p> <p>P3 Improving the planning and links between the forward work programmes of scrutiny committees and Cabinet;</p> <p>P4 Providing further training for scrutiny members on the Well-being of Future Generations (Wales) Act to improve their understanding and consideration of the Act when undertaking scrutiny activity;</p> <p>P5 Reviewing the impact of the new scrutiny structure and arrangements in driving improvement; and</p> <p>P6 Improving the public's engagement with the scrutiny function by using a wider range of engagement methods.</p>

Detailed report

The Council's leadership is committed to improving its scrutiny function and to meet current and future challenges for scrutiny, but members need a fuller understanding of their scrutiny role and more effective, timely training

The Council has made recent changes to its scrutiny arrangements, which now need to be strengthened and embedded effectively in order for it to be well-placed to meet current and future challenges

- 8 The Council's leadership has started to drive significant changes to its scrutiny arrangements to ensure greater involvement of the scrutiny function in the Council's improvement journey.
- 9 Between March and May 2017 the Council undertook a self-evaluation and a peer review of its scrutiny arrangements with two neighbouring councils. The peer review identified a number of improvement actions including:
 - a. cabinet members to be invited and held to account at any scrutiny committee meeting considering the performance of Council service areas;
 - b. setting up regular meetings between the Chairs and the Directors / Heads of Service to discuss in advance the scrutiny committees' forward work plans, and raise any issues directly;
 - c. a training session for members on questioning skills and the use of pre-meetings in developing lines of enquiry;
 - d. a training session for Chairs on the roles and responsibilities of a Scrutiny Chair; and
 - e. the Scrutiny Team to continue to work closely with the Gwent Local Authorities to share best practices and ways of working.
- 10 The Council also carried out its own self-evaluation of scrutiny. Whilst only three officers and eight scrutiny members responded to it, the responses show a good insight of the scrutiny function and recognises the improvements to the scrutiny function so far. These are:
 - a. improvements in co-ordinating, managing and prioritising scrutiny work programmes;
 - b. greater focus on the outcomes scrutiny committees can achieve; and
 - c. significant improvements to the structure of meetings with more logical member questions which are more focused and relevant.

- 11 The three officers and eight scrutiny members that participated in the self-evaluation of scrutiny also identified further improvements:
- a. reduce agenda items per meeting as scrutiny would benefit from doing less, more effectively – i.e. less light touch items, more in-depth reports;
 - b. holding decision-makers to account on how decisions have been effectively implemented;
 - c. scrutiny to take into account the views of the public, partners and regulators; and
 - d. chairing skills could be developed to help make meetings more streamlined and focused.
- 12 This feedback provides officers and members with a focus on how the scrutiny function can be more valued and integrated as part of the improvement agenda.
- 13 We note that the Council is addressing many of the improvement actions identified in the peer review and self-evaluation. The Council has put in place arrangements through the Overview and Scrutiny Management Committee to evaluate the effectiveness of scrutiny. The Overview and Scrutiny Management Committee is scheduled to receive reports on the Council's scrutiny evaluation exercise and the peer review with two neighbouring councils. The Council should use these arrangements to assess and assure itself that its identified improvement actions are enabling it to meet its aspirations for its scrutiny function.
- 14 Within the Scrutiny Annual Report 2016-17, the Council set out twelve planned improvement actions for scrutiny for 2017-18 that support four main outcomes:
- a. holding Cabinet to account for decisions and performance of service areas;
 - b. improving scrutiny work programmes;
 - c. for scrutiny to promote and support the public voice in decision-making and seek views of stakeholders; and
 - d. develop an effective system for the scrutiny of the Public Service Board.
- 15 The Council however did not set out any planned improvement actions for 2017-18 to organise and deliver development and training opportunities to support members in these revised scrutiny arrangements. This is an oversight at a time when the Council is changing and introducing new arrangements to support scrutiny committees and members in being more effective.
- 16 In May 2017, the Council approved a change from three scrutiny committees to four scrutiny committees with clearly defined terms of reference including a 'Performance Scrutiny Committee – Partnerships' to focus solely on holding partnerships to account, such as the Public Service Board. The Council has also aligned the new scrutiny committee portfolios with those of the Officer structure:
- People
 - Place
 - Corporate.

- 17 The scrutiny function now has a focus on performance monitoring, policy review and development, performance of partnerships and scrutiny of corporate strategies and plans. The new scrutiny committee structure provides scrutiny with a clear purpose to provide greater and improved challenge to Cabinet and drive improvement. At the time of our fieldwork, in January 2018, the new structure had been in operation for eight months with individual scrutiny committees having met between three and five times during that period. The Cabinet and the majority of members are aware of the rationale for the restructuring of the scrutiny committees. The Council is aware of the need to review the effectiveness of its new approach. Annually the Overview and Scrutiny Management Committee undertakes a scrutiny self-evaluation exercise to determine what actions scrutiny should take in the following year to improve its own performance. Through its annual report, the Committee also assesses the implementation of the Scrutiny Action Plan and considers the effectiveness of the Scrutiny function. The Council should use those arrangements to ensure that the scrutiny function is becoming more effective and can deal with current and future challenges.
- 18 During our fieldwork, members' and officers' views on future challenges for scrutiny differed. While some could clearly explain potential challenges, others were uncertain. For those officers and members that did state possible future challenges, these were a mix of internal challenges and external challenges, such as ongoing austerity and the impact on services users and residents.
- 19 A key challenge for the Council is to keep pushing the pace at which it has started to change and improve scrutiny over the last year to strengthen and embed its new arrangements, so that members become more confident and effective in their roles.
- 20 The Council's current focus is on developing a scrutiny function that is effective, performs its role and is valued. While officers and some members have views on future challenges, its priority is supporting a cultural change, embedding the new scrutiny structure, supporting members and determining if the new scrutiny structure and arrangements are delivering improved scrutiny and driving improvement.

The Council is creating a new environment for scrutiny to drive improvement, however members need a fuller understanding of their role in scrutiny and timely and specific member training to improve their effectiveness

- 21 A constructive relationship is beginning to emerge between scrutiny and Cabinet. The role of Cabinet members is now clear in terms of being held to account for performance of their service areas. The Council has updated its 'guide to scrutiny' for members, and 'Cabinet attendance at scrutiny' guidance document to re-enforce the interaction, roles and responsibilities of all members.

- 22 Whilst we recognise that the changes to the scrutiny structure are relatively new, not all members have a clear understanding yet on when and whether it is appropriate to hold either officers or Cabinet members to account. This may be partly attributed to the practice prior to May 2017 when not all Cabinet Members attended scrutiny committee meetings. Some members continued to state that their role is to scrutinise officer decisions and to hold officers to account. However, other members were clear that scrutiny's role is to hold Cabinet Members to account but were unclear how this would happen.
- 23 At the Performance Scrutiny Committee that we observed, aside from one Cabinet Member who presented information and responded to member questions, the Heads of Service presented performance information. Members' therefore directed their questions to Heads of Service who generally responded rather than Cabinet members.
- 24 The Council may find it useful to review their arrangements in line with the guidance¹ issued by the National Assembly for Wales in 2006 which states:
'The executive and overview and scrutiny committees should always bear in mind that it is for the elected executive to answer questions about its policies and decisions. When officers appear to answer questions their contribution should, as far as possible, be confined to questions of fact and explanation relating to policies and decisions.'
- 25 The same Guidance also makes clear that one of the roles of elected members participating in overview and scrutiny is:
'To hold the executive to account for the efficient exercise of executive functions – especially the performance of the executive as measured against the standards, objectives and targets set out in the policies and plans which it is implementing.'
- 26 The recent changes to the scrutiny structure mean that scrutiny members need support and guidance on how to scrutinise effectively, and to enable this, relevant, specific and timely training and development opportunities are essential. In supporting scrutiny members, the Council has provided training, following the May 2017 elections, for each scrutiny committee including a 'Strengths, Weaknesses, Opportunities and Threats' analysis on the Council's services relevant to each committee, and an outline of the Performance Management Framework highlighting the role of scrutiny in performance management. The Council also provided members with a briefing on the budget cycle and monitoring process. Many members commented that whilst this was useful background information, it was not specific enough to improve the quality of member challenge and scrutiny. The Council also organised two training sessions in October 2017 on questioning skills provided by the Welsh Local Government Association (WLGA) which covered effective questioning, use of pre-meetings and developing effective questioning

¹ Guidance For County And County Borough Councils In Wales On Executive And Alternative Arrangements 2006 (2006 No. 56)

strategies. 14 members of the 41 non-executive members attended these training sessions.

- 27 To date the Council has offered some training on developing members' scrutiny skills. After their induction following the May 2017 election, members were asked to complete a training needs assessment. However, members stated this assessment was too soon in the new electoral cycle as new members were unfamiliar with the role, skills and knowledge they need. As at January 2018, the Council had not produced a member development and training plan to support members in their new pre-decision and performance monitoring scrutiny roles.
- 28 While it is encouraging that the scrutiny function now has a higher profile within the Council's governance and improvement arrangements, and members have been offered some opportunities to enhance their scrutiny skills to achieve the intended impact, they do not yet fully understand how they can be effective scrutiny members.
- 29 Members demonstrated low levels of awareness of the sustainable development principle and associated 'five ways of working', as set out in the Well-being of Future Generations (Wales) Act 2015 ² (WFG Act). Some members are aware that officer reports contain information on the five ways of working, and covering reports contain questions which relate specifically to the Act, but at the time of our fieldwork members told us this information is not consistently discussed or considered when making recommendations. The 'Performance Scrutiny Committee – Partnerships' received an overview of the WFG Act as part of their committee training. The Council provided such an overview to other scrutiny committees prior to the local elections in May 2017 and has plans to provide this training to other committees. Scrutiny committee members used the five ways of working as part of their scrutiny of the draft budget proposals in January 2018. Members challenged the extent to which the business cases that underpinned the budget proposals had taken account of the Act and the sustainable development principle. Each scrutiny committee has an allocated scrutiny support officer. Members value the support, accessibility and openness of the scrutiny support team.

The Council is improving the planning and operation of its scrutiny function, which can be strengthened by greater alignment between the work of scrutiny and Cabinet

- 30 Before May 2017, the three previous scrutiny committees would receive performance and financial information after Cabinet approval. Therefore, the impact of scrutiny on driving improvement was limited. Scrutiny committees now receive performance and financial information before Cabinet which should enable

² Long-term, Prevention, Integration, Involvement and Collaboration

scrutiny committees to better hold Cabinet members to account and drive improvement.

- 31 We observed three scrutiny committee meetings:
- a. Overview and Scrutiny Management Committee – 16 November 2017
 - b. Performance Scrutiny Committee – Partnerships – 10 January 2018
 - c. Performance Scrutiny Committee (Place and Corporate) – 5 March 2018
- 32 Since May 2017, all scrutiny committee meetings have pre-meetings to help members discuss relevant questions and develop an agreed questioning strategy before the main committee meeting. The management and leadership of the pre-meetings we observed varied in quality. Currently at some pre-meetings, the scrutiny support officers play an active role in driving the pace and discussions. The Council should ensure it provides support and development to scrutiny committee Chairs to lead meaningful and focussed pre-meetings effectively.
- 33 Some members however, commented that at times, pre-meetings and committee meetings have been ineffective. Not all members read meeting papers which limits their impact and the value of their contribution to developing an informed and meaningful set of questions or questioning strategy for the main committee meeting.
- 34 Council officers and external partners were well prepared for the meetings we observed, and presented information with confidence and knowledge. The right people generally attended with some members asking relevant and informed questions. However, there were some scrutiny members making statements rather than asking questions, and some engaged in side-discussions. Scrutiny Chairs had mixed success in managing those discussions.
- 35 Members do not yet have full understanding of the role of the scrutiny committee forward work programmes. At each scrutiny committee meeting, committee members discuss and agree the agenda items for the next two scrutiny meetings. However, during our fieldwork, members stated they are not involved in developing the annual forward work programmes, but they do receive a draft for consideration. Some members were uncertain about the arrangements for scrutiny committees to consider an item that is on the Cabinet forward work programme or how to suggest agenda items for the annual forward work programmes. .
- 36 The Cabinet receives monthly updates to its forward work programme which set out the reports and decisions that are due to be brought to subsequent meetings. Scrutiny Committees can use the Cabinet forward work programme to plan their own forward work programmes. Despite these arrangements, members are concerned there is not enough time for individual scrutiny members to identify any issue that they would like to scrutinise pre-decision. Scrutiny members also felt frustrated they do not have Council provided mobile devices, or access to their Council email account on their own devices. Therefore, members are not always able to respond to Cabinet business in a timely manner. Some members were also

unaware that scrutiny can proactively request information and consider issues pre-decision.

- 37 There is however a commitment from scrutiny support officers and the political leadership to develop a joint scrutiny and Cabinet forward work programme to improve the planning of scrutiny.
- 38 Individual Cabinet members have delegated decision-making responsibilities but they do not have published forward work programmes. Scrutiny members receive individual cabinet member decision schedules by email approximately one week before individual Cabinet members make decisions. It is difficult for scrutiny members to understand the emerging issues for individual Cabinet members. Consequently, there is the potential for scrutiny not be sighted of, or have the opportunity to, scrutinise pre-decision.
- 39 Currently there is a lack of structure and uncertainty as to how Scrutiny is informed of individual Cabinet member issues and pending decisions. Officers state the intention is to set up Chairs/Heads of Service/Cabinet member quarterly meetings to improve communication and improve alignment between work of Cabinet and Scrutiny.
- 40 Members noted that public engagement with scrutiny is generally low and tends to focus on single specific issues. The lack of engagement with the public was felt by members and Cabinet to reflect general low levels of public engagement with democratic processes. In 2015, the Council produced a Public Engagement Strategy for scrutiny but that has had limited influence and impact to date.
- 41 The Council's public engagement focus so far has been on making scrutiny meetings more accessible, for example, introducing nameplates for members and officers, improved room signage to committee meeting rooms and a designated seating area for the public. However, this focus is reliant on the public proactively wishing to attend scrutiny meetings, rather than helping to influence scrutiny forward work programmes. The Overview and Scrutiny Management Committee will be reviewing the Public Engagement Strategy as part of its forward work programme. Officers recognise the strategy needs updating to reflect different methods to improve engagement with the public and for the public to have a greater influence.

Appendix 1

Outcomes and characteristics for effective local government overview and scrutiny

Exhibit 2: outcomes and characteristics for effective local government overview and scrutiny

Outcomes	Characteristics
What does good scrutiny seek to achieve?	What would it look like? How could we recognise it?
1. Democratic accountability drives improvement in public services. 'Better Services'	Environment i) Scrutiny has a clearly defined and valued role in the council's improvement arrangements. ii) Scrutiny has the dedicated officer support it needs from officers who are able to undertake independent research effectively, and provide Scrutiny members with high-quality analysis, advice and training. Practice iii) Overview and Scrutiny inquiries are non-political, methodologically sound and incorporate a wide range of evidence and perspectives. Impact iv) Overview and scrutiny regularly engages in evidence based challenge of decision makers and service providers. v) Scrutiny provides viable and well evidenced solutions to recognised problems.

Outcomes	Characteristics
<p>What does good scrutiny seek to achieve?</p>	<p>What would it look like? How could we recognise it?</p>
<p>2. Democratic decision making is accountable, inclusive and robust. 'Better decisions'</p>	<p>Environment</p> <ul style="list-style-type: none"> i) Scrutiny councillors have the training and development opportunities they need to undertake their role effectively. ii) The process receives effective support from the Council's Corporate Management Team which ensures that information provided to scrutiny is of high quality and is provided in a timely and consistent manner. <p>Practice</p> <ul style="list-style-type: none"> iii) Scrutiny is Member led and has 'ownership' of its work programme taking into account the views of the public, partners and regulators whilst balancing between prioritising community concerns against issues of strategic risk and importance. iv) Stakeholders have the ability to contribute to the development and delivery of scrutiny forward work programmes. v) Overview and scrutiny meetings and activities are well-planned, chaired effectively and make best use of the resources available to it. <p>Impact</p> <ul style="list-style-type: none"> vi) Non-executive Members provide an evidence based check and balance to Executive decision making. vii) Decision makers give public account for themselves at scrutiny committees for their portfolio responsibilities.
<p>3. The public is engaged in democratic debate about the current and future delivery of public services.</p>	<p>Environment</p> <ul style="list-style-type: none"> i) Scrutiny is recognised by the Executive and Corporate Management team as an important council mechanism for community engagement. <p>Practice</p> <ul style="list-style-type: none"> ii) Scrutiny is characterised by effective communication to raise awareness of, and encourage participation in democratic accountability. iii) Scrutiny operates non-politically and deals effectively with sensitive political issues, tension and conflict. iv) Scrutiny builds trust and good relationships with a wide variety of internal and external stakeholders. <p>Impact</p> <ul style="list-style-type: none"> v) Overview and scrutiny enables the 'voice' of local people and communities across the area to be heard as part of decision and policy-making processes.

Appendix 2

Recommendations from the report of the Auditor General's national improvement study 'Good Scrutiny? Good Question?' (May 2014)

Exhibit 3: recommendations from **Good Scrutiny? Good Question?** Scrutiny Improvement Study

Recommendation	Responsible Partners
R1 Clarify the role of executive members and senior officers in contributing to scrutiny.	Councils, Welsh Government, Welsh Local Government Association
R2 Ensure that scrutiny members, and specifically scrutiny chairs, receive training and support to fully equip them with the skills required to undertake effective scrutiny.	Councils, Welsh Government, Welsh Local Government Association
R3 Further develop scrutiny forward work programming to : <ul style="list-style-type: none"> • provide a clear rationale for topic selection; • be more outcome focussed • ensure that the method of scrutiny is best suited to the topic area and the outcome desired; and • align scrutiny programmes with the council's performance management, self-evaluation and improvement arrangements. 	Councils
R4 Ensure that scrutiny draws effectively on the work of audit, inspection and regulation and that its activities are complementary with the work of external review bodies.	Councils, Staff of the Wales Audit Office, CSSIW, Estyn
R5 Ensure that external review bodies take account of scrutiny work programmes and the outputs of scrutiny activity, where appropriate, in planning and delivering their work.	Staff of the Wales Audit Office, CSSIW, Estyn

Recommendation	Responsible Partners
R6 Ensure that the impact of scrutiny is properly evaluated and acted upon to improve the function's effectiveness; including following up on proposed actions and examining outcomes.	Councils, Welsh Government, Welsh Local Government Association
R7 Undertake regular self-evaluation of scrutiny utilising the 'outcomes and characteristics of effective local government overview and scrutiny' developed by the Wales Overview & Scrutiny Officers' Network.	Council
R8 Implement scrutiny improvement action plans developed from the Wales Audit Office improvement study.	Councils
R9 Adopt Participation Cymru's 10 Principles for Public Engagement in improving the way scrutiny engages with the public and stakeholders.	Councils

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Management Response

Local Authority: Newport City Council

Report title: Overview and Scrutiny: Fit for the Future?

Issue date: August 2018

Document reference: 770A2018-19

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Tudalen

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
P1	The Council's scrutiny function could be strengthened by; Providing a structured and timely member development programme to improve members' scrutiny skills and improve their understanding of their scrutiny role.	Members' understanding of their overview and scrutiny role increases.	Yes	Yes	Covered by the Scrutiny Annual Report – 18/19 Action 2: Ensure an effective member development programme is implemented to support Scrutiny Members to undertake their roles. This will need to include feeding into	Establish training needs September 2018 through reissuing the training and development questionnaire to Members, continue development of programme ongoing throughout the	Scrutiny and Governance Manager

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
Tudalen 24					to an overall member development programme and providing comprehensive support to Members.	year.	
	Effectively holding Cabinet members to account for service performance when invited to scrutiny meetings.	Ensure that the Council has arrangements to enable scrutiny to hold Cabinet members to account more effectively and ensure Cabinet Members are equipped and prepared to be held accountable for the roles they hold.		Yes	Covered by the Scrutiny Annual Report – 18/19 Action 3: Review the arrangements for Cabinet Member attendance at Scrutiny in light of changes to the performance reporting. To enable the Committees to effectively hold Cabinet Members to account for Service Performance, when invited to scrutiny Committees and	November 2018 (to align with the Committees considerations of the Service plans and the CM attendance at these meetings.	Scrutiny and Governance Manager / Cabinet Office Manager

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
					utilise Cabinet Member time effectively at the meetings.		
P3 Tudalen 85	Improving the planning and links between the forward work programmes of scrutiny committees and Cabinet.	Work programmes are coordinated in order that Scrutiny can engage in pre-decision scrutiny.		Yes	<p>Covered by the Scrutiny Annual Report – 18/19</p> <p>Action 4: Improve the planning and links between the Scrutiny Forward Work Programme and the Cabinet.</p> <p>And Action 5: To continue regular meetings of the Chairs of Scrutiny, the Scrutiny Officer Team to ensure a positive relationship continues, and workloads are</p>	Ongoing	Scrutiny and Governance Manager / Cabinet Office Manager

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
Tudalen 86					coordinated effectively. This will include meetings with the Executive.		
	Providing further training for scrutiny members on the Well-being of Future Generations (Wales) Act to improve their understanding and consideration of the Act when undertaking scrutiny activity.	The principles of the Act are more familiar to members and those are applied during scrutiny processes		Yes	Covered by the Scrutiny Annual Report – 18/19 Action 2: Ensure an effective member development programme is implemented to support Scrutiny Members to undertake their roles. This will need to include feeding into to an overall member development programme and providing comprehensive	Establish training needs September 2018 through reissuing the training and development questionnaire to Members, continue development of programme ongoing throughout the year.	Scrutiny and Governance Manager

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
					support to Members.		
Frudalen 87	Reviewing the impact of the new scrutiny structure and arrangements in driving improvement.	Ensure that the new structure and arrangements are achieving the intended outcomes.	Yes	Yes	Covered by the Scrutiny Annual Report – 18/19 Action 6: Review the impact of the new scrutiny structure and arrangements in driving improvement to include a repeat of the Scrutiny Self Evaluation and Peer review exercises	April 2019	Scrutiny and Governance Manager
P6	Improving the public's engagement with the scrutiny function by using a wider range of engagement methods.	Ensure that there are greater opportunities for the public to help to influence scrutiny forward work programmes		Yes	Covered by the Scrutiny Annual Report – 18/19 Action 1: Redevelop the Public Engagement Strategy to ensure arrangements are put in place to support	December 2018 / January 2019	Scrutiny and Governance Manager

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
Tudalen 88					<p>public involvement and participation within scrutiny is encouraged. To include:</p> <ul style="list-style-type: none"> - Utilising social media to promote Committee work. - Encourage public participation and involvement. <p>Improving the public's engagement with the scrutiny function by using a wider range of engagement methods.</p>		

Scrutiny Report

Overview and Scrutiny Management Committee

Part 1

Date: 20 September 2018

Subject Scrutiny Adviser Reports

Author Scrutiny Adviser

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

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

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked to:

Committee's Work Programme:

1.1 Consider the Committee's Forward Work Programme (**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 topic?*
- *Is there any additional information that the Committee would like to request?*

Action Plan

1.2 Consider the Action Plan from the meeting on 26 July 2018 (Appendix 2);

- *Note the responses for the actions;*
- *Determine if any further information / action is required;*
- *Agree to receive an update on outstanding issues at the next meeting.*

Information Reports

1.3 Note any information reports that have been circulated to the Committee this month (None received);

2 Context

Background

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

Forward Work Programme Updates

- 2.4 The Committee's work programme was set in June 2018, including estimated timescales for when the reports will be considered by the Committee. This programme is then managed and implemented by the designated Scrutiny Adviser for this Committee under the direction of the Committee Chairperson.
- 2.5 The Committee agreed to keep a degree of flexibility within its work programme to enable the Committee to respond to urgent / emerging issues. This item is an opportunity for the Committee members to raise any suggested additions to the work programme.

Action Sheet – 26 July 2018

- 2.7 Attached at **Appendix 2** is the action sheet from the Committee meeting on 26 July 2018. The responses to completed actions are included in the table.
- 2.8 For the actions that do not have a response – these will be included on the action sheet at the next meeting to ensure that the Committee can keep track of outstanding actions.

Information Reports

- 2.6 No information reports have been circulated to Committee this month.

3 Information Submitted to the Committee

- 3.1 The following information is attached:

Appendix 1: The current Committee forward work programme;
Appendix 2: Action Sheet – 26 July 2018 Committee meeting

4. Suggested Areas of Focus

Role of the Committee

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

- **Forward Work Programme**

Consider:

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

- **Action Sheet – 26 July Meeting**

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

Section B – Supporting Information

5 Supporting Information

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

6 Risk

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

7 Links to Council Policies and Priorities

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

6 Financial Implications

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

7 Background Papers

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

Report Completed: September 2018

Thursday, 15 November 2018

Topic	Role / Information required	Invitees
Corporate Plan – Recommendations Monitoring	<p>To consider how effectively the Committee’s recommendations made in relation to the Corporate Plan have been implemented.</p> <p>Update from the Chief Executive on the implementation of the recommendations.</p>	<ul style="list-style-type: none"> - Rhys Cornwall – Head of People and Business Change - Will Godfrey – Chief Executive - James Harris – Strategic Director – People - Beverly Owen – Strategic Director - Place and Corporate
Consultation and Public Engagement Review	<p>Consider how the Council has approached consultation with the public, and how effective the Council has engaged with the public.</p> <p>The Committee role is to establish if the Officers have identified the areas for improvement and any actions which can be carried forward.</p>	<ul style="list-style-type: none"> - Rhys Cornwall – Head of People and Business Change - Tracey McKim – Partnerships and Involvement Manager
Annual Information Risk Report	<p>To consider the Annual Information Risk Report 2016-17, opportunity to comment on the draft Annual Information Risk Report and the Council’s information governance arrangements, and provide comments for consideration by the Cabinet Member.</p> <p>An assessment of the information governance arrangements for the Council as outlined in the Information Risk Management Policy and identify where further action is required to address weaknesses and make improvements.</p>	<ul style="list-style-type: none"> - Rhys Cornwall – Head of People and Business Change - Mark Bleazard - Information Development Manager

Tudalen 99

Thursday, 31 January 2019

Topic	Role / Information required	Invitees
2019/2020 Cabinet Draft Budget Proposals	<p>To receive the comments and recommendations made by the other Scrutiny Committees, and question the Officers on any issues with Budget Process and Public Engagement.</p> <p>Make recommendations to the Cabinet relating to the Budget Process and Public Engagement</p> <p>Confirm the final list of comments to be forwarded to the Cabinet for information</p>	<ul style="list-style-type: none">- Meirion Rushworth - Head of Finance;- Rhys Cornwall – Head of People and Business Change- Cllr David Williams – Chairperson of the Performance Scrutiny Committee – People;- Cllr Chris Evans – Chairperson of the Performance Scrutiny Committee – Place and Corporate.

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**Performance Scrutiny Committee - People
ACTION SHEET – 26 July 2018**

	Agenda Item	Service area / Performance measure	Action	Responsibility	Outcome
1	Corporate Safeguarding (21/6/18)	Children and Young People Services	Scrutiny Adviser to send the Committee's comments and recommendations to the Corporate Safeguarding Manager and Cabinet Member for acknowledgement	Daniel Cooke	The Committees comments and recommendations have been included in the Corporate Safeguarding Report to Cabinet. The Cabinet response will be forwarded to Committee Members when available.
Rudalen 95	Corporate Safeguarding (21/6/18)	Children and Young Peoples Services	Inform the Cabinet Member of the Committee's concerns relating to the role of the Cabinet Member in Safeguarding and the Safeguarding Champions	Daniel Cooke	The Committees comments and recommendations have been included in the Corporate Safeguarding Report to Cabinet. The Cabinet response will be forwarded to Committee Members when available.
3	Economic Regeneration (21/6/18)	Regeneration, Investment and Housing	Scrutiny Adviser to send the Committee's comments and recommendations to the Head of Service and Cabinet Member for acknowledgement	Daniel Cooke	The Head of Service and Strategic Director will provide an update on the Economic Regeneration Strategy by email.
4	Budget Process and PE (26/7/18)	People and Business Change	Head of People and Business Change to provide the Committee with additional information on the impact bus	Rhys Cornwall	Awaiting response

			WIFI had on engagement levels, including the types and depth of response and information on samples.		
5	Budget Process and PE (26/7/18)	People and Business Change	Head of People and Business Change to provide a brief overview of the four Strategic Groups, their remit and reporting arrangements.	Rhys Cornwall	Awaiting response
6	Budget Process and PE (26/7/18)	Finance	To provide the Committee with a brief outline of the quality assurance process in place for this year's budget process.	Meirion Rushworth	Awaiting response
96	Budget Process and PE (26/7/18)	Cabinet	To make necessary plans to put in place arrangements to ensure that the public consultation of the budget proposals begins as early as possible this year.	Cabinet	Awaiting response
8	Budget Process and PE (26/7/18)	Cabinet	Consider and plan how the Council will move up the Hierarchy of Engagement, and monitor the progress towards implementing this. The Committee considers that involving the public in the budget saving process was a	Cabinet	Awaiting response

			key priority for developing how it engages the public		
9	Budget Process and PE (26/7/18)	Cabinet	Establish and maintain relationships with the Universities in Newport, to establish links with relevant students who may be interested in undertaking research on behalf of the Council as part of their degree programme.	Cabinet	Awaiting response
3	Forward Work Programme Update	Scrutiny	The Committee approved the report and the items to be considered during the next two meetings.	Daniel Cooke	Work programme updated.

Mae'r dudalen hon yn wag yn