

# Agenda

## Pwyllgor Craffu ar Berfformiad – Pobl

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Dyddiad: Dydd Mawrth, 26 Gorffennaf 2022

Amser: 10.00 am

Lleoliad: Hybrid Meeting

At: Cynghorwyr: W Routley (Cadeirydd), J Cleverly, C Townsend, T Watkins, P Bright, B Davies, P Drewett, D Jenkins, M Pimm and A Screen

Aelodau Cyfetholedig

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### Eitem

### Wardiau Dan Sylw

- 1 Ymddiheuriadau F\_PR
- 2 Datganiadau o ddiddordeb F\_PR
- 3 Minutes of Previous Meeting F\_PR
- 4 Adroddiad Diwedd Blwyddyn y Gwasanaethau Plant F\_PR
- 5 Adroddiad Diwedd Blwyddyn y Gwasanaethau Oedolion F\_PR
- 6 Casgliad Adroddiadau Pwyllgorau F\_PR  
Following the completion of the Committee reports, the Committee will be asked to formalise its conclusions, recommendations and comments on previous items for actioning.
- 7 Adroddiad Cynghorydd Craffu F\_PR
  - a) Actions Arising (**Appendix 1**)
- 8 Dyddiad y Cyfarfod Nesaf: F\_PR  
**13 Medi 2022 am 10am.**

Person cyswllt: Samantha Schanzer, Cynghorydd Craffu  
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Dyddiad cyhoeddi: Dydd Mawrth, 19 Gorffennaf 2022





# Draft Minutes

## Performance Scrutiny Committee - People

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Date: 12<sup>th</sup> July 2022

Time: 10am

Venue: Microsoft Teams Meeting

Present: Councillors W Routley (Chair), J Cleverly, C Townsend, T Watkins, B Davies, p Drewett, D Jenkins, M Pimm, A Screen, P Bright, M Al-Nuaimi.

Cllr D Davies, Sarah Morgan (Head of Education), Karyn Keen (Assistant Head of Education), Sarah Davies (Assistant Head of Education), Katy Rees (Assistant Head of Education)

Samantha Schanzer (Scrutiny Advisor), Felicity Collins (Governance Officer), Louise Thomas (Governance Officer).

Apologies: None

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### 1. Apologies for Absence

None

### 2. Declarations of Interest

None

### 3. Minutes of the Previous Meeting: held 25<sup>th</sup> January 2022

The minutes of the previous meeting held 25<sup>th</sup> January 2022 were **accepted as a true and accurate record.**

### 4. Education Services End of Year Report 2021-22

Councillor Davies gave a brief introduction to the report and asked that the report contextualised by how well schools had performed during the pandemic. Councillor Davies commended the service areas hard work and achievements throughout the report.

#### Questions:

The committee asked why the Service Area Risk indicator regarding Additional Learning Needs (ALN) was amber.

- The Head of Education informed committee that they were waiting from direction from Welsh Government regarding ALN.
- The Head of Education added that there had been input into training and work carried out in cluster groups that aimed at early intervention. The Head of Education informed committee that they were futureproofing.

A committee member expressed that the graphs shown on page 6 of the report could be better presented.

A committee member was pleased of the net underspend and asked how this had been achieved and were there any plans for the underspend.

- The Head of Education explained that the £800,000 underspend was linked to out of county placements in light of the pandemic. The Head of Education added that schools that were closed for a period of time during the pandemic and children with high-end needs did not progress through the system and so were not identified to go into out of county placements, which were very costly for the Council. The Head of Education informed committee that the aim was to secure the best value for money and this was achieved by finding local provision rather than sending children out of county which also proved to be more beneficial for the children involved.
- The Head of Education informed committee that the underspend would be transferred into Newport City Council's general fund to be used where needed.

A committee member asked for an update on the 21<sup>st</sup> Century schools project.

- The Head of Education informed committee that they were on track with the Bassaleg School project and that it would approximately 18 months until completion.
- The Head of Education added that The Ysgol Gyfun Gwent Iscoed project was also currently meeting all deadlines. #
- The Head of Education noted that the new school at Whiteheads was experiencing delays but this was not a local issue, rather an issue around the transfer of land which meant that anticipated completion date had now moved back to the Autumn term of 2023.

A committee member queried the comment that there was no further action that could be taken with regards to Safe Walking Routes to School

- The Head of Education explained that going forward the Education Service Area would no longer be the primary lead and that City Services would take over the future planning for active travel. The Head of Education informed committee that there was an Active Travel Officer based within City Services and this function would move to a different Scrutiny Committee.

A committee member welcomed the new operating model for the Gwent Music Service and queried how the model would be implemented.

- The Assistant Head of Education explained that funds were being made available by the Local Authorities of Monmouthshire, Newport and Torfaen to support pupils financially in participating in Gwent Music tuition and activities. The Assistant Head of Education informed committee that funding provided by Welsh Government meant that all learners in Year 3 could have access to a music provision. The Assistant Head of Education added that the Education Service was striving to adapt to the type of provision by working alongside the pupils, identifying types of instruments that would fit the curriculum and also the types of instruments that the pupils were

interested in using. The Assistant Head of Education assured committee that the aim was to work with the young people so that all had the same opportunities to participate.

A member asked about staffing levels and the training provided for new staff, particularly in relation to ALN staff.

- The Assistant Head of Education informed committee that 6 new Inclusion Enrichment Team officers had been appointed and these were all highly trained. The Assistant Head of Education added that the Service was deeply committed to professional learning and there were regular supervision sessions and check-ins and that there was a lead officer for each group and they were able to share best practice.

A member queried the how the Pupil Development Grant was spent and sought clarification on the tiered approach.

- The Head of Education explained that all clusters across the city used their PDG to support looked after children. The Head of Education informed committee that behaviour interventions proved to have a moderate impact for low cost and were therefore seen as a worthwhile investment. The Head of Education added that this was a new approach on evidence based research, with the pilot scheme currently being shaped. The Head of Education informed committee that the future recommendation was to implement a three-tiered approach to interventions as this would ensure a whole school approach and aimed to achieve good results at the lower tiers before employing more specialised programmes of intervention.

A committee member asked about the reception of professional learning offered to Chairs and Vice-chairs of Governors in secondary schools.

- The Head of Education explained that while there were regular opportunities for governor professional learning on a range of topics, attendance had been poor. The Head of Education noted that attempts had been made to engage with governors and increase participation but as these were a voluntary role, it was a difficult issue to resolve. The Head of Education assured committee that low attendance would not prevent the learning opportunities from continuing to be offered.

A committee member queried if there was data available on the attainments of FSM learners

- The Head of Education stated that there were a range of internal accountability measures and indicators linked to this and so were able to say what had been achieved. The Head of Education informed committee that internal data could not be shared with committee but they were able to gauge which specific areas represented good value for money and were easily tracked in terms of impact.

The committee were pleased to see the appointment of additional Education Welfare Officers (EWO) and queried their impact on reducing absenteeism and what media techniques were used to highlight issues.

- The Assistant Head of Education stated that the additional EWOs meant that schools had more support in this area. The Head of Education informed committee that they

could provide more bespoke support with an individual family which took time and often involved signposting to other areas of support. The Head of Education assured committee that they were beginning to see the impact of this and schools were making good progress in beginning to reduce levels of persistent absenteeism.

- The Head of Education informed committee that an attendance campaign was designed which aimed to reassure parents that schools were a safe environment for pupils to attend following the pandemic. The Head of Education noted that secondary schools still had a number of challenges and following guidance from Welsh Government, a campaign would start during the Summer break informing parents that schools would be able to issue a fixed penalty notice for pupil non-attendance.

A committee Member requested an update on the appointment of an Educational Psychologist.

- The Head of Education explained that there was a national shortage of EPs as there were not enough University courses across Wales to meet workforce demands and whilst they had made one appointment, the other was still vacant. The Head of Education noted that they would like to employ a Welsh speaking EP, but we would continue to advertise and locum EPs would be sourced where possible.

A committee member requested why progress on the Accessibility Strategy was a red measure

- The Head of Education explained that progress was slower than anticipated and this was linked to school accessibility issue such as some work being unable to proceed until the schools were closed for holidays. The Head of Education noted that some works were awaiting return of tenders and we worked closely with Norse.
- In response to a question regarding Tredegar Park Primary schools expansion, the Head of Education explained there was continuous investigation into the feasibility but there were ongoing flood prevention issues.
- Councillor Watkins as a Governor declared an interest in this topic.
- In response to a question, the Head of Education explained that whilst there was not continuous Welsh language provision at the Bridge Training Centre, there had been at a specific time when it was required for a pupil.

A committee member queried the risks related to Managed Moves.

- The Head of Education explained that the risks surrounded the distances between schools and noted that a pupil at risk of exclusion could go to a different school in the first instance to see if a fresh start would help. The Head of Education informed committee that as Newport only had 1 Secondary school with Welsh medium learning provision, any move would be outside of the authority if this was a requirement and could be far from ideal for the pupil. The Head of Education noted that parents would also be consulted and some were happy for their child to remain within Newport but the Head of Education stated that they would prefer all systems to be equitable.

Committee members raised various queries regarding school budgets and the Head of Education provided the following responses

- There were currently no schools were classed as being in deficit this financial year. Welsh Government had provided a large amount of grant funding and many schools had a positive balance. There was a system in place for tracking which schools were

heading towards a deficit at the end of the year and this, together with ensuring schools had appropriate spending plans in place would avoid this.

- With support from the Local Authority, Caerleon Secondary school had recovered from deficit. This was not due to grant funding but rather from implementing a restructure together with working with officers to manage its budget and this had led to the school being in a healthy financial position.
- No nursery schools were in danger of deficit and any issues with outstanding repairs could be fed back to the Norse Board.
- A 5% surplus would be seen as a healthy surplus to have and there would be no penalties imposed on Local Authorities for having large surpluses this year due to the large grants received due to the Covid crisis.

A committee member queried why the performance measure for the percentage of pupils not in education, employment or training (NEET) only focussed on 16-18 year olds.

- The Head of Education confirmed that all other accountability measures had been suspended by Welsh Government presently whilst the new curriculum was being introduced.
- The committee member asked that in future where this was the case, that an explanation be added for clarity.

A committee member asked why the figure had stagnated at 2.6% and was currently in red.

- The Head of Education noted that in 2020/21 Newport was ranked the 6<sup>th</sup> in Wales for this particular indicator. The Head of Education informed committee that they had aspirations to help all 16-18 year olds and so had set a lower target which they had unfortunately not been able to meet. The Head of Education noted that they had been talking to this group of young people and asked them what was needed. The Head of Education informed committee that they had identified a lack of knowledge around training opportunities and as a result, Moving On Days were implemented where training providers could meet with young people and explore opportunities available. The Head of Education informed committee that evening sessions had been introduced so parents could attend and these had received positive feedback. The Head of Education expressed that they hoped these measures would help improve figures for this performance indicator going forward.

The committee thanked the officers and Cabinet Member for their presentation and attendance.

## **5. Conclusions of Committee Reports**

- The committee felt that the report was comprehensive and informative.
- The committee noted that the graph and table on page 6 of the report could be adjusted for clarity.
- The committee suggested that information regarding imperfect “complete” actions could be adjusted to reflect the situation more accurately.
- The committee suggested an explanation be provided within the report where performance measures were missing in future.
- The committee asked that the partnership work with Newport Norse be investigated and an update be provided regarding Norse’s support of repairs and upgrades.
- The committee suggested that actions related to Estyn recommendations be summarised together for clarity.

**6. Scrutiny Adviser Reports (Pages 55 - 60)**

The committee were informed that the next meeting would be on the 26<sup>th</sup> July 2022 at 10am.

**7. Date of Next Meeting:**

**26<sup>th</sup> July 2022 at 10am.**





# Scrutiny Report

## Performance Scrutiny Committee – People

### Part 1

Date: 26<sup>th</sup> July 2022

### Subject 2021/22 Service Plan End of Year Reviews

Author Scrutiny Adviser

Responsible Cabinet Member / Officer:	Area / Role / Subject
Sally Anne Jenkins	Director of Social Services
Councillor Jason Hughes and Councillor Stephen Marshall	Cabinet Member for Social Services
Natalie Poyner	Head of Children and Young People Services
Mary Ryan	Head of Adult and Community Services

## Section A – Committee Guidance and Recommendations

### 1 Recommendations to the Committee

The Committee is asked:

- 1.1 To consider the following Service Plan Year-End Reviews in relation to their performance for 2021/22. Each Year-end review report includes an Executive Summary, 2021/22 Budget and Forecasted Expenditure, Q4 Service Areas Risks, Executive Summary, Analysis of Performance against Service Plan Objectives and Performance Measures as at end of Quarter 4 (31<sup>st</sup> April 2022) for:
- **Appendix 1** – Children and Young People Services
  - **Appendix 2** – Adult and Community Services

### 2 Context

#### Background

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

Service Plans for 2021/22 include:

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

- 2.2 Service Plans were originally approved by Cabinet Members in 2018/19 and have been annually reviewed and updated as the Council has progressed in the delivery of the Corporate Plan. The 2021/22 service plans has been approved by the relevant Cabinet Member, following the Member consultation process. This report presents Members with the Year-end Reviews for each Service Plan.
- 2.3 At the start of this financial year, the Council’s Cabinet endorsed the Council’s Strategic Recovery Aims in response to the Covid-19 crisis and to enable service areas to focus on recovering their services and adapting to the changes as a result of the current restrictions in place. A copy of the Strategic Recovery Aims will be linked into the Report.
- 2.4 The Local Government and Elections (Wales) Act 2021 requires Newport Council to Self-Assess:
- The effectiveness of its functions.
  - Consider if it is using its resources, economically, efficiently and effectively.
  - Whether the governance arrangements are effective for securing these areas.

This report will be used to support the Council’s Self-Assessment and will be integrated into the Council’s Annual Well-being / Corporate Self-Assessment Report published in 2022. Any recommendations raised by the Council’s Scrutiny Committee(s) and service area will be considered as part of the Council’s assessment.

### 3 Information Submitted to the Committee

- 3.1 This year’s report for Year-end reviews cover the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022 and include: 2021/22 Budget and Forecasted Expenditure, Service Areas Risks, Executive Summary, Analysis of Performance against Service Plan Objectives and Performance Measures.

The updates are structured into the following sections:

<b>Introduction and Financial Summary</b>	Each report provides an introduction to each service area and their main objectives, budget and forecasted expenditure for the financial year 2021/22.
<b>Executive Summary</b>	The Executive Summary of the Head of Service is provided as an overview of performance for the first six months of the financial year. Heads of Service will also provide a summary of the impacts that Covid-19 has had on the service area and will also be looking forward for the remaining six months of the financial year.
<b>Service Area Risks</b>	Overview of corporate and service risks including risk scores for Quarter 4 and the previous three quarters. Also included is a glossary for the objective updates and risk scores. Note: Corporate and Service Risks are reported quarterly to the Council’s Audit Committee and Cabinet.
<b>Analysis of Progress against Objectives / Actions</b>	Each service plan will have an overview of progress made in the first six months (1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022) against the objectives and their actions. For this years’ service plan, actions will also indicate where they support the Council’s Strategic Recovery Aims.  Each action has a start date and an end date. Actions that are commencing from 1 <sup>st</sup> October 2021 onwards will be included but not performance reported against it. Performance against each action will be based upon Red / Amber / Green (RAG) status based upon whether the action is anticipated to be delivered by the agreed date or not. Each action also has a percentage of completion to enable Members to understand the current progression against the action. <ul style="list-style-type: none"> <li>• Green <b>C / 100%</b> - Action has been completed</li> <li>• Green % - Action is on target to complete by agreed timescale</li> <li>• Amber % - Issues are identified which could impact on the delivery of the action by the agreed timescale.</li> </ul>

	<ul style="list-style-type: none"> <li>• Red % - The action is not going to be able to deliver by agreed timescale and immediate action is required.</li> <li>• ? – Unknown – Data missing.</li> </ul>
<b>Performance Measures</b>	<p>Performance measures reported in the review are for the first six months of the financial year. Not all performance measures will be reported as they may be reported annually and therefore will be included as part of the End of year review process. Additionally, this year due to Covid-19 there may also be some performance measures that cannot be reported due to the measure being suspended or for other reasons the service area is unable to collect the data. Where this occurs the service area will indicate this in the report.</p> <p>For performance measures that are reported the figure will indicate whether it is achieving its target or if it is under achieving. Where measures are under achieving against the target (Amber / Red) the service area will provide commentary to explain the reason(s) and what action is being taken to improve performance. Performance of the Measures is ranked using the following:</p> <ul style="list-style-type: none"> <li>• Green - Performance is above Target</li> <li>• Amber - Performance is below Target (0-15%)</li> <li>• Red - Performance is under achieving (+15%)</li> <li>• ? – Performance is unknown (data missing)</li> </ul> <p>The report will also include the performance measures previous performance in the last three years for comparison.</p>

## 4. Suggested Areas of Focus

### 4.1 Role of the Committee

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

**Assess and make comment on:**

- **Finance** – Based upon current forecasting and considering the impacts of Covid-19, is the service area projected to be under spent or over spent by the end of the financial year?
  - Is there sufficient assurance that service delivery is not impacted?
- **Objectives and Actions** – Is the service area making good progress against the actions identified in the service plan?
  - For actions that have been completed, has the service area demonstrated what the outcome(s) of delivery are and what impact it has had on the service area.
  - The impact(s) of Covid-19 on the capacity and capability of the service area to deliver its objectives.
  - For actions still in progress, are these actions still projected to be completed on time and are there any areas where further clarification is required.
  - Do Members have sufficient assurance that good progress is being made by the service area to support the overall delivery of the Corporate Plan and the Strategic Recovery Aims.
- **Performance Measures** – Are there any performance measures that are under performing and is there reasonable explanation and sufficient action being taken to address performance both in the short term and long term.

**In drawing its conclusions, the Committee should assess:**

- Is the Committee satisfied that the service areas are making good progress against their objectives, actions and performance measures at the end of quarter 4?
- What was the overall conclusion on the information contained within the reports?
- Are there any areas in the report that are missing and/or require further clarification?
- Does the Committee wish to make any Comments / Recommendations to the Cabinet?

### 4.2 Suggested Lines of Enquiry

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

- Analysing the Service Plan Mid-Year Reviews and evaluating how well Service Areas performed in the first half of the financial year against the objectives, actions, recovery aims and performance measures in their service plans;
- Has the service area fully considered the impacts of Covid-19 in the delivery of their objectives?
- Is the service area taking demonstrating sufficient steps to innovate or change the way they deliver services to meet the long term needs of its users?
- Are targets sufficiently challenging and balanced between being realistic and robust especially in light of the Covid-19 crisis?
- Are actions appropriately contributing to the Well-being objectives and Strategic Recovery Aim(s) listed?
- Is any underperformance being addressed and are associated risks being mitigated?
- What is being done to improve performance for the second half of this financial year (taking ongoing Covid-19 impacts into consideration)?
- Are there any emerging risks / issues and lessons learned as result of Covid-19 on the service area both short term and long term?
- Are there any barriers to improving performance of objectives, actions and performance measures in the Service Plans?
- Is the Service Area on target with its budget? If not what mitigations are planned to reduce overspends within this financial year?

#### 4.3 Well-being of Future Generations (Wales) Act

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

The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.	How does the feedback of service users, citizens and businesses improve their experience and ensure lessons are learned?
	How do you ensure the views of vulnerable and marginalised communities taken into consideration on decision making?

## Section B – Supporting Information

### 5 Links to Council Policies and Priorities

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

<b>Well-being Objectives</b>	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
<b>Corporate Plan Commitments</b>	Thriving City	Aspirational People		Resilient Communities
<b>Supporting Function</b>	Modernised Council			

### 6. Background Papers

- [The Essentials – Well-being of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2017-22](#)
- [Strategic Recovery Aims](#)
- Children and Young People Services Service Plan (2021-22)
- Adult and Community Services Service Plan (2021-22)

Report Completed: July 2022

Mae'r dudalen hon yn wag yn



# Children and Young People Services

## End of year Review 21/22



**Names of Cabinet Member(s)- Councillor Jason Hughes and Councillor Stephen Marshall**






**Director- Sally Ann Jenkins**

**Head of Service- Natalie Poyner**

# Introduction

This is the **Children and Young People** service update on the progress being made against the objectives, actions, performance, and risk for the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022. Service plans have been designed to support the delivery of the [Council's Corporate Plan 2017-22](#). As one of the 44 public bodies, Newport Council must consider the Well-being of Future Generations Act in the delivery of its plans and the sustainable development principle of meeting our duty under the Act.

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

The Local Government and Elections (Wales) Act 2021 requires Newport Council to Self-Assess:

- The effectiveness of its functions.
- Consider if it is using its resources, economically, efficiently and effectively.
- Whether the governance arrangements are effective for securing these areas.

This report will be used to support the Council's Self-Assessment and will be integrated into the Council's Annual Well-being / Corporate Self-Assessment Report published in 2022. Any recommendations raised by the Council's Scrutiny Committee(s) and service area will be considered as part of the Council's assessment.



# Children and Young People Service Plan 2021/22

The *Children and Young People* service plan focuses on the delivery of the following Wellbeing Objective(s) in the Corporate Plan 2017-22:

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

The 2021/22 Service Plan has 5 objectives that are focused on:

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

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

**Objective 2-** Improve outcomes for children in care and care leavers including a focus of safe reunification

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

For care leavers Hidden Ambitions published by the Children's Commissioner will underpin the actions.

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

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

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

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

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

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

## NCC Restructure

From 2022/23 Newport City Council has implemented a new structure that will support the Council's new Corporate Plan 2022-27 and deliver the manifesto aims of the Council's Cabinet. The below provides an overview of the teams and functions that will be moving to and from Children and Young People service area:

<b>Service Area Team / Function</b>	<b>Moving To / From</b>
Preventions	Moving to Prevention and Inclusion

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## Cabinet Member(s) / Head of Service Executive Summary

21/22 has been partly dominated by the pandemic. However as previous years Children's Services have continued to operate throughout providing safeguarding and support for the most vulnerable children, young people and families in Newport. Children's Services staff in all areas of service have sustained provision and responded positively to the challenges of working differently and working in a hybrid model. Despite the changes and demands of the pandemic and the changing landscape of a new way of working, Children's Services has continued to develop and ensure the best possible services are available across all areas of our work.

The aftermath of the pandemic on families is continuing to emerge and has been reflected in both the increasing numbers and complexity of referrals to Children's Services. Despite the increases the number of looked after children has remained stable and there has been no significant rise in the number of children on the child protection register. Social work teams continue to engage with partners to ensure a whole systems approach is taken to ensure that children remain safely at home with their families.

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

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

There are a number of projects underway in Children Services which include:

- Maethu Cymru/Foster Wales was launched across Wales as a drive to increase the number of foster carers in Local Authorities and to ensure the quality of care.
- In residential care the work at Windmill Farm is near completion and approval has been granted to develop annexes. Collaboration with the regional and Action for children is being scoped to develop further residential provision.
- Properties have been identified to progress with a care leaver project and 16-18 year old supported accommodation provision.
- Newport is leading on a regional approach to assist Gwent Local Authorities in building an infrastructure to meet the need of the Unaccompanied Children arriving through the now mandated National Transfer Scheme.
- Our Disabled Children's Team continues develop services to promote the independence of some of the most vulnerable children we support.
- There have been a number of activity events that have been facilitated for our children looked after and unaccompanied minors in collaboration with the Dragons Ruby.

22/23 will bring some challenges for Childrens Services as a result of the national recruitment and retention challenge, aspirational legislation by Welsh Government and the international crisis. The Welsh Local Authorities will need to build greater placement sufficiently in an already challenging landscape in order to respond to the eliminate profit agenda in social care which Authorities are already beginning to see the impact of. The Basic Income Pilot for carer

leavers will be launched on July 1<sup>st</sup> and again there are some anxieties amongst Local Authorities in terms of the impact this may have on our young people. We will need to think innovatively in order to entice people into the social care profession and ensure our employment offer will assist in retention.

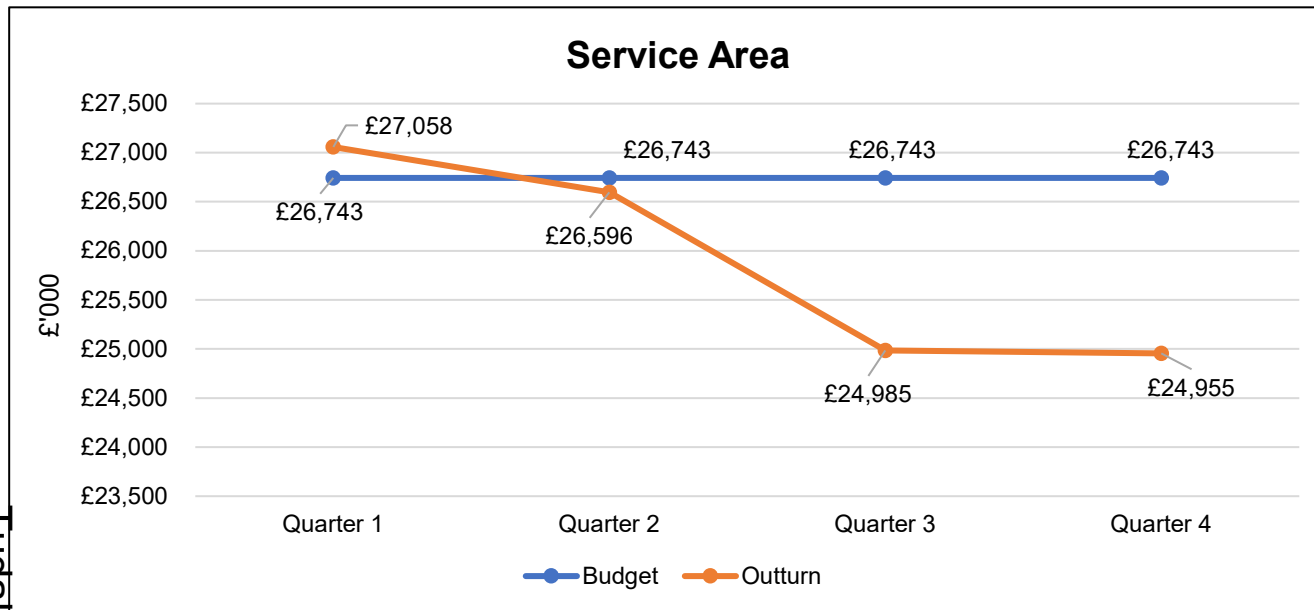
Despite the challenges Children Services has many opportunities in in the next year to evaluate services and develop needs led provision in order to safely meet the needs of children and families. We have a new Service Manager group who bring a wealth of experience and who will be instrumental in developing our Service Plan moving forward.

## **Videos**

To support the Children Services report, several videos have been included in the Scrutiny papers / pack to demonstrate the impact activities and services have had on children and young people that have been supported in 2021/22. Consent has been provided by individuals involved in the videos.

- Beatboxing and Rap
- Gorge Walking
- Sensory Group
- Small Woods
- Wellies Family Event

# Children and Young People Services Revenue Outturn 2021/22

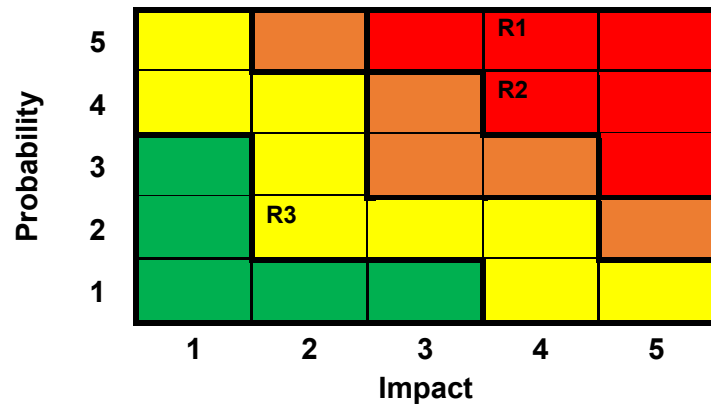


This provides an overview of the service area outturn revenue position at the end of the financial year.

Revenue and Capital Finance reporting can also be found in Cabinet reports for 2021/22 using the link [here](#).

Tudalen 21

## Service Area Risks at 31<sup>st</sup> March 2022



Service Area Risk Heat Map Key (Quarter 4 2021/22)	
<b>R1</b>	– Pressure on Delivery of Children Services (Corporate Risk)
<b>R2</b>	– Family Court Cases
<b>R3</b>	– Safeguarding

Corporate and Service Risks are reported to the Council's [Governance and Audit Committee](#) and [Cabinet](#) every quarter.

## Glossary

### Actions (Red / Amber / Green)

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

## Abbreviations

Tudalen 22

CASCADE- Children's Social Care Research and Development Centre

CIW – Care Inspectorate Wales

MACE – Multi Agency Child Exploitation

OPCC- Office of the Police and Crime Commissioner

NTS – National Transfer Scheme

PNN Referral – Referral from the Police

UASC – Unaccompanied Asylum Seeker Children

WG – Welsh Government

# Programmes and Projects

This provides an update on the delivery of key programmes and projects that contribute towards the delivery of the Corporate Plan 2017-22. This covers the progress of delivery from 1<sup>st</sup> April to 31<sup>st</sup> March 2022.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	Q2 % Project Completed	Q4 % of Project Completed	Commentary	
Tudalen of	<b>Residential Children's Homes</b>	Increase the number of placements for children available in residential care in Newport by developing LA provision. In so doing children can be cared for locally and are more able to develop resilience and sustain their local connections. Ensuring we are aspirational in the care of our children is part of this ambition as well as promoting the best use of our resources. This links with regional developments and assists in providing support for children with the highest levels of vulnerability. The planned developments for the coming year are Rosedale home, which is opening in March 2021, the proposals to develop the annexes at Rosedale and Windmill Farm.	Quarter 4 2022/23	65%	70%	There continues to be delays in the building and developing of sites and handovers from Norse are now proposed as July for Windmill Farm and October for Rosedale annexes.
	<b>Review of existing Children's Homes</b>	This project is a further development to improve the in- house residential offer and ensure all provision is of suitable quality and offers care of the highest standard.	Quarter 4 2021/22	90%	C	This project has now been completed. The review of services is a continual process and remains ongoing.
	<b>Unaccompanied Asylum Seeker Children (UASC)</b>	Newport and Cardiff LA's have agreed to support unaccompanied asylum- seeking children from the National Transfer Scheme. We have the infrastructure to support these children/young people. In order to manage this process a team is being developed and consultation with stakeholders has commenced. There will be a need for a corporate strategy in response to meeting these children/young people's needs.	Quarter 4 2021/22  Quarter 4 2022/23	50%	80%	The collaboration with Cardiff ended in December 2021 when the National Transfer Scheme (NTS) became mandated. Welsh LA's agreed that collaboration would continue but on a LA regional basis. Newport is now the lead LA for Gwent and has appointed a Project Worker funded by WG to assist in the development of services for UASC across the region.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	Q2 % Project Completed	Q4 % of Project Completed	Commentary
<b>Child Protection Processes</b>	Following research undertaken by Barnardo's to review child protection processes and experiences in Newport a stakeholder group has been tasked with implementing the key learning outcomes to improve partnership approaches and outcomes for professionals and families helping support children to remain within their families where safe to do so.	Quarter 4 2021/22	90%	C	Child Protection processes have been revised and are now embedded in Children Services processes.
<b>Rosedale Annexes</b> <b>Tudalen 24</b>	There is currently an ICF expression of interest regarding Rosedale annexes with WG. This project would require planning permission and project management. Additional annexes would enable NCC to have sufficient emergency care and also allow the selling of placements across Gwent.	<del>Quarter 4 2021/22</del> Quarter 3 2022/23	25%	30%	Handover of Rosedale annexes is likely to be October/November 2022. Planning has been approved and there have been some delays. Tender is likely to go out in two weeks and therefore should start to progress.
<b>Proposed Closure of Cambridge House</b>	To ensure the on-going quality and provision of high-quality care. Cambridge House is no longer suitable for a children's home due to the location and state of repair.	Quarter 4 2021/22	95%	C	Cambridge House has closed and children have settled in alternative accommodation.



Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	Q2 % Project Completed	Q4 % of Project Completed	Commentary
<b>Single Unified Safeguarding Review (SUSR)</b>	Lead on Welsh Government and Home Office project to ensure Domestic Homicide Reviews enhance practitioner learning and combine with adult/child practice reviews. Produce a single repository in Wales for all learning outcomes.	Quarter 4 2021/22	75%	C	The SUSR policy and process is complete. Welsh Government agreed Ministerial meetings going forward with 1st Minister to Chair. Governance and process to be managed through safeguarding boards across Wales. WG Hub to be central to access to learning repository hosted by Cardiff University.
<b>Regional Independent Domestic Violence Advocates (IDVA) service</b>	Outsource commissioning of the Regional IDVA service. Third sector consortia to manage and develop further the regional resource funded by VAWDASV Welsh Government grant and Police and Crime Commissioner Office.	Quarter 4 2022/23	75%	95%	Office of Police and Crime Commissioner will be the lead commissioner for the IDVA service. To tender on Sell to Wales during the summer with a tender to be awarded by 1st April 2023.
<b>Child Exploitation response model</b>	Newport is one of the leading Local Authorities in Wales delivering a response to exploitation through the implementation of a multi-agency strategy meeting model and Exploitation Toolkit which has now extended to all 5 Gwent Local Authorities. Building on this multi-agency approach we have recruited an Exploitation Social Work to provide direct support to tackle exploitation and improve outcomes for children and young people.	Quarter 4 2021/22  Quarter 2 2022/23	50%	50%	Evaluation of the work is underway with CASCADE until August 2022.

# Workforce Planning

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

Action	Outcome(s) of Action	Action Start Date	Anticipated Completion Date	% of Action completed	Commentary
Review and update outdated job descriptions and to genericise some key roles (where possible)	Provide consistency of job roles and responsibilities across Children and Young People Services.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	C	The work continues across Social Services with input from key staff.
Review the current recruitment strategy and implement new ways of advertising roles (including updated job adverts, social media and video adverts).	Working with HR and Senior Managers we will update current mechanisms to attract people to the service.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	C	Work in this area will be ongoing for the foreseeable future. Social media is proving useful in our recruitment strategy and we now have a suite of strong materials.
Develop an expanded social work student scheme with consideration for the option of including support for the Open University route to social work qualification.	Work with training and Adult Services to review the existing course and consider expansion options.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	C	We continue to explore alternative ways to both recruit and retain staff. The National challenges continue. However, we have recently had more applicants for some posts. The pressures are across both Childrens and Adults. This will be an ongoing pressure.

## Objectives and Action Update (31<sup>st</sup> March 2022)

This is an update on the progress against service objectives and actions to the end of quarter 4 (31<sup>st</sup> March 2022). The tables below also include the RAG status and % completion reported at the Mid-Year Review point. A link to the report can be found [here](#).

Well-being Objective 1 – Deliver effective services to support children to safely remain with their families							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	Completion and implementation of Welsh Government action plan to work towards reducing the numbers of looked after children.	The delivery of all the actions in this section will support Children Services objective to reduce the number of looked after children and enable effective early intervention and prevention.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	80%	80%	The most recent return to WG covers the fourth quarter. Our Rapid Response service is delivering strong outcomes with families and avoiding ongoing service delivery. Over the year we saw a reduction of 5 in the total number of children who are looked after. The number of UASC continues to rise as part of a planned programme and we will shortly reach the expected number for LAs
Tudalen 27 2	Explore sustainability options for the Early Intervention Project within the Preventions Team for post March 2021.	Funding for the continuity of this partnership project has been secured for 21/22. Awaiting written confirmation of funding from Office of the Police and Crime Commissioner.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	30%	C	Further funding has been secured for 22/23 from partners in Office of Police and Crime Commissioner (OPCC) allowing the project to continue. The project has proved to be very successful addressing gaps previously, where families were closed down to the Safeguarding Hub following a PNN referral. These families now receive support within a targeted timeframe and a plan is put in place. The aim is to catch families earlier and offer the right support, reducing the need for police call outs and referrals to the Hub.
3	Develop a rapid response provision at the front door of Children's Services utilising the skill set in existing provision.	The Rapid response service has now commenced within the safeguarding HUB and is supporting families at the earliest opportunity in an intense and immediate way	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	90%	C	This is team is increasing in size which will assist with capacity.

**Well-being Objective 1 – Deliver effective services to support children to safely remain with their families**

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
		through direct interventions aimed at helping keep families together. Reporting on outcomes is part of the model and this will be evaluated after the first year's delivery.					
4	Work with the Pathway Service to support reunification of Children who are looked after (CLA) to family/friends.	The delivery of this action in will support Children Services objective to reduce the number of looked after children and enable effective early intervention and prevention. Introduction of Lifelong Links across Pathway	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	90%	C	This work continues in order to ensure safe reunification for children with families.
Tudalen 28	Complete and deliver actions agreed in the post safeguarding joint inspection action plan	This action has been delayed by the pandemic and will be taken forward across a number of areas notably the development of the child exploitation protocol.	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022	80%	C	Toolkit shared with CM. Toolkit and Strategy presented to Safeguarding Board with National discussions ongoing. Safeguarding Hub arrangements now embedded. As are the MACE meetings and the role of the specialist social worker. Further specialist posts being considered.
6	The Public Law Working Group reform of Family Justice will be published in July 2020. Children's Services staff with legal colleagues will engage in the implementation strategy for the rollout of the changes	Publication was delayed until March 2021. This work will focus on Special Guardianship, Section 76, processes during the pre-proceedings period and Supervision Orders. Supporting children to safely remain with their families is the primary outcome with improved performance in the court arena as a secondary outcome.	30 <sup>th</sup> June 2020	<del>31<sup>st</sup> March 2022</del> 31 <sup>st</sup> March 2023	80%	80%	The National delays have continued to pose some challenges. However, internally we continue to improve our pre-proceedings work. CIW will be undertaking work with all LAs throughout 22/23 to assess this area of development.

**Well-being Objective 1 – Deliver effective services to support children to safely remain with their families**

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
7 Tudalen 29	To develop a sustainable model to deliver a consistent, coordinated, local and multi-agency response to all age safeguarding, early intervention and prevention at the front door of CS. This work will involve the consideration of systems, processes and resources of partner agencies to develop a model that reflects contributions from key agencies.	The delivery of all the actions in this section will support Children Services objective to reduce the number of looked after children and enable effective early intervention and prevention.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2023	90%	C	The safeguarding Hub continues to evolve and relationships are developing regionally and with partners.

**Well-being Objective 1 – Deliver effective services to support children to safely remain with their families**

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
8	Future direction of travel for Early Intervention and Prevention services to be considered with alternative models of delivery explored	A qualitative and consistent approach to early support services is achieved across all Newport communities, incorporating a high standard of safeguarding practice and improved outcomes for families and children.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2023	25%	C	A new Prevention and Inclusion service area has been established and this area of work will begin in 2022/23 as part of the restructure.
Tudaleia 30	Pilot Project in the Llanwern cluster addressing school exclusions and its link to criminality and exploitation.	To have local evidence to support a move towards system change and respond to children differently	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2023	30%	C	This pilot project continues to progress - however has been significantly impacted on by the pandemic. The aim is to produce an evaluation report throughout 2022/23
10	National Referral Mechanism (NRM)	Newport has recently been successful in a bid to host local decision making for National Referral Mechanism cases where children are being trafficked and or exploited. This will enable local agencies that understand the needs of young people in Gwent to make decisions on their behalf and ensure they get the appropriate support in a timely way.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	50%	C	The project has been extended due to Home Office funding this until March 2023 due to the success
11	Continue the work started with GDAS to	As per the objective	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	75%	C	This project has been completed and no further funding has been made

Well-being Objective 1 – Deliver effective services to support children to safely remain with their families							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
	base multiagency staff in frontline teams.						available to extend this pilot however it would be desirable for the Service Manager and Head of Service to consider this intervention for further funding streams in the future.
12	Work with colleagues in legal services to develop an agreed set of checklists to improve shared approaches to pre proceedings, PLO, and legal meetings.	As per the objective	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2022	75%	C	Ongoing work to reduce the number of children the LA are issuing proceedings on has been effective due to this work stream and the approaches will continue
13	Monitor the effectiveness of Family Group Conferencing (FGC).	As per the objective	1 <sup>st</sup> January 2020	31 <sup>st</sup> March 2022	80%	C	FGC numbers continue to remain steady and the impact has been evidenced by Barnardos that rates of legal statuses have either reduced to remain the same and therefore evidencing the impact of having the FGC service within Newport.

13 Tudalen 31

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

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	Increased housing options for care leavers. Currently Newport has a limited range of choices for housing for care leavers especially with a range of suitable support. This action will seek to address this gap. Work has already commenced and will continue.	All actions in this section will contribute to improving outcomes for children in care and care leavers.	1 <sup>st</sup> April 2021	<del>31<sup>st</sup> March 2022</del> 31 <sup>st</sup> March 2023	90%	90%	This continues to be a priority given the lack of social housing options.
Tudalen 32	Continue to develop a range of options for CLA to engage in work experience and have the offer of a mentor.		1 <sup>st</sup> April 2021	<del>31<sup>st</sup> March 2022</del> 31 <sup>st</sup> March 2023	40%	40%	This continues to be a challenge due to covid restrictions but will be a priority moving forward.
3	Continue to work with the Pathway Service and stakeholders to ensure that all CLA are offered opportunities to develop independent living skills to ensure that young people transition into independent living successfully.	.	1 <sup>st</sup> April 2021	<del>31<sup>st</sup> March 2022</del> 31 <sup>st</sup> March 2023	80%	90%	This work is ongoing and developing across the whole of the service.
4	Work to the revised guidance for Corporate Parenting from Welsh Government (due in summer 2020) with the Corporate Parenting Forum and potentially other partners to build understanding of shared responsibility.	Revised guidance has been delayed and will now be published during 2021.	1 <sup>st</sup> June 2020	31 <sup>st</sup> March 2022	0%	0%	We still await the guidance from Welsh Government. Corporate Parenting meets and is a positive and constructive forum for Member and Officers as well as key stakeholders. This action has been marked Green as completion of this action remains outside of NCC control.



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

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
5	In light of the learning during lockdown we will review our existing arrangements for family time to improve the offer for children and families: i) To develop a comprehensive framework of all aspects of family time. ii) Continue to deliver family time virtually as a positive for families.	Family time (contact) has been successfully delivered during the pandemic with staff and families supported to ensure the service has continued despite lockdown restrictions. A policy for taking the delivery of the service forward is due to be completed with a focus on each individual child's needs being considered and met.	1 <sup>st</sup> April 2021	31 <sup>st</sup> October 2022	75%	75%	family time has now almost completely reverted back to pre-pandemic practice and therefore fully functioning. Within the next quarter further discussions can take place to optimise the skill set of the staff - to undertake Life Journey Work and other support for CP Teams.
Tudalen 33	Public Care (IPC) and the Gwent Children and Families Partnership looked at various models of mental health care for children looked after with complex needs, and decided that the MyST model was the most effective to roll out across Gwent. This was agreed as a priority area, due to the poor outcomes for this particular group and also the cost of private residential care. The team have now been appointed and the model will need to be embedded and supported by CS and other stakeholders.	Publication was delayed until March 2021. This work will focus on Special Guardianship, Section 76, processes during the pre-proceedings period and Supervision Orders. Supporting children to safely remain with their families is the primary outcome with improved performance in the court arena as a secondary outcome.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	90%	C	MyST is now fully embedded within Newport.

Well-being Objective 3 – Ensure a range of placements are available for looked after children							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	Continue with the development of the residential provision (including Windmill Farm) across Newport in order to increase the number of children who can be cared for safely in Newport.	Promote the return of Out of County foster children to Newport. These new homes will increase the number of placements available to Newport Children also allow potential to 'sell' placements to other Gwent LA's.	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2023	65%	70%	There have been delays in building and development of Windmill Farm site. Handover is likely to be the end of July. Rosedale annexes will likely to be handed over by the end of November time. Plans are continuing to consider how we develop UASC residential provision for Gwent-development of a regional home is under discussion.
Tudalen 34	Team to develop a joint approach to supporting foster carers and children looked after.	Placements and increase the number of children in settled placements.	1 <sup>st</sup> July 2020	31 <sup>st</sup> July 2021	C	N/A	We are still attempting to recruit MyST Foster carers. We are working on supporting families and developing systems and support.
3	To develop NCC's When I'm Ready (WIR) provision for care leavers and review the Supported Lodging (SL) provision to ensure consistency.	Processes are in place are clear for all stakeholders. There is clarity in SL placements and supports.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	80%	C	This has been successful and policies and procedures are now in place.

Well-being Objective 4- Prevent offending and re-offending by children and young people							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	Youth Justice Service to engage on local and national youth justice issues considering further service development in line with Welsh Government blueprint.	All of the action in this section work towards prevention of offending and re-offending.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	70%	C	The Service Manager and Team Manger are visible and present in a range of forums and work streams to represent Youth Justice and Children's Services. MAPAPA Implementation Group, NRM, Youth Justice Sector Improvement Partnership, Hwb Doeth and Youth Justice Anti-Poverty group are just some of these. These will be ongoing and evolve as need.
2	Further develop the support provided by the Youth Justice Service (YJS) incorporating robust early intervention and prevention work; and future service transformation work.	Holistic and timely support is available to all children accessing the service from a multi-agency team, and built into their intervention plans.  Enhanced understanding of contextual risks impacting on the child.	1 <sup>st</sup> April 2021	<del>31<sup>st</sup> March 2022</del> 31 <sup>st</sup> March 2023	70%	90%	The YJS has progressed this area and now has a wider range of interventions available, and is working collaboratively with partners and key stakeholders. A new service plan will be developed by the end of June 2022 with new intervention programmes clearly reported on.
3	Build on work on Contextual harm and exploitation safeguarding research, and embed new approaches to understanding, and responding to young people's experiences of significance.	Lead worker on Contextual Safeguarding to undertake Community Assessments with key partners.  Establish robust links across children's services to share learning and tools.	1 <sup>st</sup> April 2019	31 <sup>st</sup> December 2021	C	N/A	Understanding of contextual safeguarding has now improved within the YJS and forms part of day to day assessment, risk management and safety planning practice.  Work continues with relevant partners to explore ways of building knowledge of community contextual risks to inform actions.

## Performance Measures (31<sup>st</sup> March 2022)

This is an update on the quarterly, half-yearly and annual performance measures for the service area to 31<sup>st</sup> March 2022. The Performance reported in the table below is also compared to the last four years (where data is available). Commentary is provided for all red and amber measures and discretionary for Green measures.

The performance measures used in Children Services are based upon the Welsh Government 'Performance and Improvement Framework for Social Services' guidance which was introduced in 2020/21. As there is new methodology and requirements under the Framework, performance comparisons have not been provided between 2017/18 and 2019/20.

For the performance measures reported in the table below, targets have not been set against them as the Council does not have any control over the people presented to them throughout the year. Previous years performance data is provided to enable comparison against previous financial year's performance.

Performance Measure	2021/22 Actual Performance	2020/21 Actual Performance	2019/20 Actual Performance	2018/19 Actual Performance	2017/18 Actual Performance
<b>National (NEW) CH/001-</b> The number of contacts for children received by statutory Social Services during the year.	<b>11,311</b>	10,104	No Data	No Data	No Data
<b>National (NEW) CH/005b-</b> The number where physical punishment by a parent or carer was the only factor	<b>85</b>	144	No Data	No Data	No Data
<b>National (NEW) CH/015-</b> The total number of children with a care and support plan at 31 <sup>st</sup> March	<b>945</b>	978	No Data	No Data	No Data
<b>National (NEW) CH/036-</b> The total number of children removed (de-registered) from the child protection register in the last 12 months	<b>207</b>	148	No Data	No Data	No Data
<b>National (New) CH/033-</b> The total number of children on the child protection register at 31 <sup>st</sup> March.	<b>127</b>	158	No Data	No Data	No Data
<b>National (NEW) CH/033-</b> The total number of reports of child exploitation received during the year	<b>122</b>	62	No Data	No Data	No Data
<b>National (NEW) CH/037-</b> The number of children becoming looked after during the year.	<b>116</b>	91	No Data	No Data	No Data
<b>Local (NEW) CH/L002-</b> The number of children who ceased being looked after during the year.	<b>120</b>	92	No Data	No Data	No Data

Performance Measure	2021/22 Actual Performance	2020/21 Actual Performance	2019/20 Actual Performance	2018/19 Actual Performance	2017/18 Actual Performance
<b>National (NEW) CH/043</b> - The total number of children looked after at 31 <sup>st</sup> March who have experienced three or more placements during the year.	50	26	No Data	No Data	No Data
<b>National CH/045</b> - The total number of children who returned home during the year	33	36	No Data	No Data	No Data
<b>National (NEW) CA/010</b> - The total number of contacts to statutory social services by young carers or professionals contacting the service on their behalf received during the year. Provided by Barnardos	127	74	No Data	No Data	No Data
<b>National (NEW) CH/L003</b> – Number of Foster Carers registered with the Local Authority (Inc Kinship, Supported Lodgings General and Respite)	161	159	No Data	No Data	No Data
<b>National (NEW) CH/L004</b> – Number of Childrens Residential Fostering Beds	22	20	No Data	No Data	No Data
<b>National (NEW) CH/L005</b> – Number of Children in care proceedings during the year	56	44	No Data	No Data	No Data
<b>National CH/039</b> The number of children looked after at 31 <sup>st</sup> March.	372	378	No Data	No Data	No Data

## Key

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

Performance Measure	21-22 Actual Performance	Target 2021/22	20/21 Actual Performance	19/20 Actual Performance	18/19 Actual Performance	17/18 Actual Performance	Commentary
<b>Local (Youth Justice Service)</b> - % of young people in suitable accommodation at the end of a statutory order.	96.6%	95%	89.6%	91.7%	95.8%	86.5%	Not required
<b>Local (Youth Justice Service)</b> – Average ‘Post 16’ Hours at End of Intervention	15 hours	15 hours	15.8 hours	14.4 hours	16.4 hours	No Data	Not required
<b>Local (Youth Justice Service)</b> - Average number of hours ‘School Age’ children attend at the end of an Intervention.	19.6 hours	17 hours	15 hours	16.7 hours	16.8 hours	16.5 hours	Not Required
<b>Local (Youth Justice Service)</b> – Total Number of first Time Entrants	13	20	38	25	12	No Data	Not Required
<b>Local (Youth Justice Service)</b> - % of All cases that are community resolutions and preventative outcome.	88.9%	70%	52.6%	62.6%	76.5%	No Data	Not required

# Adult & Community Services

## End of year Review 21/22



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**Names of Cabinet Member(s)- Councillor Jason Hughes and Councillor Stephen Marshall**  
**Director of Social Services- Sally Ann Jenkins**  
**Head of Service- Mary Ryan**



# Introduction

This is the **Adult & Community Service** update on the progress being made against the objectives, actions, performance and risk for the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022. Service plans have been designed to support the delivery of the [Council's Corporate Plan 2017-22](#). As one of the 44 public bodies, Newport Council must consider the Well-being of Future Generations Act in the delivery of its plans and the sustainable development principle of meeting our duty under the Act.

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

The Local Government and Elections (Wales) Act 2021 requires Newport Council to Self-Assess:

- The effectiveness of its functions.
- Consider if it is using its resources, economically, efficiently and effectively.
- Whether the governance arrangements are effective for securing these areas.

This report will be used to support the Council's Self-Assessment and will be integrated into the Council's Annual Well-being / Corporate Self-Assessment Report published in 2022. Any recommendations raised by the Council's Scrutiny Committee(s) and service area will be considered as part of the Council's assessment.

## Adult and Community Services [Service Plan 2021/22](#)

The **Adult & Community** service plan focuses on the delivery of the following Wellbeing Objective(s) in the Corporate Plan 2017-22:



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

The 2021/22 Service Plan has 5 objectives that are focused on:

**Objective 1 - Early Intervention and Prevention**

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

**Objective 2- Integrated working across health and social care**

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

**Objective 3- Commissioning**

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

**Objective 4- Care**

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

**Objective 5- Safeguarding**

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

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**NCC Restructure**

From 2022/23 Newport City Council has implemented a new structure that will support the Council's new Corporate Plan 2022-27 and deliver the manifesto aims of the Council's Cabinet. The below provides an overview of the teams and functions that will be moving to and from Adult Services:

<b>Service Area Team / Function</b>	<b>Moving To / From</b>
Supporting People	Moving to Housing and Community Service
Substance Misuse Service	Moving to Prevention and Inclusion Service

## Cabinet Member(s) / Head of Service Executive Summary

Another challenging 12 months for adult services during the 2<sup>nd</sup> year of the Pandemic. The headline performance figures show that levels of demand are very slightly raised in 21/22 with 5,681 contacts against 5,597 in 20/21. Similarly, the main source of referrals are Health, the Police and family members. The number of adults with a care and support plan at the end of the year was 1,940, slightly up on the 1,861 figure of 20/21.

Out of 1,444 new assessments completed during the year, only 169 were as a result of a request due to changing circumstances where an assessment had been completed within the previous 12 month period. This is a strong indication that where people are identified as eligible for services, they are getting the support that is appropriate to their needs.

The number of Reablement packages completed during the year was slightly increased from 584 in 20/21 to 601 in 21/22. Out of the 601, 484 mitigated the need for support and 24 resulted in a reduction.

There was a significant improvement in the number of carers assessments completed the figure of 281 represents a 97 increase on the previous year.

The number of adults at risk of abuse or neglect increased by 80 during the period with a total of 753 at year end. Providers continue to be the main source of referral. The response times remain high with 745 of the 753 being completed within 7 working days of the initial report.

Although the figures do not indicate a substantial increase in demand by way of volume the pressures of Covid and staff shortages combined with increased complexity of need have created new pressures. The workforce issues in social care are not new but they are worsening. There are staff vacancies across adult services at levels not previously experienced and external providers are finding it difficult to recruit and consistently report that staff are moving to other roles in retail and hospitality. This makes it difficult to maintain service consistency and to manage costs.

Generally there are not high vacancy rates within homes but some, including our in house service, are finding it difficult to take new placements as a result of staffing shortages so people are waiting longer for admission. The positive news for residential care is that there are high levels of vaccination, incidents are significantly reduced but when they occur they are being managed proactively and effectively. Restrictions are easing but infection control measures such as mask wearing and visitor testing remain as standard practice.

The end of year figures evidence that waiting times for new residential placements and domiciliary care packages have doubled. The data shows that although admissions are taking longer the number of new placements through the year is in line with previous activity (207 in 21/22 and 203 in 20/21). However, the number of new domiciliary care packages reduced by 132 (497 in 21/22 and 629 in 20/21). This reflects the reality of reduced capacity in the domiciliary care sector that is failing to meet demand.

Throughout the year, our in house outreach service provided support for 67 sets of carers and cared for in the community. The team were able to provide a range of activities for the cared for person, enabling the carer to have time to themselves. These activities take place in the cared for person's home or local community – as requested by the individual. Plans have been put in place for a new Short Break service which will offer more flexibility by combining a facility base with the outreach service. The facility base is scheduled to open at Spring Gardens in the second quarter of 2022/23.

Planning has been undertaken to establish an enhanced dementia care service for people who would benefit from a focussed reablement programme either following a stay in hospital or to prevent a hospital stay. The service will combine the Frailty, Spring Gardens and Short Break service to provide reablement support for an agreed number of weeks. A 12 month pilot study is planned and will commence subject to the outcome of funding bid.

The implementation of Liberty Protection Safeguards legislation has been delayed due to Covid and whilst the new date is currently unknown, the delay has enabled NCC to substantially reduce the best interest assessment (BIA) waiting list and prepare staff for the changes to ensure full compliance.

Twenty four children with learning disabilities transitioned into adult services with all the planning and consultation required to ensure their needs are met in a way that promotes choice and independence.

Home First continued to develop and to contribute to the integrated hospital discharge pathway. The success of this regional service has led to further plans for expansion, working with the Ambulance service (WAST) to prevent the need for people to go to the hospital, by offering the right support

Some really good work in relation to carers as demonstrated by the increase in the number of carers assessments offered. Unpaid carers can be a hard to reach group but the carers network has been effective in communicating the Newport offer to those who need it. There are grants and funding available for carers, an example of this is the provision of money from Welsh Government to assist with driving lessons. The young carers offer was launched in January 2022 in partnership with Barnardo's.

The availability and use of assistive technology continues to improve and expand. We are working with partner agencies such as Mind and Pobl to publicise availability and equipment is being made available to support independence and keep people safe in the community.

Some work streams have been delayed such as the development of a regional appointee service. Whilst this work has not progressed as a true regional project, Newport continues to work collaboratively with Caerphilly to streamline processes and managed increased demand.

The regional work around Direct Payments has progressed in that Torfaen has agreed to be a regional lead and the project to develop common policies and practice will progress through 22/23.

Adult services continues to review processes to improve productivity and to future proof the service offer. An example is the completion of care aims training for the first contact team that has improved the initial assessment and triage process. The intention to bring frailty into a newly established IAA hub will reduce points of access and improve efficiency and resilience. This work will continue during 2022/23.

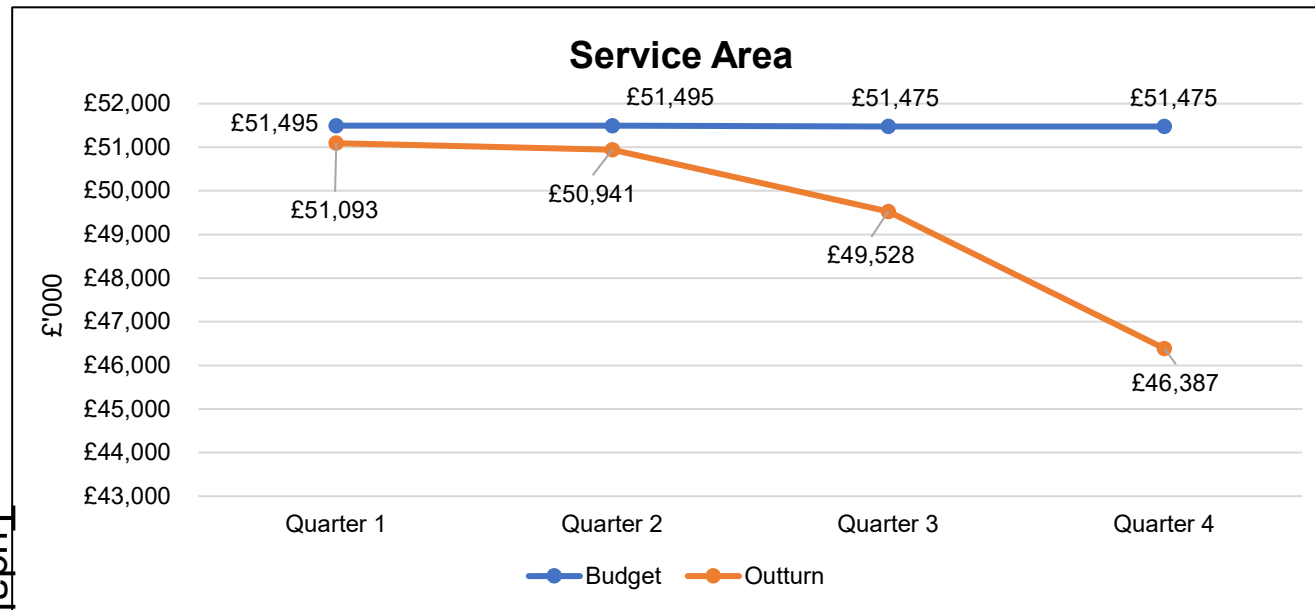
Looking forward, the main issues of concern are workforce deficiencies and service cost. Welsh Government hardship funding and pandemic related additional payments for providers have ceased and we are reliant upon our negotiated fee levels to sustain our delivery partners. The fee negotiations this year resulted in higher than usual percentage increases in recognition of the need to protect financial sustainability. However, the ongoing impact of inflation and the high price of energy, fuel and other essential commodities will continue to stress the system and we continue to work closely with providers and with our regional commissioning partners to identify and manage the risks.

The dedication, professionalism and commitment of the staff across adult services and external social care provision must be acknowledged as the gaps in the workforce continue to create pressure in the system. Despite this, critical services have remained in place, people have been kept safe and new provision continues to be developed to meet changing needs.

In order to ensure we have sufficient resource to continue to meet our statutory obligations we are investing in the staff to obtain professional qualifications. There are currently 2 people undertaking the Social Work degree with another 5 places available during 2022/23. An Occupational Therapist training opportunity is also available.

There are challenges to face in 2022/23 but also opportunities as the recent restructure and new senior management team undertake a review of current arrangements to ensure services remain sustainable and effective.

# Adult and Community Services Revenue Outturn 2021/22

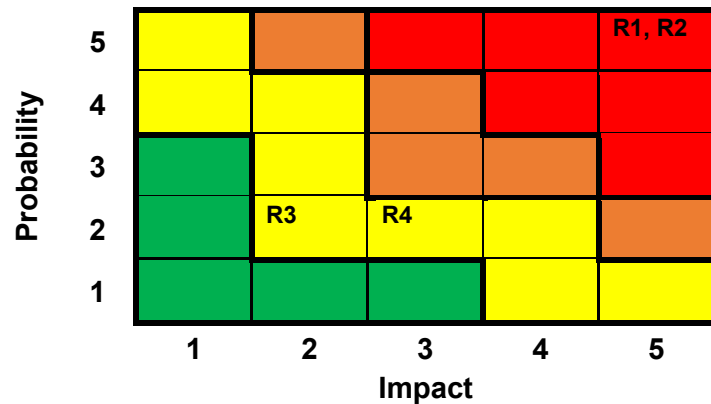


This provides an overview of the service area outturn revenue position at the end of the financial year.

Revenue and Capital Finance reporting can also be found in Cabinet reports for 2021/22 using the link [here](#).

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## Service Area Risks at 31<sup>st</sup> March 2022



Service Area Risk Heat Map Key (Quarter 4 2021/22)	
R1 – Stability of Social Services (Corporate Risk)	R3 – Safeguarding
R2 – Pressure on Adult and Community Services	R4 – Liberty Protection Safeguards Legislation

Corporate and Service Risks are reported to the Council's [Governance and Audit Committee](#) and [Cabinet](#) every quarter.

## Glossary

### Actions (Red / Amber / Green)

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

## Programmes and Projects

This provides an update on the delivery of key programmes and projects that contribute towards the delivery of the Corporate Plan 2017-22. This covers the progress of delivery from 1<sup>st</sup> April to 31<sup>st</sup> March 2022.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	% of Project Completed at Mid Year (30/9/22)	% of Project Completed 21/22	Commentary
Home first	<p>The objective of this project is to further align patient flow processes within hospital discharge. Through collaboration with our health and social care partners the outcomes will be to:</p> <ul style="list-style-type: none"> <li>Prevent future admissions into hospital by ensuring tailored care packages are in place.</li> <li>Implement early planning for discharge to prevent avoidable delays for patients returning home or to appropriate accommodation.</li> <li>During the COVID 19 crisis, Home First has continued to provide in line with regional arrangements a critical frontline service to support hospital discharge.</li> </ul>	Quarter 4 2021/22	70%	C	Home First continues to support admission avoidance across the three hospital sites. Further work is being looked at to support in the flow centre/ WAST (Welsh Ambulance Service NHS Trust) new staff come on board to support the Home First Team. Work is also being undertaken as part of the project in relation to the sustainability of the team post March 22.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	% of Project Completed at Mid Year (30/9/22)	% of Project Completed 21/22	Commentary
	Home First has extended operation to cover the Grange University Hospital which was opened in November 2020				
<b>Integration of Frailty team into First Contact.</b>	<p>The objective of this project is to integrate the Frailty team into the First Contact team. The outcomes of this work will:</p> <ul style="list-style-type: none"> <li>• Reduce the number of entry points for Newport citizens to contact and engage with the Council.</li> <li>• Improve the efficiency and consistency of the First Contact service to signpost Newport citizens to the correct team(s) and ensure that they receive necessary information and support for their needs.</li> </ul>	Quarter 4 2021/22	60%	70%	<p>Progress has been slower than expected due to immense pressure on services and staff shortages.</p> <p>Project support is suggested to add momentum to this work stream.</p> <p>The pilot of Teams Telephony will help as the telephony system was a hurdle to overcome.</p>
<b>Direct Payments Regional Service</b>	<p>To develop a regional approach for service users to access and use the Direct Payments service that will ensure:</p> <ul style="list-style-type: none"> <li>• Consistent service model adopted across the region;</li> <li>• Improve the future resilience of the service model for Newport citizens</li> </ul> <p>Ensure individuals are able to have greater independence and tailored support that meets their needs.</p>	Quarter 4 2021/22	75%	C	<p>There are been agreement by Head of Services regarding the Lead Local Authority to take this work forward. Torfaen will take this work stream forward and are currently recruiting a Lead worker for this project to gain momentum.</p> <p>Once the Lead is in place the project will start on the areas agreed for regional development.</p>
<b>Appointeeship Regional Service</b>	<p>To develop a regional approach for Newport citizens to access the Appointeeship service. The outcome(s) of this project will ensure:</p> <p>Consistent service model is adopted across the region for all citizens.</p>	Quarter 4 2022/23	10%	10%	<p>There has been no progress on regional development NCC continue to work with Caerphilly County Borough Council (CCBC) to transfer cases but insufficient capacity has caused delays - currently recruiting.</p>

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	% of Project Completed at Mid Year (30/9/22)	% of Project Completed 21/22	Commentary
	Improve the access and efficiency of the Appointeeship service for Newport citizens.				
<b>Day Opportunities Development of Outreach service</b>	A community based outreach model of support will be developed as a reconfiguration and expansion of the previous buildings based service	Quarter 1 22/23	75%	75%	<p>We are progressing the development of a short break service. Responsibility for PPE storage and distribution will be transferred by 31<sup>st</sup> March and notice on the home to school contract has been given and will cease at the end of the academic year.</p> <p>We are due to move out of Brynglas day centre by end of financial year. We continue to work with managed care team to identify service users that are in scope for the service.</p>
<b>Enhanced Dementia Project</b>	To develop a new specialist Reablement service for those suffering from dementia	Quarter 4 2022/23	25%	75%	We have submitted a bid for ICF funding to cover the cost of a 12 month pilot. We are wiring the outcome of that before further progressing.
<b>Liberty Protection/Safeguards</b>	To prepare for the implementation of new legislation	Quarter 4 2022/23	65%	65%	Liberty Protection Safeguards were due to be implemented in October 2020, but were delayed due to COVID-19. On 17th March 2022, the Code of Practice was issued for a 4 month consultation, as yet the implementation date is still unknown. The delay has given the opportunity to reduce / manage the waiting list, train staff to be BIA's (Best Interest Assessors) and raise awareness of the Mental Capacity Act so that the Authority, with continued work, will be better prepared for implementation.



Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	% of Project Completed at Mid Year (30/9/22)	% of Project Completed 21/22	Commentary
Implementation of the new WG performance framework	To fully implement the procedures and protocols to ensure full compliance with the Welsh Government Performance Framework that is a statutory reporting requirement	Quarter 4 2021/22	25%	C	The system is now stable and all end of year performance figures are available. System performance continues to be monitored locally, regionally and nationally.

## Workforce Planning

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

Action	Outcome(s) of Action	Action Start Date	Anticipated Completion Date	% of Action completed	Commentary
Create a working group to review key Job Descriptions across Adult & Community Services	Ensure consistency across key roles and responsibilities in Adult Services.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2023	20%	This work is being completed as vacancies arise. There is currently insufficient capacity to undertake this task on a service wide basis.
Identify partners and deliver training to key staff members and social services as a whole on new DOLS legislation.	Improve the knowledge and understanding to ensure compliance with new legislation.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2023	65%	The regional MCA LA and the ABUHB leads have been providing awareness training to carers, health & social care staff and provider & third sector services. Funding from Welsh Government has given 2 leads within the social work teams to provide a practice educator service to staff. This has been to raise awareness of MCA and provide practical support to complete capacity and Best Interest assessments. On 17 March, the draft code of practice was issued with a 4 month consultation period, so the emphasis now is to enable as many groups

Action	Outcome(s) of Action	Action Start Date	Anticipated Completion Date	% of Action completed	Commentary
					as possible to understand and comment on this code.
Examine career pathways and structures throughout Adult and Community Services.	Improve resilience and provide career pathways across Adult Services.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2023	15%	No change at the end of the financial year but a new management team will require a review of resource and structure during 2022/23.

## Objectives and Action Update (31<sup>st</sup> March 2022)

This is an update on the progress against service objectives and actions to the end of quarter 4 (31<sup>st</sup> March 2022). The tables below also include the RAG status and % completion reported at the Mid-Year Review point. A link to the report can be found [here](#).

Objective 1 – Early Intervention and Prevention							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	Contact as a multi-agency, multi-disciplinary team effectively managing demand. This includes the integration of the Frailty service into the First Contact Team.	Integration of the Frailty service into the First Contact Team will improve the signposting and access to services by Newport citizens. This will also reduce the number of single points of access and improve the efficiency of the service. The service will also improve its resilience to service demand pressures and ensure an integrated approach is provided to citizens.	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2023	80%	80%	Two day Care Aims training has been completed by all staff and model to be implemented. Information Advice and Assistance HUB has been re-established at the Civic centre for Adult services following an extended period of working from home. Many new staff members have been recruited and completing robust Inductions Referral processing officers have been piloted and to be made a permanent role in the Service.
2	Development of a regional approach for service users to access and use the Direct Payments service.	This supports the delivery of the Direct Payments project and will deliver: Consistent service model adopted across the region. Improve the future resilience of the service model for Newport citizens, And Ensure individuals are able to have greater independence and tailored support that meets their needs.	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022	75%	C	There are been agreement by Head of Services regarding the Lead Local Authority to take this work forward. Torfaen will take this work stream forward and are currently recruiting a Lead worker for this project to gain momentum.  Once the Lead is in place the project will start on the areas agreed for regional development.

## Objective 2 – Integrated working across Health and Social Care

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1 Tudalen 52	To develop and effectively integrate the Regional Home First initiative into the hospital pathway and to further align patient flow processes within hospital discharge.	Through collaboration with the Health Board and partners we will be able to: Prevent admission. To build further on early planning for discharge to prevent avoidable delays. Manage patients through the pathways more effectively. The opening of the new Grange University Hospital has impacted existing processes and ongoing review and development is required to ensure full integration	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2023	50%	C	Home First has effectively integrated within the hospital discharge process across the three key sites within the Gwent Region. The service has become embedded within the Grange University Hospital and provides a critical service to support discharge at the earliest opportunity. Due to the complexities and continuous challenges within the hospital discharge pathways, Home First continues to be part of ongoing discussions with key stakeholders to develop and expand the service. It continues to focus on improving the patient experience and ensuring that the outcome for an individual is at the centre of the discharge process.
2	To improve the support available for young people with learning disabilities to transition from Children Services into Adults Services.	Ensure young people are able to have tailored support that will maximise their opportunities to achieve independence into adulthood.  Enable integration of key Council, health and partners to support young people through the transition process.  Enable early planning and involvement with young people, their families and/or carers to support them throughout the transition process.	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2023	70%	70%	The collaborative work between the NCN and Childrens Services was evidenced in setting up a small group for young people to attend sessions at Able Radio, a specialist service which enables young people with learning disabilities to develop their skills in the use of media. The group has gelled really well, and plans are underway for the young people to move together into a new supported living service in Q1 2022-23.

Objective 3- Commissioning							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	Develop a regional Appointeeship service through collaboration with other local authorities and partners.	<p>The outcome(s) of this action will ensure: Consistent service model is adopted across the region for all citizens.</p> <p>Improve the access and efficiency of the Appointeeship service for Newport citizens.</p>	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2022	10%	10%	There has been no progress on regional development NCC continue to work with CCBC to transfer cases, but insufficient capacity has caused delays - currently recruiting.
2	To improve the support available for young people with learning disabilities to transition from Children Services into Adults Services.	<p>Ensure young people are able to have tailored support that will maximise their opportunities to achieve independence into adulthood.</p> <p>Enable integration of key Council, health and partners to support young people through the transition process.</p> <p>Enable early planning and involvement with young people, their families and/or carers to support them</p>	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2023	50%	60%	A cornerstone of the Independent Living Strategy is to improve the diversity and range of services available to adults with learning disabilities. During Q4 2021-22, Adult Services re-tendered the framework for providers of community opportunities for adults with learning disabilities. Social Work Teams were engaged with this process and are represented on the evaluation panel. The panel arranged a number of provider events to inform providers about the process. This also enabled us to encourage providers to reflect on their experience of operating during the COVID-19 pandemic and to think about how their services may need to be re-modelled for the future.

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**Objective 3- Commissioning**

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
Tudalen 54		throughout the transition process.					<p>Meetings between Social Workers and the Commissioning Team were held during Q4 to discuss the current and future accommodation needs of adults with learning disabilities. As well as sharing information on short-term placement requirements, we are working on long-term developments. ICF funding has been secured to develop bespoke accommodation on Pobl development at Loftus Garden Village. The NCN teams have a list of individuals with learning disabilities who are potential referrals to the service which will support 7 people. Childrens Services are represented at these planning meetings, which helps promote a smooth transition to Adult Services. Another important aspect of this strand of work is that it not only identifies what type of services are required, it also helps to identify what types of services are not required. Providers often make unsolicited or speculative approaches to the teams on services that they can offer, which makes it very important that we continue to discuss service needs in the proper forum.</p>

**Objective 3- Commissioning**

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
3	Day opportunities- Development if outreach service	To ensure flexibility in the offer of community based support across client groups.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	75%	75%	We are progressing the development of a short break service. Responsibility for PPE storage and distribution will be transferred by 31 march and notice on the home to school contract has been given and will cease at the end of the academic year. We are due to move out of Brynglas day centre by end of financial year. We continue to work with managed care team to identify service users that are in scope for the service.
Tudalen 55	Development of Reablement Dementia Services	To ensure those with Dementia have access to a specialist service to maintain and improve independence after a hospital stay	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022	25%	75%	We have submitted a bid for ICF funding to cover the cost of a 12 month pilot. We are wiring the outcome of that before further progressing.
5	Implementation of the new Welsh Government performance Framework.	To ensure NCC can fulfil its statutory requirement to report to Welsh Government on activity across adults and children's services.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	C	N/A	The work on this is now completed. There may be some changes required as we monitor recording processes.

**Objective 3- Commissioning**

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
6	Assess the impact of Covid 19 on the long term future sustainability of service providers ensuring that the market is able to offer sufficient market capacity and diversity.	Will provide an understanding of the impact that Covid 19 has had on the social care sector and service users in Newport. The outcomes of this work will determine the future market offer to ensure service users receive high quality and sustainable care and support packages that enables healthy independent living.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2023	20%	20%	The staffing issues caused by short and long term Covid related absences have improved but the ongoing recruitment and retention issues affecting the whole of the social care workforce predate Covid and whilst universally recognised, remain unresolved. The national economic position is a further risk to service sustainability.

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**Objective 4- Carers**

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	To continue to develop the Newport Carers Network to facilitate engagement and opportunities to provide special information.	The delivery of this action will enable Adult Services to support carers and provide integrated support that will prevent carer breakdown.	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2022	90%	C	Carer friendly accreditation submission completed and ready to be assessed at panel in May Carers week preparation nearing completion and ready to launch Carers figures have increased. Additional resources given to address the timely contact for people requesting Carers Assessment.



**Objective 4- Carers**

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
2	To develop a revised service offer for young carers in partnership with Barnardo's.	Ensure young carers are able to be signposted and access the service(s) they need.  Involvement of carers to ensure their financial, physical and emotional wellbeing is supported throughout, Enable integrated support for all carers by the Council, health, third sector and charities.	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022	75%	C	Young Carers offer co-produced with Young carers and Barnardos.  Offer completed and launched January 2022.



Objective 5- Safeguarding							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
2.1	To provide training and liaise awareness of the new Liberty Protection Safeguards for all practitioners and officers.	The delivery of this action will ensure practitioners and officers are aware of their role and responsibilities under the new LPS legislation. This will also prevent non-compliance with the new legislation.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	C	N/A	The training is available across the council and will be part of the ongoing training portfolio for adult and children services .
Tudalen 59	Preparation for the implementation of the Liberty Protection Safeguards in April 2022.	Ensure Adult Services, NCC and partners are prepared and ready to implement the new legislation from April 2022.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	80%	80%	<p>The ongoing delays with the consultation of the Code of Practice for LPS are still on-going and no firm date for implementation decided.</p> <p>Workforce have attended required training to embed the Mental Capacity Act across both adult and children services.</p> <p>Next steps will be the internal, regional and National processes to be agreed once the Code of practice is agreed.</p> <p>Latest provisional date to go live is April 2023.</p>

## Performance Measures (31<sup>st</sup> March 2022)

This is an update on the quarterly, half-yearly and annual performance measures for the service area to 31<sup>st</sup> March 2022. The Performance reported in the table below is also compared to the last four years (where data is available). Commentary is provided for all red and amber measures and discretionary for Green measures.

The performance measures used in Adult Services are based upon the Welsh Government '*Performance and Improvement Framework for Social Services*' guidance which was introduced in 2020/21. As there is new methodology and requirements under the Framework, performance comparisons have not been provided between 2017/18 and 2019/20.

For the performance measures reported in the table below, targets have not been set against them as the Council does not have any control over the people presented to them throughout the year. Previous years performance data is provided to enable comparison against previous financial year's performance.

Performance Measure	2021/22 Actual Performance	2020/21 Actual Performance	2019/20 Actual Performance	2018/19 Actual Performance	2017/18 Actual Performance
<b>National (AD/002)</b> – The number of contacts received by Adult Services where advice and assistance was provided during the year	5,681	1,718	No Data	No Data	No Data
<b>National (AD/004)</b> – The number of new assessments completed for adults during the year	1,444	1,538	No Data	No Data	No Data
<b>National (AD/006b)</b> – The active offer of Welsh was accepted	1	0	No Data	No Data	No Data
<b>National (AD/010)</b> – The total number of packages of reablement completed during the year	601	583	No Data	No Data	No Data
<b>National (AD/011a)</b> – The number packages of reablement completed during the year that reduced the need for support	24	43	No Data	No Data	No Data
<b>National (AD/011b)</b> – The number of packages of reablement completed during the year that maintained the need for the same level of support.	62	95	No Data	No Data	No Data
<b>National (AD/011c)</b> – The number of packages of reablement completed during the year that mitigated the need for support.	484	409	No Data	No Data	No Data
<b>National (AD/011d)</b> – The number of packages of reablement completed during the year that increased the need for support	31	43	No Data	No Data	No Data
<b>National (AD/012)</b> – The number of adults with a care and support plan as at 31 <sup>st</sup> March.	1,940	1,861	No Data	No Data	No Data
<b>National (AD/013)</b> – The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 <sup>st</sup> March	94	93	No Data	No Data	No Data

<b>Performance Measure</b>	<b>2021/22 Actual Performance</b>	<b>2020/21 Actual Performance</b>	<b>2019/20 Actual Performance</b>	<b>2018/19 Actual Performance</b>	<b>2017/18 Actual Performance</b>
<b>National (AD/022)</b> – The total number of reports of adults suspected of being at risk where it is necessary for enquiries to be made.	<b>783</b>	<b>648</b>	No Data	No Data	No Data
<b>National (AD/023)</b> - The Number of adult protection enquiries completed within 7 days from the receipt of the reported alleged abuse.	<b>745</b>	<b>636</b>	No Data	No Data	No Data

Mae'r dudalen hon yn wag yn

# Scrutiny Report

## Performance Scrutiny Committee – People

### Part 1

Date: 26<sup>th</sup> July 2022

### Subject Scrutiny Adviser Report

Author Scrutiny Adviser

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

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

## Section A – Committee Guidance and Recommendations

### Recommendations to the Committee

The Committee is asked to:

#### 1. Action Plan

Consider the Actions from previous meetings (**Appendix 1**):

- *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.*

## 2 Context

### Background

- 2.1 Attached at **Appendix 1** is the Action Sheet from the Committee meetings. The updated completed actions are included in the table.
- 2.2 Any actions that do not have a response will be included on the Action Sheet at the next meeting to ensure that the Committee can keep track of outstanding actions.

## 3 Information Submitted to the Committee

3.1 The following information is attached:

**Appendix 1:** Action Sheet from Previous Meetings;

**Appendix 2:** Date of the Next Meeting

## 4. Suggested Areas of Focus

### Role of the Committee

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

- **Action Sheet from Previous Meetings - Appendix 1**
  - 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. Links to Council Policies and Priorities

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

6.2 This report relates to the Committee's Work Programme, Actions from Committee's and Information Reports that support the achievement of the Scrutiny Committee, in accordance with the Law and Regulation Service Plan, Objectives, Actions and Measures and the Wellbeing objectives:

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

## 7 Wellbeing of Future Generation (Wales) Act

7.1 The Wellbeing of Future Generations Act 2015 which came into force in April 2016 sets the context for the move towards long term planning of services.

### 7.2 General questions

- How is this area / policy affected by the new legislation?
- How will this decision / policy / proposal impact upon future generations? What is the long term impact?
- What evidence is provided to demonstrate WFGA has been / is being considered?
- Evidence from Community Profiles / other data?
- Evidence of links to Wellbeing Assessment / Objectives / Plan?

### 7.3 Wellbeing Goals

- How are the Wellbeing goals reflected in the policy / proposal / action?
  - *A prosperous Wales*
  - *A resilient Wales*
  - *A healthier Wales*
  - *A more equal Wales*
  - *A Wales of cohesive communities*
  - *A Wales of vibrant culture and thriving Welsh language*
  - *A globally responsible Wales*

### 7.4 Sustainable Development Principles

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

## 8 Background Papers

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

Report Completed: July 2022

**(NAME OF COMMITTEE) SCRUTINY COMMITTEE  
ACTION SHEET – (DATE OF COMMITTEE MEETING)**

	<b>Agenda Item</b>	<b>Action</b>	<b>Responsibility</b>	<b>Outcome</b>
1	Education End of Year Report	Education investigation and update regarding Newport Norse's support of repairs and upgrades in schools	Head of Education	
2				
3				
4				
5				
6				

Mae'r dudalen hon yn wag yn