

Agenda

Pwyllgor Craffu ar Berfformiad – Pobl

Dyddiad: Dydd Mawrth, 6 Rhagfyr 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, A Screen and M Al-Nuaimi

[Aelodau Cyfetholedig](#)

Eitem

Wardiau Dan Sylw

- 1 [Ymddiheuriadau](#)
- 2 [Datganiadau o ddiddordeb](#)
- 3 [Cofnodion y cyfarfod blaenorol](#)
- 4 [Cynlluniau Meysydd Gwasanaeth 2022-24 \(Tudalennau 3 - 44\)](#)
- 5 [Adroddiad Blynyddol y Cyfarwyddwr Gwasanaethau Cymdeithasol 2021-22 \(Tudalennau 45 - 74\)](#)
- 6 [Casgliad Adroddiadau Pwyllgorau](#)
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 \(Tudalennau 75 - 84\)](#)
 - a) Forward Work Programme Update (**Appendix 1**)
 - b) Actions Arising (**Appendix 2**)
- 8 [Dyddiad y Cyfarfod Nesaf](#)
24 Ionawr 2023 am 10am

Person cyswllt: Samantha Schanzer, Cynghorydd Craffu
Ffôn: 01633 656656
E-bost: Scrutiny@newport.gov.uk
Dyddiad cyhoeddi: Dydd Mawrth, 29 Tachwedd 2022

9

Digwyddiad Byw

Gallwch wyllo recordiad o'r cyfarfod [yma](#).

Scrutiny Report

Performance Scrutiny Committee – People

Part 1

Date: 29th November 2022

Subject Council Service Plans 2022 - 2024

Author Scrutiny Adviser

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

Invitee:	Area / Role / Subject
Sally-Anne Jenkins	Director of Social Services
Natalie Poyner	Head of Children's Services
Mary Ryan	Head of Adults Services
Cllr Jason Hughes	Cabinet Member for Social Services (Job Share)
Cllr Stephen Marshall	Cabinet Member for Social Services (Job Share)

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

- 1.1 The Committee is asked to consider and evaluate the following Service Plans which include the service area's priorities: Projects, Objectives and Actions, Performance Measures, and Risks. Service Plans attached as:
- **Appendix 1** – Children's Services
 - **Appendix 2** – Adult's Services
- 1.2 To consider whether the service plans provided support and contribute towards the delivery of the Council's Corporate Plan 2022-27 and deliver continuous improvement for service users.

2 Context

Background

- 2.1 The Corporate Plan 2022-27 has four Well-being Objectives to support its mission an '*Ambitious, Fairer, Greener Newport for Everyone*'. To support the delivery of these objectives and strategic priorities, each service area has developed their service plan. Each service plan outlines its own priorities and how the service area will contribute towards the Corporate Plan 22-27.
- 2.2 The Well-being of Future Generations (Wales) Act 2015 requires all public sector bodies to set Well-being Objectives in their Corporate Plans. To achieve this goal the Council's Corporate Plan 22-27 has four Well-being objectives that will prioritise our focus over the next five years and beyond:

- Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.
- A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.
- Newport is a supportive city where communities and care are at the heart of what we do.
- Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.

2.3 To deliver these objectives each service area will produce a service plan that will outline how the service area will support the delivery of the Corporate Plan 22-27. Formal monitoring of the Service Plans will commence from 1st January 2023 (Quarter 3) and cover the period to 31st March 2024. These plans will be monitored every quarter and at the end of 2022/23, service areas will complete an End of Year review on the progress against this plan which will be presented to the Performance Scrutiny Committees. This report presents Members with the Year-End Reviews for each Service Plan and Appendices for:

- **Appendix 1** – Children’s Services
- **Appendix 2** – Adult’s Services

3 Information Submitted to the Committee

3.1 The following Service Plans which include: Projects, Workforce Development, Objectives and Actions, Performance Measures, and Risk Register, and are attached as:

- **Appendix 1** – Children’s Services
- **Appendix 2** – Adult’s Services

Each Service Plan will include the following:

Projects	<p>These are projects which will contribute towards the delivery of the Corporate Plan or improvement to the delivery of services.</p> <p><i>Note: Scrutiny Members need to note that there will be projects which will have TBC against the Transformation Plan. This is due to the Executive Board reviewing and confirming those projects which will be included in the Council’s Transformation Plan and/or will be delivered through the service area.</i></p>
Workforce Development	<p>This area relates to the work which service areas in collaboration with the Council’s Human Resources team are undertaking to improve the development of staff and any recruitment activity.</p>
Objectives and Action Plan	<p>These will focus on delivering change, improving the delivery of services and supporting the Corporate Plan, strategies and Regional/National objectives.</p>
Performance Measures	<p>These will support Service Areas to deliver the objectives in the Corporate Plan and meet statutory duties. Performance measures will either have targets set against them or be compared to the previous year’s performance where targets cannot be set.</p>

Risk Register	<p>This allow service areas to identify new and existing risks to the delivery of services, and assess whether the risk should be escalated to the Corporate Risk Register and determine risk mitigation actions.</p> <p><i>Note¹: Scrutiny Members will note Risks with ‘TBC’. This is due to Risks being subject to risk assessments and final approval either by the Executive Board and/or Director.</i></p> <p><i>Note²: The Council’s Governance and Audit Committee is responsible for ensuring the Council has effective and efficient risk management arrangements in place.</i></p>
----------------------	---

4. Suggested Areas of Focus

Role of the Committee

<p>The role of the Committee in considering the report is to:</p> <ul style="list-style-type: none"> • Assess and make comment on: <ul style="list-style-type: none"> ○ How the service plan outlines its own priorities and how the service area will contribute towards the Corporate Plan 22-27. ○ Objectives and actions are achievable within the required timeframes based upon resources. ○ Performance measures to underpin the delivery of services. Where targets are set, are these achievable based upon resources of the service area. ○ Risks identified underpin the key risks that will prevent the achievement of corporate and service objectives. ○ Presentation of the information to enable Scrutiny to undertake its role. • In drawing its conclusions, the Committee should assess: <ul style="list-style-type: none"> ○ What was the overall conclusion on the information contained within the reports? ○ Is the Committee satisfied that it has had all of the relevant information to base a conclusion on the Service Plans? ○ 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?

Suggested Lines of Enquiry

4.1 In evaluating the Service Plans performance and, the Committee may wish to consider:

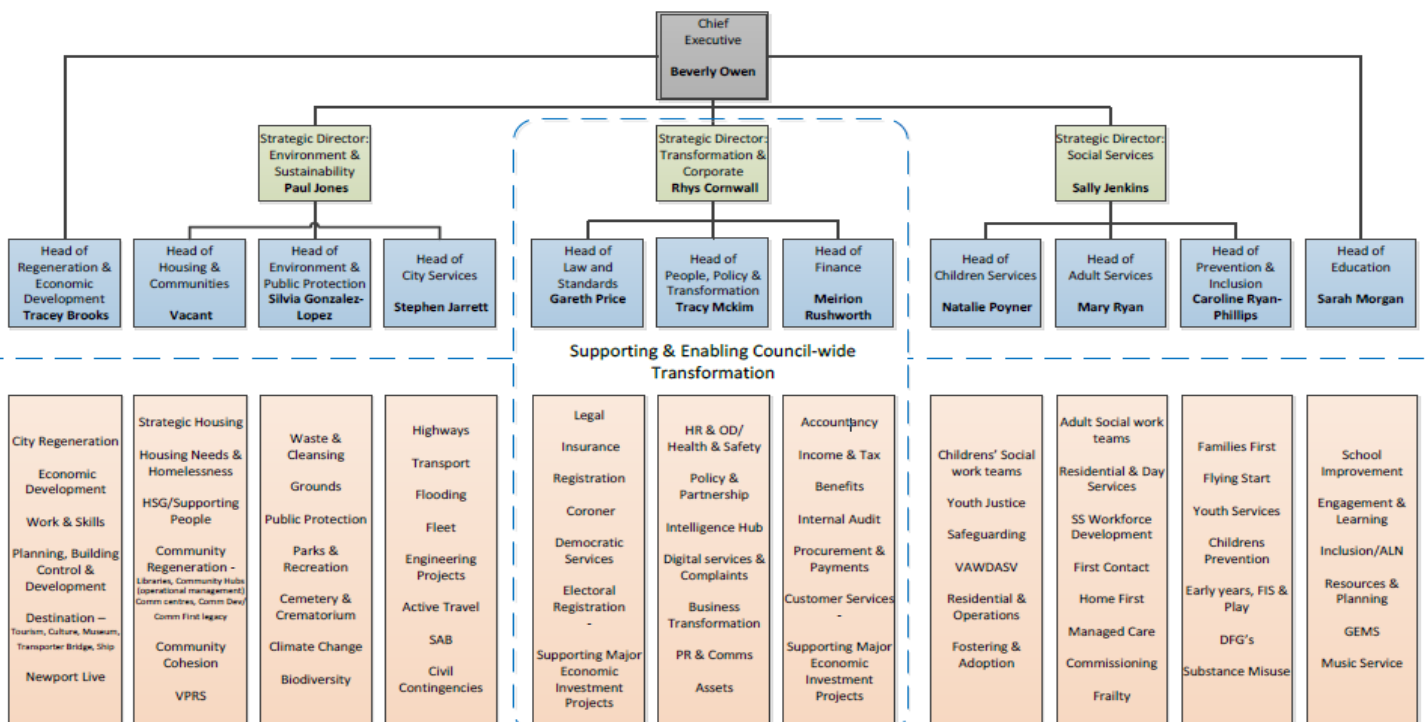
- Whether the service area has fully considered the impacts of Covid-19 and other external pressures in the delivery of their objectives?
- Are targets sufficiently challenging and balanced between being realistic and robust especially in light of the current internal and external pressures of the Council?
- Objectives and Actions support the Council’s Well-being Objectives and Strategic Priorities of the Council. Are there any gaps and/or areas that should be considered.
- Are actions appropriately contributing to the Well-being objectives and Strategic Recovery Aim(s) listed?
- How have the proposed actions been prioritised?
- How will progress be measured / demonstrated?

Section B – Supporting Information

5 Overview of Council Structure:

5.1 Newport City Council has 11 service areas which sit within the directorate portfolio. Each service area will produce a service plan that will contribute towards the delivery of the Corporate Plan 22-27.

The Council’s structure is demonstrated below:



6 Links to Council Policies and Priorities

- 6.1 All service plans support the delivery of the Council's Corporate Plan 2022-27. Service Plans may also consider other internal strategies, strategic plans and external strategies such as the Climate Change Plan, Strategic Equalities Plan, Welsh Language Plan. Members will need to consider these as necessary.

7 Impact Assessment:

- **Wellbeing of Future Generation (Wales) Act**
- **Equality Act 2010**
- **Socio-economic Duty**
- **Welsh Language (Wales) Measure 2011**

- 7.1 For the purpose of this report, the service plans presented support the Council's Corporate Plan 2022-27. The Council's Corporate Plan 2022-27 has been subject to scrutiny by the Council's Overview and Scrutiny Management Committee in September 2022.
- 7.2 In the development of the Corporate Plan, the Council has completed a Fairness and Equality Impact Assessment (FEIA) which can be found with the Cabinet Report [here](#). The service plans presented support the Council's Corporate Plan Well-being Objectives. Where specific decisions are made against the delivery of the Corporate Plan and service plans, these will be subject to separate FEIAs reviews as determined against the Council's governance arrangements.

8 Background Papers

- [The Essentials - Well-being of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2022-2027](#)
- Children's Service Area Plan
- Adult's Service Area Plan

Report Completed: 29th November 2022

Mae'r dudalen hon yn wag yn



Children and Young People Service Plan 2022-24

Contents

Page No.

Introduction	X
Transformation Plan / Service Area Projects	X
Objectives and Actions 2022-24	X
Performance Measures	X
Risk Register	X

Cabinet Members for Social Services	Councillor Stephen Marshall Councillor Jason Hughes
Director for Social Services	Sally Jenkins
Head of Service	Natalie Poyner

Introduction

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission 'insert mission Statement here' and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives and strategic priorities, each service area has developed their service plan. The Children Services Service Plan 2022-24 outlines its own priorities and how the service will contribute towards the Corporate Plan and deliver continuous improvement.

Children Services is part of the Council's Social Services Directorate and is responsible for delivering a range of services to families and children in need including specialist provision for those most vulnerable and at risk of social exclusion, such as those at risk of significant harm, disabled children, children looked after and unaccompanied (separated) children and young people.

Children & Family Services has responsibility for providing services under the Social Services and Wellbeing Act and Adoption Act 2002 which extends the range of services and support to those involved in the adoption process; responsibility for providing fostering service under the fostering regulations and Residential care under the RISCA Act. Youth Justice Services are provided by the multi-agency Youth Justice service established under the Crime and Disorder Act 1998.

Our statement of purpose: 'To promote and safeguard the wellbeing of children and young people in need within their families, and where this is not possible, to provide good quality alternative care'.

Children Services Objectives

To support the delivery of the Corporate Plan, meet our statutory duties and improve the services we deliver, we will be delivering four objectives:

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

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

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

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

Transformation Plan / Service Area Projects

To support the successful delivery of the Council's Corporate Plan, NCC will have a Transformation Plan that will deliver the strategic programmes and projects that will contribute towards the delivery of the Corporate Plan. Service areas will also be delivering smaller scale projects that will contribute towards continuous improvement in the delivery of services as well as contributing towards the strategic priorities of the Council's Corporate Plan.

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Supports Council's Transformation Plan	Programme / Project Manager (Service Manager)	Anticipated Completion Date (Quarter / Year)
Residential Children's Homes Programme Tudalen 12	<p>Increase the number of placements for children available in residential care in Newport by developing LA provision. In doing so 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.</p> <p>This links with the WG eliminate profit agenda, regional developments and assists in providing support for children with the highest levels of vulnerability. The planned developments, include completion of Windmill Farm and Mill Barn, completion of Rosedale Annexes, work with Action for Children to develop a partnership to open a regional home for disabled children in Stow Hill, secure Cambridge House funding and change of use for UASC for children aged under 16 to support the National Transfer Scheme regionally.</p>	Well-being Objective 3	Yes	Service Manager (JL)	Q4 27/28
Unaccompanied Asylum Seeker Children (UASC)	<p>Newport is currently leading on a regional collaboration in order to develop effective services for unaccompanied minors in Gwent. A project manager has been appointed in order to scope existing services across Gwent and to mobile more rural LA's in developing a sufficient infrastructure and to meet the pressures of the mandated National Transfer Scheme.</p>	Well-being Objective 3	TBC	Service Manager (JM)	Q4 23/24

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Supports Council's Transformation Plan	Programme / Project Manager (Service Manager)	Anticipated Completion Date (Quarter / Year)
International Team	Newport is a City of sanctuary and supports families seeking refuge. Newport has seen a significant number of families settling in the City without recourse to public funds and fleeing war torn countries. Navigating the complex systems is a challenge for practitioners and families and therefore we seek to create an international social work team to develop expertise in order to ensure that our support offer meets the needs of the citizens presenting to us.				
Regional Independent Domestic Violence Advocates (IDVA) service	Outsource commissioning of the Regional IDVA service. Third sector consortia to manage and develop further the regional resource funded by VAWDASV Welsh Government grant and Police and Crime Commissioner Office.	Well-being Objective 3	TBC	Service Manager (FM)	Q4 22/23

Workforce Development

To support workforce development across the Social Services Directorate, the following actions have been identified as priority between 2022-24.

Action	Outcome(s) of Action Delivery	Responsible Officer (Service Manager)	Action Start Date	Anticipated Completion Date
Build on the existing work to support staff to access social care training including the Open University route to social work qualification.	Retain staff in Newport and increase the pool of qualified social work staff.	Service Manager (LJ)	1 st October 2022	31 st March 2024
Access appropriate regional and National workforce development groups to increase capacity and support the whole social care workforce.	Increase the number of applications of staff to posts in Newport and retain staff within the social care workforce.	Head of Service (NP)	1 st October 2022	31 st March 2024
Children Services - In addition to routine supervision and team meetings and for all teams provide regular sessions for well-being and support.	Support staff in their own well-being and ensure staff are motivated and enabled to carry out their roles.	Head of Service (NP)	1 st October 2022	31 st March 2024

Service Area Objectives and Action Plan 2022-24

Objective 1		Deliver effective services to support children to safely remain with their families.				
Objective Outcome(s)		Prevention and early intervention are key drivers in the Social Services Wellbeing Act (SSWA). Working with families with a strength based model is an integral part of working in partnership with families to achieve their goals and ensure they build the resilience to support their children safely and meet their aspirations without access to specialist services. Focussing on these services is key to ensuring children are safe and happy and is integral to the overall work of safely reducing our children who are looked after numbers.				
Corporate Strategy and/or Strategic Plan supported (If Applicable)		Corporate Plan 2022-27				
Well-being Objective Supported (If Applicable)		Well-being Objective 3 - Newport is a supportive city where communities and care are at the heart of what we do.				
Well-being Strategic Priorities Supported		WBO 3 / Strategic Priority 1 - Create sustainable adult, children's and prevention services through a co-production model with providers, service users, and carers to meet our statutory duties, future demands, and eliminate profit from children's social care. WBO 3 / Strategic Priority 2 - Safeguarding our children, young people, vulnerable adults and families so that future generations can maximise their potential and have control over their lives. WBO 3 / Strategic Priority 4 - Strengthening our investment in early intervention and prevention with a range of youth, play and community based activities supporting families and individuals to live positive and healthy lives				
Objective Owner(s)		Head of Children Services				
Communication Support / Promotion (Yes / No)		Yes				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Completion and implementation of Welsh Government action plan to work towards reducing the numbers of children who are looked after.	The delivery of all the actions in this section will support Children Services objective to reduce the number of children who are looked after and enable effective early intervention and prevention.	WBO 3 / Strategic Priority 2 WBO 3 / Strategic Priority 4	Service Manager (RB)	1 st October 2022	31 st March 2026
2	Restructure the child protection teams.	The teams will have greater capacity to prioritise risk and support children to safely remain at home when there is a risk of family breakdown.	WBO 3 / Strategic Priority 1	Service Manager (RB)	1 st October 2022	31 st March 2023
3	Continue to increase the support provided to Special	Develop in house SGO support services.	WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 2	Service Manager (JL)	1 st October 2022	30 th June 2025

	Guardianship Order (SGO) carers within Newport.	Explore kinship foster carers converting to SGO's Advocate for changes to financial arrangements for SGO carers	WBO 3 / Strategic Priority 4			
Tudalen 16	4	Extend the Rapid Response team with an expanded evening and weekend crisis offer. Number of families supported at point of crisis. Reduction in number of emergency placements. Bid to both Welsh Government and within NCC for resource to expand the Rapid Response team.	WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 2 WBO 3 / Strategic Priority 4	Service Manager (RW)	1 st October 2022	30 th June 2023
	5	Complete the embedding of MyST with all our teams. Number of children supported by MyST to return home or to foster care from residential care. Continue to work with MyST and the expansion of the team.	WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 2	Service Manager (JL)	1 st October 2022	30 th June 2024
	6	Work with partner agencies on a shared understanding and approach to risk of significant harm. Reduction in number of older children being escalated for "secure" care.	WBO 3 / Strategic Priority 2 WBO 3 / Strategic Priority 4	Service Manager (JM)	1 st October 2022	30 th June 2024
	7	Extend the exploitation social worker offer in order to manage risk and support young people. Reduction in the number of high-cost placements and children being escalated into residential and secure care by earlier prevention and intervention in relation to exploitation. Resource is already in place but further work to be undertaken to expand this resource and develop the service offer to consider and respond to contextual risks and	WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 2 WBO 3 / Strategic Priority 4	Service Manager (RB)	1 st October 2022	30 th June 2024

		the broader remit of contextual safeguarding.				
8	Develop increased opportunities for disabled children and their families to share quality time together. Develop group activities, build on skills in order to support wellbeing to prevent family breakdown.	Work in partnership with parents and partner agencies to develop collaborative opportunities for disabled children. Develop self-help groups, peer to peer support and direct/online training.	WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 2	Service Manager (RW)	1 st October 2022	30 th June 2024

Objective 2		Improve outcomes for children in care and care leavers including a focus on safe reunification				
Objective Outcome(s)		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 continue to underpin the actions.				
Corporate Strategy and/or Strategic Plan supported (If Applicable)		Corporate Plan 2022-27				
Well-being Objective Supported (If Applicable)		Well-being Objective 1 - Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all. Well-being Objective 3 - Newport is a supportive city where communities and care are at the heart of what we do.				
Wudalen 18	Well-being Strategic Priorities Supported		WBO 1 / Strategic Priority 6 – Work towards eliminating education inequality faced by young learners that are from disadvantaged, Black, Asian, and Minority Ethnic backgrounds, low-income households, and/or have additional learning needs. WBO 3 / Strategic Priority 1 - Create sustainable adult, children's and prevention services through a co-production model with providers, service users, and carers to meet our statutory duties, future demands, and eliminate profit from children's social care. WBO 3 / Strategic Priority 2 - Safeguarding our children, young people, vulnerable adults and families so that future generations can maximise their potential and have control over their lives. WBO 3 / Strategic Priority 4 - Strengthening our investment in early intervention and prevention with a range of youth, play and community based activities supporting families and individuals to live positive and healthy lives WBO 3 / Strategic Priority 6 - Newport will be a City of Sanctuary which supports Asylum Seekers, refugees and our global community to settle and become part of our community			
	Objective Owner(s)		Service Manager (JM)			
Communication Support / Promotion (Yes / No)		Yes				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
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.	All actions in this section will contribute to improving outcomes for children in care and care leavers.	WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 2	Service Manager (JM)	1 st April 2021	31 st March 2024

	Work has already commenced and will continue.					
2	Continue to develop a range of options for CLA to engage in work experience and have the offer of a mentor.	To improve opportunities of successful employment To explore traineeships and apprenticeship offer within the local authority	WBO 1 / Strategic Priority 6 WBO 3 / Strategic Priority 4	Service Manager (JM)	1 st April 2021	31 st March 2024
3	Continue to work with the Pathway Service and stakeholders to ensure that all Children Looked After (CLA) are offered opportunities to develop independent living skills to ensure that young people transition into independent living successfully.	To ensure sustainable tenancies and provide CLA 15+ with the skills, experience and knowledge to help them prepare for independent living.	WBO 3 / Strategic Priority 2	Service Manager (JM)	1 st April 2021	31 st March 2024
Tudalen 19 4	Develop Young Persons Accommodation Pathway in conjunction with housing and Housing Support Grant (HSG).	To create an effective accommodation pathway which provides a range of accommodation options and a robust mechanism to identify the right provision - Task and Finish group to be set up to help facilitate this work. To create a framework for commissioning the appropriate accommodating for our CLA, 16+ and Unaccompanied Asylum Seeker Children (UASC). Development of the transition training flat service. Development of the Joint housing strategy	WBO 3 / Strategic Priority 2 WBO 3 / Strategic Priority 6	Service Manager (JM)	1 st October 2022	31 st March 2025
5	Develop our participation and co-production offer for CLA and Care Leavers.	To ensure that CLA and Care Leavers have an active voice in shaping, designing and commissioning their services	WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 2	Service Manager (JM)	1 st October 2022	31 st March 2025

		To promote the development of a Children Young People (CYP) forum for CLA, Care Leavers, UASC and those CYP known to the Youth Justice Service.				
--	--	---	--	--	--	--

Objective 3		Ensure a range of placements are available for children looked after.				
Objective Outcome(s)		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 home 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 for 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.				
Corporate Strategy and/or Strategic Plan supported (If Applicable)		Corporate Plan 2022-27				
Well-being Objective Supported (If Applicable)		Well-being Objective 3 - Newport is a supportive city where communities and care are at the heart of what we do.				
Well-being Strategic Priorities Supported		WBO 3 / Strategic Priority 1 - Create sustainable adult, children's and prevention services through a co-production model with providers, service users, and carers to meet our statutory duties, future demands, and eliminate profit from children's social care. WBO 3 / Strategic Priority 2 - Safeguarding our children, young people, vulnerable adults and families so that future generations can maximise their potential and have control over their lives. WBO 3 / Strategic Priority 4 - Strengthening our investment in early intervention and prevention with a range of youth, play and community based activities supporting families and individuals to live positive and healthy lives				
Objective Owner(s)		Service Manager (JL)				
Communication Support / Promotion (Yes / No)		Yes				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	To bid for WG funding to develop a parent and baby residential assessment unit, to address the cost of outsourced placements in line with the eliminate agenda.	To promote children and families being able to stay together. This will allow for a provision that can also be offered to the Gwent region to purchase placements.	WBO 3 / Strategic Priority 1	Service Manager (RB)	1 st October 2022	31 st March 2024
2	Increase the proportion of foster care provision within Newport.	Number of foster carers residing within the Local Authority area. <ul style="list-style-type: none"> % of CLA in foster placements within the Local Authority. Target reduction in the number of foster 	WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 2	Service Manager (JL)	1 st October 2022	31 st August 2024

		<p>placements provided out of area.</p> <ul style="list-style-type: none"> • Review and improve foster care recruitment strategy • Explore opportunities for regional commissioning for specialist area 				
3	<p>Agreement on viability or not of a scheme for fostering for parent and child placements</p> <p>Briefing between fostering and Baby and Me.</p>	<p>Complete the work to scope developing parent and child placements.</p>	WBO 3 / Strategic Priority 2	Service Manager (JL)	1 st October 2022	31 st March 23
4	<p>Focus on developing specialist fostering placements with psychological support.</p>	<p>Increase in availability of placements for older children</p> <p>Campaign work with Foster Wales and Regional Development Manager.</p>	WBO 3 / Strategic Priority 2	Service Manager (JL)	1 st October 2022	30 th April 2023

Objective 4		Prevent offending and re-offending by children and young people.				
Objective Outcome(s)		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.				
Corporate Strategy and/or Strategic Plan supported (If Applicable)		Corporate Plan 2022-27				
Well-being Objective Supported (If Applicable)		Well-being Objective 3 - Newport is a supportive city where communities and care are at the heart of what we do.				
Well-being Strategic Priorities Supported		WBO 3 / Strategic Priority 4 - Strengthening our investment in early intervention and prevention with a range of youth, play and community based activities supporting families and individuals to live positive and healthy lives WBO 3 / Strategic Priority 7 - Promote positive community inclusion and culture by engaging with key stakeholders and communities to address issues of anti-social behaviour and crime.				
Objective Owner(s)		Service Manager (JM)				
Communication Support / Promotion (Yes / No)		Yes				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	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.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 7	Service Manager (JM)	1 st April 2021	31 st March 2024
2	Acquisition of new YJS intervention hub – to promote multiagency working through early prevention and intervention work.	To facilitate and provide CYP open to the YJS receive quality preventions and interventions from a range of different areas including alternative education and accredit qualifications and life skills.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 7	Service Manager (JM)	1 st October 2022	31 st March 2025
3	Develop our participation and co-production offer for all CYP known to the YJS	Development of volunteers – to include service users Develop Participation and engagement with services Ethnically diverse groups.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 7	Service Manager (JM)	1 st October 2022	31 st March 2024

		Enable and facilitate service development through co-production with CYP.				
--	--	---	--	--	--	--

Performance Measures

Children and Young People Services performance measures are taken from the Welsh Government Social Services Performance Framework. No targets will be set for these measures in 2021/22. Previous years data for will be used as a 'comparator' to enable monitoring and reporting.

Performance Measure Title / Description	KPI for Corporate Plan (Yes/No)	Frequency (Quarterly / Half-yearly / Annual)	Performance Measure Owners (Service Manager Name)	Name of Data Provider	Actual 20/21	Actual 21/22	Target 2022/23
National (NEW) CH001- The number of contacts for children received by statutory Social Services during the year.	Yes	Quarterly	Head of Service	Performance Information Manager	10,104	11,311	N/A
National (NEW) CH/005b- The number where physical punishment by a parent or carer was the only factor	No	Quarterly	Head of Service	Performance Information Manager	144	85	N/A
National (NEW) CH/015- The total number of children with a care and support plan at 31 st March	Yes	Quarterly	Head of Service	Performance Information Manager	978	945	N/A
National (NEW) CH/036- The total number of children removed (de-registered) from the child protection register in the last 12 months	No	Quarterly	Head of Service	Performance Information Manager	148	207	N/A
National (New) CH/033- The total number of children on the child protection register at 31 st March.	Yes	Quarterly	Head of Service	Performance Information Manager	158	127	N/A
National (NEW) CH/033- The total number of reports of child exploitation received during the year	No	Quarterly	Head of Service	Performance Information Manager	62	122	N/A
National (NEW) CH/037- The number of children becoming looked after during the year.	No	Quarterly	Head of Service	Performance Information Manager	91	166	N/A
Local (NEW) CH/L002- The number of children who ceased being looked after during the year.	No	Quarterly	Head of Service	Performance Information Manager	92	120	N/A

Performance Measure Title / Description	KPI for Corporate Plan (Yes/No)	Frequency (Quarterly / Half-yearly / Annual)	Performance Measure Owners (Service Manager Name)	Name of Data Provider	Actual 20/21	Actual 21/22	Target 2022/23
National (NEW) CH/043- The total number of children looked after at 31 st March who have experienced three or more placements during the year.	No	Quarterly	Head of Service	Performance Information Manager	26	50	N/A
National CH/045 - The total number of children who returned home during the year	No	Quarterly	Head of Service	Performance Information Manager	36	33	N/A
National (NEW) CA/010 - The total number of contacts to statutory social services by young carers or professionals contacting the service on their behalf received during the year. Provided by Barnardos	No	Quarterly	Head of Service	Performance Information Manager	74	127	N/A
National (NEW) CH/L004 – Number of Childrens Residential Fostering Beds	No	Quarterly	Head of Service	Performance Information Manager	20	22	N/A
National (NEW) CH/L005 – Number of Children in care proceedings during the year	No	Quarterly	Head of Service	Performance Information Manager	44	56	N/A
National CH/039 The number of children looked after at 31 st March.	Yes	Quarterly	Head of Service	Performance Information Manager	378	372	N/A
Youth Justice Service (YJS) Total Number of first Time Entrants	No	Quarterly	Service Manager (JM)	YJS Team	38	13	20
(New) % of cases open to the YJS on a prevention basis	No	Quarterly	Service Manager (JM)	YJS Team	66%	75%	80%
(New) % of cases open to the YJS on an out of court disposals	No	Quarterly	Service Manager (JM)	YJS Team	66%	78%	80%
(New) % of cases open to the YJS on a statutory order	No	Quarterly	Service Manager (JM)	YJS Team	58%	48%	38%
(New) % of cases on remand	No	Quarterly	Service Manager (JM)	YJS Team	2	2	1
(New) % of cases re-offending (re-offending rates)	No	Quarterly	Service Manager (JM)	YJS Team	No Data	30%	25%
(New) % of cases open to the service with Criminal Exploitation (CE) /Criminal Sexual Exploitation (CSE)	No	Quarterly	Service Manager (JM)	YJS Team	No Data	No Data	Baseline Year
(New) % of CYP subject to the CE process, receive a service from the YJS	No	Quarterly	Service Manager (JM)	YJS Team	No Data	No Data	Baseline Year

Service Area Risk Register

Risk Title	Risk Description	Risk Owner	Inherent Risk Score	Target Risk Score	Corporate / Service Risk
Pressure on the Delivery of Children Services	Increased pressure on Children Services to manage increase in volume of referrals / cases of children with complex needs. This is in the context of budgets not being able to meet increase in costs to provide the necessary care and front-line staff being able to manage high volume and complex caseloads	Head of Service	20	6	Corporate Risk
(NEW) Eliminate Profit from Social Care	Increased pressure on Local Authorities to ensure children are placed in accommodation which does not make profit from children. Although Welsh LA's support this is principle it may lead to LA's being forced into developing unregistered emergency placements for children. This is costly and could lead to prosecution of the Head of Children's Services	Head of Service	TBC	TBC	TBC
Safeguarding Risk	To ensure the Council safeguards adults, children and carers as part of its statutory duty.	Safeguarding Manager	20	4	Service Risk

Tudalen 27

Mae'r dudalen hon yn wag yn



Adult Services

Service Plan 2022-24

Contents

Page No.

Introduction	X
Transformation Plan / Service Area Projects	X
Objectives and Actions 2022-24	X
Performance Measures	X
Risk Register	X

Cabinet Member for Social Services	Councillor Stephen Marshall Councillor Jason Hughes
Cabinet Member for Community Wellbeing	Councillor Deb Harvey
Director for Social Services	Sally-Ann Jenkins
Head of Service	Mary Ryan

Introduction

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission 'insert Mission Statement here' and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives and strategic priorities, each service area has developed their service plan. Adult Service's Service Plan 2022-24 outlines its own priorities and how the service will contribute towards the Corporate Plan and deliver continuous improvement.

Adult Services is part of the Council's Social Services and is responsible for delivering a range of statutory adult social care to residents and their carers across Newport. It is important for Newport Council to ensure all of our services including those delivered by third parties comply with the Social Services and Well-being (Wales) Act 2014. Adult Services delivers a range of services and support to citizens (service users and carers) across Newport including Adult managed care social work; residential and day care services; safeguarding; First Contact (Information, Advice and Assistance); Occupational Therapy; Carers support; Home First. Newport Council also commissions social care providers to provide residential and non-residential (domiciliary) care and support packages for Newport citizens.

Newport is Wales' fastest growing city with a 9.5% rise in population since the last Census in 2011. Across Wales there is more than one in five people (21.3%) aged 65 years and over. In Newport there has been an increase of 14.5% in people aged 65 years and over, an increase of 10.2% in people aged 15 to 64 years and an increase of 10.2% in children aged under 15 years. With these increases in the adult population, over the next 10 years the adult population, in particular those aged 65 and above is likely to increase further. As Newport citizens represent diverse group of people, and their social care needs are determined by a wide range of factors including age, physical and mental health and economic circumstances. Furthermore, Wales (like the rest of the UK) post pandemic is facing a backlog of patients awaiting surgery, and with that presenting more longer term, complex cases of health, care and support. Additionally, the social care sector is experiencing staff shortages, increases to the cost of care (residential and non-residential) and additional statutory duties to safeguard and support adults and carers. It will be essential that Newport Council and its partners over the five years prevents many of these risks from getting worse but also to ensure the sustainability of services in the long term for Newport's communities. Adult Services will continue to deliver services with integrity, dignity and compassion for Newport citizens and ensure services are delivered to our most vulnerable residents who have eligible care and support needs. To support residents who require 'Information Advice and Assistance' at the first point of contact and correct signposting of what is available in the community.

Adult Services Objectives

To support the delivery of the Corporate Plan, meet our statutory duties and improve the services we deliver, we will be delivering three objectives:

- Objective 1** - Supporting individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support.
- Objective 2** - Ensure safeguarding arrangements for adults and their carers remain robust and NCC remains compliant with the Social Services and Well-being Act.
- Objective 3** - Continue developing and improving the sustainability of adult services through a co-production model with providers, service users and carers to meet our statutory duties, and future demands based upon Population Needs Assessment.

Transformation Plan / Service Area Projects

To support the successful delivery of the Council's Corporate Plan, NCC will have a Transformation Plan that will deliver the strategic programmes and projects that will contribute towards the delivery of the Corporate Plan. Service areas will also be delivering smaller scale projects that will contribute towards continuous improvement in the delivery of services as well as contributing towards the strategic priorities of the Council's Corporate Plan.

Programme / Project Title	Project Overview	Programme / Project Manager	Well-being Objective(s) Objective Supported	Supports Council's Transformation Plan	Anticipated Completion Date
Redesign Adult Services	Restructure Adult Services to ensure statutory services are correctly utilized and accessed smartly by citizens and professionals. Capturing all legislative requirements, Prevention and early intervention to eligible statutory services. This will also be supported by a range of projects outlined in this table.	Head of Adult Services	Well-being Objective 3 Well-being Objective 4	TBC	Quarter 4 2023/24
Integration of Frailty Service Information, Advice and Assistance (IAA) Sub.	Supports Adult Services Redesign. The objective of this project is to integrate the Frailty service into the IAA team. The outcomes of this work will: <ul style="list-style-type: none"> • Reduce the number of entry points for Newport citizens to contact and engage with the Council. • Improve the efficiency and consistency of the IAA service to signpost Newport citizens to the correct team(s) and ensure that they receive necessary information and support for their needs. • Newport citizens to access health services, under reablement care including therapies and falls clinics. 	Service Manager (DP)	Well-being Objective 3 Well-being Objective 4	TBC	Quarter 4 2022/23
Hospital Service	Supports Adult Services Redesign Develop smarter pathways in partnership with key stakeholders for citizens in hospital.	Service Manager (JA)	Well-being Objective 3 Well-being Objective 4	TBC	Quarter 4 2022/23
Dementia Hwb in Newport	Supports Adult Services Redesign	Service Manager (DP)	Well-being Objective 3	TBC	Quarter 4 2022/23

Programme / Project Title	Project Overview	Programme / Project Manager	Well-being Objective(s) Objective Supported	Supports Council's Transformation Plan	Anticipated Completion Date
	Provide a community single point of access for citizens pre or post diagnosis. In partnership with 3 rd sector and health.		Well-being Objective 4		
Appointeeship Service	Supports Adult Services Redesign To develop a business case and options analysis on how NCC can develop a sustainable model for an Appointeeship service for citizens in Newport. The outcome(s) of this project will be to provide support and safeguard Newport's most vulnerable citizens to remain independent to manage their finances.	Service Manager (Commissioning & Performance)	Well-being Objective 3 Well-being Objective 4	TBC	Quarter 4 2023/24
Day Opportunities Development of Outreach service	A community based outreach model of support will be developed as a reconfiguration and expansion of the previous buildings based service	Service Manager (Commissioning & Performance)	Well-being Objective 3	TBC	Quarter 4 2022/23
Enhanced Dementia Project	To develop a new specialist Reablement service for citizens with dementia	Service Manager (LJ)	Well-being Objective 3	TBC	Quarter 4 2022/23
Learning Disability Accommodation	In collaboration with the Council's Housing team, Registered Social Landlords and other key stakeholders, we aim to develop long-term, progressive and sustainable models of accommodation with support for people with learning disabilities utilising of capital and revenue funding options.	Service Manager (Commissioning & Performance)	Well-being Objective 3	TBC	Quarter 2 2024/25
Direct Payments (regional service)	Through collaboration with other Gwent local authorities and other key stakeholders as part of the Regional Partnership Board, we will develop a regional approach for citizens to commission their own care. This will provide greater independence and equitable access for service users to commission their own care and support.	Service Manager (DP)	Well-being Objective 3	TBC	Quarter 3 2023/24

Workforce Development

To support workforce development across the Social Services Directorate and Adult Service, the following actions have been identified as priority between 2022-24.

Action	Outcome(s) of Action Delivery	Responsible Officer (Service Manager)	Action Start Date	Anticipated Completion Date
Build on the existing work to support staff to access social care training including the Open University route to social work qualification. Continue to ensure that all roles are supported and available within Adult services including Occupational Therapy.	Retain staff in Newport and increase the pool of qualified social work staff. Continue to raise with Health community requirements for qualified Occupational Therapists.	Service Manager (LJ)	1 st April 2022	31 st March 2024
Access appropriate regional and National workforce development groups to increase capacity and support the whole social care workforce.	Increase the number of applications of staff to posts in Newport and retain staff within the social care workforce.	Head of Children Services	1 st April 2022	31 st March 2024
In addition to routine supervision and team meetings and for all teams provide regular sessions for well being and support.	Support staff in their own well-being and ensure staff are motivated and enabled to carry out their roles.	Head of Adult Services	1 st April 2022	31 st March 2024
Build availability of Provider Services for the most vulnerable Adults in Newport, Residential and domiciliary care and support.	Strengthen availability of provider services in the community. Through Commissioning and brokerage, the focus on delivery methods to ensure sustainability	Service Manager (Commissioning & Performance)	1 st April 2022	31 st March 2024

Service Area Objectives and Action Plan 2022-24

Objective 1		Supporting individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support				
Objective Outcome(s)		Adult Services outcome(s) through the delivery of this objective is to: <ul style="list-style-type: none"> • Support residents to remain independent living at home to support their communities. • Where residents need support, provide early intervention and prevention support, directing them to the most appropriate services for their needs. • Improve the accessibility of early intervention and prevention services for disadvantaged and vulnerable groups. 				
Corporate Strategy and/or Strategic Plan supported (If Applicable)		Corporate Plan 2022-27				
Well-being Objective Supported (If Applicable)		Well-being Objective 3 - Newport is a supportive city where communities and care are at the heart of what we do.				
Well-being Strategic Priorities Supported		WBO 3 / Strategic Priority 3 - We will support individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support.				
Objective Owner(s)		Head of Adult Services				
Communication Support / Promotion (Yes / No)		Yes				
Reference	Action	Action Outcome(s)	Strategic Priority Strategy / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
Tudalen 35 1	Improve engagement with city's LGBTQ+ and traveller / Roma communities to access adult services.	Through the Council's Community Connector team's we will engage and improve services available for the city's LGBTQ+ and traveller communities. This will include reviewing existing arrangements available, improving communication channels, and barriers preventing communities accessing services. We will implement an action plan to improve areas of weakness for specific	WBO 3 / Strategic Priority 3	Service Manager (DP)	1 st December 2022	31 st December 2023

		communities in partnership with council services.				
2	Ensure the implementation of the National Carers Strategy is fully embedded across the City to support the City's unpaid carers.	<p>Review the implementation of the National Carers Strategy that will support the City's Carer's.</p> <p>The Strategy will enable Carer's to access alternative, third sector and voluntary partners that can provide a range of physical, mental health and community support.</p>	WBO 3 / Strategic Priority 3	Service Manager (DP)	1 st October 2022	31 st March 2024
3	Achieve Carer Friendly employer accreditation.	In conjunction with the development and implementation of the Carers Strategy, NCC will aim to achieve Carer Friendly employer accreditation.	WBO 3 / Strategic Priority 3	Service Manager (DP)	1 st October 2022	31 st March 2024
4	Continue to innovate and expand the offer of assistive technology to support early intervention and prevention.	<p>To compliment and support existing early intervention and prevention services with assistive technology.</p> <p>Using existing technology and new, innovative technology that will enable citizens to live independently at home.</p>	WBO 3 / Strategic Priority 3	Service Manager (DP)	1 st October 2022	31 st March 2024

Objective 2		Ensure safeguarding arrangements for adults and their carers remain robust and NCC remains compliant with the Social Services and Well-being Act.				
Objective Outcome(s)		To support the continuous improvement of the Council's Safeguarding arrangements in social services and the organisation to ensure the Council remains compliant with its responsibilities.				
Corporate Strategy and/or Strategic Plan supported (If Applicable)		Corporate Plan 2022-27 Safeguarding Annual Report Safeguarding Risk				
Well-being Objective Supported (If Applicable)		Well-being Objective 3 - Newport is a supportive city where communities and care are at the heart of what we do.				
Well-being Strategic Priorities Supported		WBO 3 / Strategic Priority 2 - Safeguarding our children, young people, vulnerable adults and families so that future generations can maximise their potential and have control over their lives.				
Objective Owner(s)		Safeguarding Manager (FM)				
Communication Support / Promotion (Yes / No)		Yes				
Reference	Action	Action Outcome(s)	Strategic Priority Strategy / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
Tudalen 37 1	To support the Council's Human Resources team to ensure Mandatory Safeguarding training is delivered for all new and existing staff in the Council.	Collaborative working with Human Resources team to ensure new and existing staff have completed their training. Develop a tiered safeguarding training framework for all roles in Newport so that officers are clear on what level of Safeguarding training they need to undertake. Also to undertake regular monitoring and reporting across service areas. Managers to provided regular reports on who has / has not completed their training.	WBO 3 / Strategic Priority 2 Safeguarding Risk.	Safeguarding Manager (FM)	1 st October 2022	31 st March 2024
	Improve the external communication of safeguarding information to ensure they know who and	Collaborate with the Council's Communication team to ensure the Council's website and other communication	WBO 3 / Strategic Priority 2 Safeguarding Risk.	Safeguarding Manager (FM)	1 st October 2022	31 st March 2023

	<p>how they can access the information, advice and/or assistance they need.</p>	<p>methods such as social media. Newport matters etc has all of the necessary safeguarding information required.</p> <p>Also ensure regular communications are released during the year to continue the messaging.</p> <p>Communication is available in Welsh, English and other languages used by citizens in Newport.</p>					
Tudalen 38	3	<p>Improve the robustness of the Safeguarding Self-Assessment tool used by Newport Council.</p>	<p>Through the Safeguarding Regional group and Safeguarding board, collaborate with other Gwent local authorities to improve the Council's self-assessment arrangements.</p> <p>This will ensure consistent approach is adopted across Gwent authorities and benchmarking.</p>	<p>WBO 3 / Strategic Priority 2</p> <p>Safeguarding Risk.</p>	<p>Safeguarding Manager (FM)</p>	<p>1st October 2022</p>	<p>31st March 2024</p>
	4	<p>Develop processes to improve how professionals can report and escalate adult safeguarding concerns.</p>	<p>This will support improving how social care staff and other professional officers can report and escalate safeguarding concerns. This will improve the Council's compliance to relevant safeguarding legislation.</p>	<p>WBO 3 / Strategic Priority 2</p> <p>Safeguarding Risk.</p>	<p>Safeguarding Manager (FM)</p>	<p>1st April 2023</p>	<p>31st March 2024</p>
	5	<p>Continue to prepare and implement the Liberty Safeguards arrangements in Adult Social Care</p>	<p>In preparation of the Liberty Safeguards legislation, Adult Social Care and supporting partners need to be aware of and implement the new requirements.</p>	<p>WBO 3 / Strategic Priority 2</p> <p>Liberty Safeguarding Risk</p>	<p>Service Manager (HL)</p>	<p>1st October 2022</p>	<p>31st March 2024</p>

		This has been delayed due to Covid and is expected to be implemented in 2023/24.				
--	--	--	--	--	--	--

Objective 3	Continue developing and improving the sustainability of adult services through a co-production model with providers, service users and carers to meet our statutory duties, and future demands based upon Population Needs Assessment.
Objective Outcome(s)	Through collaboration and co-production, NCC will explore, develop and implement ways in which it can improve the sustainability of services to meet the demands of Newport's residents and to support people with long-term, complex needs.
Corporate Strategy and/or Strategic Plan supported (If Applicable)	Corporate Plan 2022-27 Gwent Regional Partnership Board
Well-being Objective Supported (If Applicable)	Well-being Objective 3 - Newport is a supportive city where communities and care are at the heart of what we do.
Well-being Strategic Priorities Supported	WBO 3 / Strategic Priority 1 - Create sustainable adult, children's and prevention services through a co-production model with providers, service users, and carers to meet our statutory duties, future demands, and eliminate profit from children's social care. WBO 3 / Strategic Priority 3 - We will support individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support. WBO 3 / Strategic Priority 5 - Provide a holistic housing and preventative multi-agency support service to reduce the number of people that are and/or at risk of becoming homeless
Objective Owner(s)	Head of Adult Services
Communication Support / Promotion (Yes / No)	Yes

Reference	Action	Action Outcome(s)	Strategic Priority Strategy / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Collaborate with residential and domiciliary social care providers to ensure fair and sustainable costs are maintained to look after and support the delivery of care packages.	Collaborating with social care providers in the residential and non-residential (domiciliary) care sectors to ensure fair and sustainable costs are set for providers and service users. Services are commissioned based upon the risk and demand of services needed by Newport's population	WBO 3 / Strategic Priority 1 Sustainability of Adult Social Care Risk	Service Manager (Commissioning & Performance)	1 st October 2022	31 st March 2024

Tudal 1339

		<p>based upon Newport Population Needs assessment.</p> <p>Raising and escalating as necessary internally and externally (regional / national) financial pressures and sustainability of services.</p>				
Tudalen 40	<p>2</p> <p>Increase the provision of accommodation for adults with learning disabilities.</p> <p>Learning Disability Accommodation Strategy</p>	<p>This action is delivered as part of the Council's Learning Disability Accommodation Strategy.</p> <p>Collaborate with the Council's Housing and Communities service area and Registered Social Landlords and service users / families to develop progressive and sustainable models of accommodation.</p> <p>This will meet the needs of people transitioning from children's to adult social care, provide secure and long term accommodation for people to live in the community.</p>	<p>WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 3 WBO 3 / Strategic Priority 5</p> <p>Sustainability of Adult Social Care Risk</p>	<p>Service Manager (Commissioning & Performance)</p>	<p>1st October 2022</p>	<p>31st March 2024</p>

Performance Measures

Note: adult services performance measures do not have targets as these are demand led. Performance will be assessed in comparison to previous year's performance.

Performance Measure Title / Description	KPI for Corporate Plan (Yes/No)	Frequency (Quarterly / Half-yearly / Annual)	Performance Measure Owners (Service Manager Name)	Name of Data Provider	Actual 20/21	Actual 21/22
National (AD/002) – The number of contacts received by Adult Services where advice and assistance was provided during the year	Yes	Annual	Service Manager (Commissioning & Performance)	Performance Information Manager	1,718	1,718
National (AD/004) – The number of new assessments completed for adults during the year	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	1,538	1,444
National (AD/006b) – The active offer of Welsh was accepted	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	0	1
National (AD/010) – The total number of packages of reablement completed during the year	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	583	601
National (AD/011a) – The number of packages of reablement completed during the year that reduced the need for support	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	43	24
National (AD/011b) – The number of packages of reablement completed during the year that maintained the need for the same level of support.	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	95	62
National (AD/011c) – The number of packages of reablement completed during the year that mitigated the need for support	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	409	484
National (AD/011d) – The number of packages of reablement completed during the year that increased the need for support	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	43	31
National (AD/012) – The number of adults with a care and support plan as at 31 st March.	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	1,861	1,940

Performance Measure Title / Description	KPI for Corporate Plan (Yes/No)	Frequency (Quarterly / Half-yearly / Annual)	Performance Measure Owners (Service Manager Name)	Name of Data Provider	Actual 20/21	Actual 21/22
National (AD/013) – The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 st March	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	93	94
National (AD/022) – The total number of reports of adults suspected of being at risk where it is necessary for enquiries to be made.	No	Quarterly	Safeguarding Manager (FM)	Performance Information Manager	648	783
National (AD/024) - No. of Adult Protection Enquiries Completed Within Timescale	No	Quarterly	Safeguarding Manager (FM)	Performance Information Manager	Not Available	745
National (AD/020) - The total number of reports of an adult suspected of being at risk received during the year.	No	Quarterly	Safeguarding Manager (FM)	Performance Information Manager	Not Available	Not Available
(NEW) AD/L001 - Number of Adult Professional Safeguarding Concerns raised in the year.	No	Quarterly	Safeguarding Manager (FM)	Performance Information Manager	Not Available	Not Available

Service Area Risk Register

Risk Title	Risk Description	Risk Owner	Inherent Risk Score	Target Risk Score	Corporate / Service Risk
Pressure on Adult and Community Services	There is increased pressure on Adult Services to deliver services to adults with complex and long lasting eligible needs. With an increase in demand / volume of referrals and care packages the Council has seen an exceptional rise in costs due to external factors, Cost of living and fuel.. There are also additional statutory requirements to safeguard adults in our care and prevent risk of harm, injury or a loss of life	Head of Service (MR)	20	10	Corporate Risk
Stability of Social Services Providers	The Council requires support from external providers to deliver care packages for children and adults (residential / Non Residential). The current marketplace for external providers is volatile due to the increasing costs to provide care, maintain homes, staffing meeting legislative and regulatory requirements. The significant impact of workforce pressures and providers unable to recruit staff impacts on all areas within Adult services.	Service Manager (JJ)	20	6	Corporate Risk
Safeguarding Risk	To ensure the Council safeguards adults, children and carers as part of its statutory duty.	Safeguarding Manager (FM)	15	4	Service Risk
Liberty Protection Safeguards Legislation	New Liberty Protection Safeguards legislation has been passed and will replace the existing Deprivation of Liberty Safeguards (DOLS) legislation.	Service Manager (HL)	10	4	Service Risk
(New) Statutory Services	Mental Health Services	Service Manager (HL)	TBC	TBC	Service Risk

Mae'r dudalen hon yn wag yn



Scrutiny Report

Performance Scrutiny Committee – Performance Scrutiny - People

Part 1

Date: 21 November 2022

Annual Report of the Director of Social Services

Author Sally Jenkins

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

Responsible Cabinet Member / Officer:	Area / Role / Subject
Jason Hughes	Cabinet Member
Stephen Marshall	Cabinet Member
Sally Jenkins	Strategic Director of Social Services, Prevention and Inclusion
Natalie Poyner	Head of Children's Services
Mary Ryan	Head of Adult Services

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

- 1.1 The Committee is asked to note the annual report of the Director of Social Services.
- 1.2 The Committee is asked for comments on the content of the annual report of the Director of Social Services.

2 Context

Background

- 2.1 Under the Social Services and Wellbeing (Wales) Act 2014 all Local Authorities must produce a report considering the work of Social Services. The outline for this report is laid out by Welsh Government.

The report must focus on the work of the Local Authority to deliver Social Services within the framework of the Social Services and Wellbeing (Wales) Act 2014. When complete and following submission through the governance of the Local Authority the report must be submitted to both Welsh Government and Care Inspectorate Wales.

The current format of the report is under review. It is likely for 2022/23 there will be a revised reporting framework.

The report for 2021/22 follows extensive changes in the Senior Management arrangements within Social Services and the wider Council including a period with an Interim Director of Social Services and then a change in postholder. This report also reflects the second year of the covid pandemic and the very particular challenges posed to Social Services by the pandemic. In light of both of these factors the report is truncated and calls on the reader to look to some of the other reporting mechanisms most notably the year end reports of Adult and Children's Services as well as the Annual Safeguarding report.

3 Information Submitted to the Committee

- 3.1 The Committee is asked to read the draft Annual Report of the Director of Social Services with the appendices.

4. Suggested Areas of Focus

4.1 Role of the Committee

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

Oversee the work of Social Services during 2021/22.

Examine the challenges faced by Social Services during 2021/22.

Consider the responses of Social Services in the very particular circumstances of the pandemic.

Look to the Quality Standards as well as the areas of safeguarding, workforce, finance and governance to review the work of Social Services.

Seek out learning for Social Services for 2022/23 and beyond.

4.2 Suggested Lines of Enquiry

The committee may wish to consider the following areas in their questioning:

- How have workforce challenges affected the service area and been addressed?
- Has the service area fully considered the impact of Covid-19 and how has it been addressed?
- Is the service area taking and demonstrating sufficient steps to innovate or change the way they deliver to service users?
- Are targets sufficiently challenging and balanced between realistic and robust?
- How have restructures affected the service area and have appropriate measures been taken to mitigate?
- Are actions appropriately contributing to the Wellbeing Objectives?
- Is any underperformance being addressed and are associated risks being mitigated?

Section B – Supporting Information

5 Links to Council Policies and Priorities

5.1

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

While the work of Social Services touches on all the Well-being objectives and all the Corporate Plan Commitments it primarily focuses on

“Enable people to be healthy, independent and resilient.” The Social Services and Wellbeing (Wales) Act 2014 underpins the work of Social Services and core to the legislation is the well-being of citizens. Care and support which meets the needs of citizens as they themselves see those needs and work to ensure all are able to live safely and independently are fundamental to the work of both Adult and Children’s Services.

Ensuring citizens are able to live in their own communities with hope for the present and the future drive social care in all the delivery of services.

6 Impact Assessment:

- **Wellbeing of Future Generation (Wales) Act**
- **Equality Act 2010**
- **Socio-economic Duty**
- **Welsh Language (Wales) Measure 2011**

As there is no decision required for this report a FEIA has not been completed. This is a retrospective report for the work of 2021/22 and while it holds considerations for the future it is primarily a look back at the work of last year. It will not fundamentally lead to changes in the way services are delivered. Reflecting on the past will inform the future but this is not the core aim of this report.

6.1 **Summary of impact – Wellbeing of Future Generation (Wales) Act**

Well-being of Future Generation (Wales) Act

- Long term: the importance of balancing short- term needs with the need to safeguard the ability to also meet long – term needs
- Prevention: How acting to prevent problems occurring or getting worse may help us meet our objectives
- Integration: Consider how the proposals will impact on our wellbeing objectives, our wellbeing goals, other objectives or those of other public bodies
- Collaboration: have you considered how acting in collaboration with any other person or any other part of our organisation could help meet our wellbeing objectives
- Involvement: The importance of involving people with an interest in achieving the wellbeing goals, and ensuring that those people reflect the diversity of the City we serve.

Throughout this report the core principles of the WFG are referenced and interwoven. Prevention and Inclusion underpins the work of Social Services. Sadly while much of the direct work of Social Services teams is crisis and risk driven the aim is always to reach a place where citizens can support their own families and manage their own care with as little statutory intervention as possible. Integration with other elements of the Council and public bodies is key to the success of the work of Social Services. Working in collaboration with families and vulnerable adults as well as partner agencies is vital and drives this work. Throughout Social Services we are constantly looking for new ways to fully involve and engage children, young people, parents, vulnerable adults and carers.

6.2 **Summary of impact – Equality Act 2010**

Social Services are largely reactive services with provision available to all across the City. The services must be open to all fairly. Given the nature of vulnerability the two key elements of particular note are age and sex. Young and old are more likely to access services while women are more likely to feature as caregivers.

7.3 **Summary of impact – Socio-economic Duty**

Just as with the Equality Act and the protected characteristics Social Services work with all regardless of their socio economic position. In Children’s Services the correlation between accessing care and support and poverty has been well documented in research while in adult social care the role of unpaid care givers creates particular socio economic challenges for those with high levels of vulnerability.

7.4 **Summary of impact – Welsh language**

Within Social Services staff work to “More than Words” to promote the Welsh language. All who are referred to Social Services receive the “Active Offer” of service in Welsh or English. The choice is the recorded on WCCIS to ensure appropriate service.

8 Background Papers

The Director’s Report with Appendices.

Report Completed: 21.11.2022



ANNUAL REPORT OF THE DIRECTOR OF SOCIAL SERVICES

Newport City Council 2021 - 2022

1. Introduction

From December 2019 until October 2021 Chris Humphrey acted as the Interim Director of Social Services. I would like to thank Chris for her work in the role during that period and wish her well in her retirement.

2021/2022 saw a period of structural change for Newport City Council and a rethinking of the previous senior management framework. These changes brought a shift in the role of the Directors. For Social Services the creation of a shared Director role for Adults and Children's Social Care with Prevention and Inclusion aligned a swathe of key services for the most vulnerable children, young people and adults. In November 2021 I was appointed as Strategic Director of Social Services, Prevention and Inclusion. Mary Ryan was appointed as Head of Adult Services in October 2021. In February 2022 Natalie Poyner took up the post of Head of Children's Services while Caroline Ryan-Phillips commenced as the Head of Prevention and Inclusion service. These changes led to further shifts for service manager posts across Social Services.

As with the previous year 2021/2022 was dominated by the response of Social Services and indeed the whole Local Authority to the covid pandemic. In the latter part of the year as we began to emerge from the darkest days of the pandemic the work shifted to recovery and how to rebuild. As we came to the end of the year the outbreak of war in Ukraine and the looming financial crisis began to impact on how we plan for 2022/2023 and beyond.

Despite the huge challenges and the unrelenting demands of the pandemic Social Services staff continued to work to deliver the best possible provisions against the backdrop of restrictions and losses of the two years of the pandemic. The continued resilience and positivity of the staff has remained steady against the backdrop of growing demands for services and as the year closed the beginning of further challenges in terms of resources. Working with the trials of the pandemic have impacted on all aspects of service delivery and staff wellbeing and yet we continue to see compliance with the regulations, codes of practice and statutory guidance and

have been able to promote and indeed develop best practice across a range of areas of our statutory social services functions.

In light of the senior management changes during 2020/2021 and the very particular impact of the pandemic this is a somewhat truncated Director's Report. Nonetheless it does provide a flavour of the positive work and achievements as well as the enduring and growing challenges for Social Services.

2. Director's Summary of Performance

The work of social services is fully described and supported within the service plans developed as part of the Newport City Council corporate requirements. For 2021/2022 the service plans reflected working within the Corporate Plan for 2019/2022. The well-being objectives tied closely to the Corporate Plan, notably

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

The year end reports for both Adult and Children's Services were presented to Scrutiny on 26.07.2022. The service plans and the year end reports for 2021/2022 are appended to this report. The work on the plan going forward into 2022/23 and beyond has been completed and will be presented to Scrutiny on 29.11.2022 for Prevention and Inclusion and for Children's Services and Adults Services on 06.12.2022.

The performance of Social Services as described in the year end reports reflects the challenges of the pandemic and the work completed to address those challenges as well as to sustain core services across all areas of statutory functions

Across Childrens and Adults services 2021/2022 there has been a continued emphasis on Early Intervention and Prevention. The appointment of a Head of Service specifically for Prevention and Inclusion in January 2021 will further

enhance and develop this work initially for children and families but ultimately across all ages and with the potential to consider community based resources for well-being. Work in this area has initially focussed on the recommissioning of the Families First services, the further development of Flying Start provision and consideration of a remodelling of our youth and play services.

Work with stake holders and partners has been crucial throughout the pandemic with the strong working relationships with the other four Local Authorities within the Gwent footprint, Aneurin Bevan University Health Board and Gwent Police of particular note. The desire to work effectively across professional boundaries will continue into 2022/23 with active and contributory engagement with both the Regional Partnership Board and the Public Service Board as well as the Safeguarding Boards.

The early days of covid saw an increased understanding of and willingness to utilise hybrid ways of working. While Social Services delivered the majority of services face to face the adoption of new ways of working to assist delivery and to facilitate engagement for citizens and professionals has continued at pace. The increased use of technology has been embraced as a means of ensuring effective and timely service delivery and utilisation of resources.

The numbers of referrals for Children and Adult services has risen throughout the year. Referrals are higher than at any point in the past 10 years. The continued growth in referrals has been accompanied by seemingly increased complexity and acuity. So safeguarding referrals and mental ill health referrals have both risen and with them an increase in the need for rapid interventions, consideration of judicial involvement and the need to work ever more closely with colleagues in the police and health services.

In May 2021 the Care Inspectorate Wales (CIW) Assurance Check was completed. CIW set out to answer two key questions

1. How well is the local authority discharging its statutory functions to keep people who need care and support and carers who need support, safe and promote their well-being during the pandemic.
2. What is the Local Authority doing to prevent the need for children to come into care and are children returning home to their families quickly enough where safe to do so

They sought to do this against the core principle stated as

“We considered the safety and well-being of people who use or may need to use services, the safety of services they access and the safety and well-being of people who work in services”

The findings identified a culture of improvement and mutual support and a recognition of positive leadership. It was noted that staff morale was generally good. “Partnerships were in the main working well at all levels and delivering an integrated sustainable approach to meeting need and promoting well-being”

Innovative responses to the Pandemic were noted in adult services and also that there was evidence that carers had been identified as requiring additional support and that efforts had been made to ensure that information and advice was available.

“Mostly evident at an individual level, we found support was underpinned by a relationship of openness and honesty about the options available for people who need care and support and carers who need support”

In Children’s Services the preventative interventions such as the Rapid Response service, Family Group Conferencing MyST and Baby & Me were identified as being effective at preventing needs escalating and it was noted that parents and carers were positive about the support they received.

“Many staff were exhausted with complex case work and high volume evident. Children’s services were experiencing unprecedented demand and increase in referrals. In adult services we found services working under significant pressure”

CIW identified the following as areas for improvement

- Supervision – need to improve recording to evidence shared thinking and rationale in decision making
- Timeliness needs to be improved in supporting the well-being of the workforce to manage demand and for those waiting for assessments and care and support
- It was acknowledged that the Pandemic had restricted the ability of preventative services to operate thereby creating additional demand.
- Inter-agency responses could be improved with better understanding

A full copy of the report can be found at:

<https://careinspectorate.wales/our-reports/local-authority-inspection-and-review-reports>

3. How are People Shaping our Services?

Newport City Council is committed to ensuring that people are able to have a say in how they receive care and support and how services will be developed and delivered in the future. The voice of those who access services is key to efficacy and development.

Some examples of how we do this are

- Co-production in the assessment process to enable citizens to express their preferences around how support will be delivered.
- Contract monitoring processes where the views of citizens who receive services are sought and providers are contractually required to gather feedback and comments to inform service development.
- Citizen engagement/involvement in the commissioning process
- Complaints and compliments.
- Consultation events and citizen forums

- Provider Forums and engagement processes
- Feedback from inspections and engagement with Care Inspectorate Wales (CIW).
- Focussed reviews and deep dives of key areas of work with critical challenge
- Active promotion of voice of the child through direct individual and group work

The work of particular teams notably Community Connectors and Carers and the Disabled Children's Team are excellent examples of recent positive engagement using activities and different methods of collating the views of those involved,

4. Promoting and Improving the Well-being of Those We Help

In the Director's Report of 2020/2021 the details of the teams across Social Services who support the delivery of statutory functions was described in detail. Over 2021/2022 while there have been developments in specific elements of work the core structures have remained. The 2020/2021 report is attached for reference as to structures across Social Services. In 2020/2021 priorities were identified for each of the quality standards and this section of the report returns to those priorities and identifies how they have been supported during the year.

Quality Standard 1

Working with people to define and co-produce personal well-being outcomes that people wish to achieve

Priorities for 2021/22

- To further develop the **First Contact** team into an **Information Advice and Assistance (IAA) hub** consisting of co-located Social Care, Health and partner organisations

The restrictions of the pandemic have delayed working on increased colocation. The active engagement and presence of Gwent Police for both adults and children's safeguarding has been completed with a full complement of police working alongside social services staff. However, wider colocation for example

with health colleagues still requires greater work. We do of course support and indeed take a lead role with the regional Home First provision with location of Social Services staff in hospital settings.

- To engage and support more **adult unpaid carers**

Work was completed during 2021/22 to apply for Carer Friendly Advanced Accreditation with the presentation of the award taking place in August 2022. A comprehensive portfolio of evidence outlining the service we provide for unpaid carers was assessed by an independent panel, who stated that there is 'a lot on offer' for unpaid carers in Newport. They commented that the NCC Carers Handbook and Carers Network Bulletins are a great resource for unpaid carers to access information in one place. They also expressed appreciation that staff have the opportunity to improve their understanding of unpaid carers through training workshops.

- To continue to expand and improve the **Telecare** service

Telecare has indeed continued to expand with a wider range of service and greater numbers taking up the offers of telecare support. The team successfully presented their work at events throughout the year and increased the understanding of building the possibilities of both care and independence using "ordinary" technology.

- To continue to proactively **manage demand and reduce waiting times** as the community starts to recover from the Pandemic

Demand has in fact risen across both Children's and Adults services with the consequences of the covid losses and the restrictions becoming ever more apparent in the types of presentations in referrals. In Adult services there has been an emphasis on reducing the waiting time for assessment and while this has resulted in now very short assessment waiting times the challenges in accessing care grew throughout 2021/22 with the workforce shortages being of particular concern in all areas of care. In Children's Services the scope to work with all but safeguarding issue in families has increased and is likely to continue to pose a significant challenge in 2022/23.

- To **improve digital access** to the information and advice service by developing the website

Considerable work has been completed to improve digital access with provision of appropriate devices to a range of citizens of all ages. Staff have worked with the digital team to look at how we ensure positive access to digital services for example for foster carers. The provision of equipment was a key focus during the pandemic and using grant monies we provided hundreds of households with the relevant tablets and laptops. In addition and again using grant funding we were also able to provide a range of equipment for vulnerable citizens and their carers including washing machines, cookers and microwaves.

There has been a concentrated and successful drive to more effectively use social media to promote the work of social services.

Work to improve website links will be considered during 2022/23.

- To launch a **Young Carers offer** in partnership with Barnardo's

The Young Carers offer has been improved and enhanced. Key aspects to note are the introduction and promotion of the Young Carers ID card, the development of regular support for young adult carers and the range of online and in person activities provided throughout the periods of covid restrictions.

- To develop a **single entry point for adult safeguarding** issues

A single entry for adult safeguarding issues is now in place and operating effectively.

Quality Standard 2

Working with people and partners to protect and promote people's physical and mental health and emotional well-being

Priorities for 2021/22

- **Reablement** – to further develop the **specialist dementia service** with links to the memory clinic, older persons mental health teams, step down facilities, the dementia respite service and outreach support.

Work has started with a range of partner agencies to establish a Dementia Hub to pull together all the resources locally for those with dementia and their families. The dementia respite service has been established and is being well used with over 70 people each week accessing the provision.

- To establish **Windmill Farm** in accordance with planned timescale

Both the building and the work to develop the operating model for Windmill Farm continued throughout 2021/22. There were delays in the construction largely as a result of materials being in short supply and changing aspects of the build itself including unexpected challenges in the site. The operating model was fully completed and the staff team appointed and trained during the year. Windmill Farm will open early in 2023

- To continue to increase capacity within the **in-house foster care service**, improve training and support for carers and reduce pressure on external foster and/or residential placements

Newport foster carers and staff were fully involved throughout 2021/22 in the development and launch of Maethu Cymru/Foster Wales. Extensive work was put in place during the periods of pandemic restriction to support foster carers including a wide programme of on line activities with children and carers. One of our carers took part in a Radio Wales documentary specifically focussed on how different sorts of families managed during covid. Another foster family was part of the Maethu Cymru/Foster Wales launch advertising while another took part in the launch at the Senedd. Two of our carers delivered training for foster carers across Wales about looking after Unaccompanied Asylum Seeking Children. The training for foster carers is a full and varied programme with a clear emphasis on a trauma informed approach.

- To continue to realise the benefits of the **MyST** service to support children with complex needs and their Foster carers and prevent placement breakdown.

MYST has become a fully integrated part of the offer of support for children, families and carers. MYST staff have worked across teams to prevent placement

breakdown. Most notably one of the first children MYST supported was a young man leaving secure accommodation after protracted periods of engagement with the youth justice system and as significant risk of ongoing exploitation. MYST and the specialist exploitation worker helped this young man not only return to live with his parents but to rebuild a healthy and safe relationship with them while engaging in positive activities.

- To continue to provide the **Rapid Response** service to families in crisis

The Rapid Response service in partnership with Barnardo's has continued to offer support to families on the cusp of breakdown. The staffing was expanded using covid recovery monies. The service is currently being evaluated.

- To progress the new **accommodation projects** for disabled children in transition to adulthood

In the Disabled Children's Team covid recovery grant monies were used to support older disabled children and begin the process of working towards adulthood. With staff from Childrens and Adult services as well as a wide group of partner agencies a portfolio of activities has been developed including cookery, confidence building, work skills, outdoor activities, animal care, bushcraft, driving, sensory support, music, sport, sexual health to enhance transition. This work was presented to Scrutiny and has been showcased regionally as modelling best practice.

The delivery of accommodation to support young people from childhood into adulthood has continued as a model of supporting children with the most complex needs to be placed in their long term homes before 18th birthdays. While this is small numbers it has been hugely successful in terms of continuity and the quality of placement.

- To develop the **outreach and day service for disabled children** and young people

As with transition for disabled children covid recovery monies were used to support outreach and day service developments as well as domiciliary care for children. The workforce issues have been an issue in these developments and

we anticipate they will continue into the coming year and beyond. However, as a model both day care and outreach do have merit.

- To continue to identify and support **young carers** in partnership with Barnardo's

As in Quality Standard 1 the Young Carers offer has been improved and enhanced. Key aspects to note are the introduction and promotion of the Young Carers ID card, the development of regular support for young adult carers and the range of online and in person activities provided throughout the periods of covid restrictions.

- To ensure our staff are sufficiently trained and prepared for the introduction of the **Mental Capacity (Amendment) Act 2019** by implementing the new **Code of Practice** ready for implementation in April 2022

Staff across Social Services have taken part in sessions to prepare for the changes in legislation. All senior managers have been engaged in the proposed changes. Given the delay to the introduction of the changes from Government this rollout to the whole workforce has been slower than anticipated and further work will be carried out in 2022/23.

- To work with our **mental health partners** in both the statutory and independent sector to establish a **clear pathway into preventative services**.

Our Adult Mental Health Services have taken part in an internal audit to assist in reviewing the work of the service. The pressures on these services because of the pandemic have led to a curtailment of the development of some the work to drive preventative services. This is one of the areas of focus for 2022/23

Quality Standard 3

Protecting and safeguarding people from abuse, neglect or harm

In light of the changes in in house personnel and anticipated changes in requirements from Welsh Government the Annual Report from the Head of Corporate Safeguarding for 2021/22 was presented as an Interim Report to

Scrutiny on 30.09.2022 and will be presented to Cabinet on 16.11.2022 followed by Council on 22.11.2022

A copy of the report presented to Scrutiny is available in the appendices

Priorities for 2021/22

- To work with each service on the outcome of **the safeguarding self-assessment audit** for continual development.

As part of the Annual Report the safeguarding self-assessment audit tool was used in all service areas across the Council. In some key areas staff from the safeguarding team supported the completion of the audit. The tool developed in Newport is now being held up Wales wide as a model of good practice. The self-assessments have helped to identify gaps and pick up training needs.

- **Single Unified Safeguarding Review (SUSR)**

Newport staff have been involved throughout the Policy and Process part of the Welsh Government and Home Office project to align all case reviews for children, adults and domestic homicides under Safeguarding Boards. This work continued during 2021/22 and draft guidance is currently being reviewed prior to implementation across Wales.

- Embed the change in legislation from Deprivation of Liberty to **Liberty Protection Safeguards (Mental Capacity Act)** and ensure a robust process is introduced for Newport citizens here this is applicable.

As in Quality Standard 2 staff across Social Services have taken part in sessions to prepare for the changes in legislation. All senior managers have been engaged in the proposed changes. Given the delay to the introduction of the changes from Government this rollout to the whole workforce has been slower than anticipated and further work will be carried out in 2022/23.

- Tender of the **regional IDVA service** and develop the service to ensure all citizens with protected characteristics access services.

The regional IDVA tender process has been progressed jointly between the Council and the Office of the Police and Crime Commissioner with additional support for funding from all the Gwent LAs. The tender process was delayed by ensuring robust agreements were in place for the full funding. The tender process will be completed early in 2023. Throughout this period the delivery of the IDVA service has continued and has included the very welcome development of additional support in the Emergency Department and a specialist IDVA supporting older people.

Quality Standard 4

Encouraging and supporting people to learn, develop and participate in society

Priorities for 2021/22

- To continue to identify and source **additional educational support** for children who are looked after to improve choices for work experience, training, apprenticeships and wider employment options

During the year we expanded the small team who provide educational support to children who are looked after. Historically we have had limited resource with a shared management post and two members of staff equating to 1.7 FTE. The addition of 2 FT support workers has made a significant difference in the capacity to both directly support the education of children in care as well as ensure they are receiving the right sort of education.

The work experience programme for young people who are looked after has been on hold during the pandemic but is now being re-established.

As part of wider changes in our youth service we are able to offer the Duke of Edinburgh programme to young people who are looked after.

- To develop the **Parent Mentoring and Advocacy Programme** and establish the **Young Persons Participation Board**

The Parent Mentoring and Advocacy Programme is being offered to parents involved in child protection procedures. Initial take up has been low but as the offer becomes embedded we are confident this will grow.

We completed a review of all our child protection processes with a series of interviews of families and staff conducted by Barnardo's staff. This gave some very strong messages about improvements needed in the way we operate Child Protection Conferences and Core Groups. This learning has been a driver for change in all these areas of work.

We have adopted a hybrid approach to most Child Protection Conferences. This has been a very beneficial move in ensuring full and consistent engagement from all professional agencies while giving families the time, attention and space they require.

The Young People's Participation Board has been established and they have met regularly throughout the year including sessions with a local film maker to create a short work about their views of life within care.

- To continue to support the health and social care sector through the **Career College Consortium**

Newport is part of the Gwent Regional workforce Board working with the other four Gwent LAs and the health board to drive social care and health recruitment and retention. The Career College Consortium work is being completed as part of the Workforce Board. The development is to enhance social care and health roles and careers for young learners across the college and sixth form networks.

- To further develop the **volunteer service** and establish a sustainable model.

Work to develop active volunteering during the pandemic focussed on specific elements for example support at particular times of the year for festive holiday and celebrations, support from volunteers with some activities and some engagement with unpaid carers. However, the restrictions of the pandemic did delay a drive for a coherent volunteer strategy. This will continue to be a piece of work for consideration in 2022/23.

Quality Standard 5

Supporting people to develop safely and to maintain healthy domestic, family and personal relationships

Priorities for 2021/22

- To further develop the **preventions work** in Children's Services to support families, placements and develop sustainable alternatives to care

The restructure of the senior management team and the services within directorates rest in a determination to enhance prevention and early intervention in all areas of the work of the Council. In Children's Services the broad range of services for family support now all sit together and thus are better placed to identify gaps in support as well as ensure the quality of services. The work of the Families and Friends teams became fully embedded in Children's Services during 2021/22 and have established a model of care for children with their wider families. This work will in line with the Programme of Government continue to focus on establishing parity for all children regardless of their care setting or legal status.

- To develop the **Later Life Links** Model for children in care Care Leavers

With a grant from Welsh Government and aligning resources with Family Group Conferencing work has been completed with staff from the Barnardo's Partnership to access training from the Family Rights Group to develop the model of Later Life Links. The provision has been rolled out with work in our children's homes and for some children in foster care. The implementation will continue in 2022/23

- To develop the **domiciliary care service for children with disabilities;**

The domiciliary care service for children is sited alongside our provision for short breaks at Oaklands. As with all forms of care for children and adults workforce has throughout this period proved immensely challenging and has limited some of the developments particularly around the use of direct payments. Nonetheless building the right care will now include domiciliary care as well as the extensive

developments within the Disabled Children's Team focussing on direct support and activities for children and young people.

- To monitor and review the new arrangements for **day services provision** for mental health, learning disabilities and older people to ensure they continue to meet the needs of the community

The new day services provision at Spring Gardens is supporting 70 people all of whom are living with some form of dementia. The service provides a short break while at the same time ensuring there is a nurturing, happy setting with activities which give purpose and support.

- To continue to educate and inform people about the dangers of **unsafe relationships** and support those at risk of harm.

The work of all of the safeguarding teams is continued to explore how we work not just reactively but how we provide proactive support. The development of the child exploitation tool was completed in 2021/22 and subsequently rolled out across Gwent and shared across Wales. The Annual Safeguarding report in the appendices details the work of the safeguarding teams. Staff have welcomed the changes for example in Duty to Report and while the number of referrals in both adult and children safeguarding continue to rise the rapid rate of response has not diminished.

Quality Standard 6

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

Priorities for 2021/22

- Continue to work with the RSL's to develop **sustainable accommodation** options for all client groups

The changes in the structures within the Council has shifted this element of the work to Communities and Housing. Work with the RSLs for specific schemes

notably learning disabled adults and young people aged 17+ continues with key developments to support these groups.

- To continue to develop innovative services for people with **dementia**

The services developed in Spring Gardens for day opportunities as well as the ongoing work in our three residential homes are examples of some of the work for those with dementia while our support of carers evidences the wider work to assist those living in our communities.

- To improve the support available to **care leavers** in order to address homelessness and assist in the transition to education, training and employment;
- Increase the range of accommodation and support options available for **young people leaving care**

The work to support the education and training opportunities for children who are looked after and for those leaving care can be seen under Quality Standard 4. The range of housing options has been increased in partnership with local providers and with funding from Welsh Government. Staff in Children's Services and Housing have come together to increase the options and to consider the needs of particular groups from example UASC. The decisions for a focussed post to work on When I'm Ready has also increased the number of young people taking up this route. There is still a need to expand the offers for young people leaving care particularly with the continued requirement to support UASC.

5. How We Do What We Do

a) Our workforce and how we support their professional roles

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

The past two years has seen significant shifts in the social care workforce with the introduction of the real living wage for all in social care, the challenges and risks of the pandemic, a reduction in the numbers of individuals applying to train as social workers, a reassessment by many of their personal priorities and changes in the societal nature of employment. Newport Children's and Adults services in common with all LAs is working to support our existing workforce while working locally, regionally and nationally to improve our recruitment. The workforce in social care is absolutely key to safe and effective service delivery. The majority of the tasks required in social care are predicated on face to face delivery. Relationships form the basis of social care so the workforce as a whole is the cornerstone of services.

In 2021/22 we reviewed the support we offer to social care staff who wish to train as social workers and moved to a model of supporting staff to access gateway courses followed by the Open University route as a way to maximise the resources available for "growing our own". The support for students on placement continued as did a strong crossover of students with us on placement to full time posts. Staff link with the Universities and regularly work with the academic institutions to contribute to training. Staff have also take part in events with the FE colleges to work with younger people and have participated in Jobs Fairs for all ages to promote social care.

In residential care we promote "value based" recruitment and have worked extensively across all our posts to maximise social media in advertising and in the way we "sell" working in social care in Newport City Council.

Our workforce development team has seen a number of changes and this has led to a positive rethink in terms of how we deliver learning and development. We have moved away from a one off course based approach and rather are looking to develop rounded training pathways. Training for core qualifications linked to registration and post qualification has continued. Staff continue to access Social Care Wales supported management training opportunities (TMDP and MMDP) as well as regional safeguarding events.

With our corporate colleagues in human resources we continued to consider how we best ensure the offer for social care staff in line with the offers of neighbouring LAs.

b) Our Financial Resources and How We Plan For the Future

The revenue outturn across the authority underspent against budget by £18.404m, after core budget contributions to and from reserves, which represents a 6% variance against budget. This variance against budget has arisen, in the main, due to the following:

- Receipt of significant one-off Welsh Government (WG) funds over and above that received from the 'Hardship Fund' for Covid specific expenditure and lost income.
- Underspends across all service areas due to changes in service provision and working practices caused by Covid, and;
- Underspends against the general revenue contingency budget, capital financing, council tax reduction scheme and council tax income – all of which are non-service budgets.

Across Social Services, the overall outturn was a £6.4m underspend for both areas. £1.8m underspend in Children services and £4.6m underspend in adult services. £5.1m was received through covid hardship claims.

Service area budgets

	£'000
Children's – (£1,788k) overall underspend	
Areas of overspending	
Covid Recovery Grant:	120

A £1.5m grant was received late in the year which was required to be spent in full during 2021/22. Service overspent against the grant allocation.	
Pathways additional support (Looked after Children family support): A Mother and baby placement directed by the court resulted in an overspend against budget.	149
Areas of underspending	
Out of area residential placements: The budget of £3,155k can afford 20 placements. Numbers throughout the year were lower than what the budget could afford due to providers not accepting placements plus £393k of unbudgeted income from Education and ABUHB towards placements costs.	(689)
Independent fostering agencies: The budget of £2,462k can afford 58 placements. Although the total number of placements increased to 63 at the end of March 2022 compared to 60 at the end of January 2022, 9 placements were claimed from the Hardship fund in 2021/22 at a cost of £319k.	(305)
External legal fees: The budget of £930k has underspent due to a reduced number of care proceeding cases this year.	(226)
Youth offending team/ Child protection: Savings from restructuring and staff vacancies.	(510)
Unaccompanied Asylum Seeker Children (UASC): This is a cost neutral budget, however; the Home Office have confirmed that funding is provided on the number of UASCs as opposed to the costs incurred and that this funding is not repayable. The number of UASC's have increased significantly over the year, 76 in March 2022 compared to 48 in March 2021.	(246)
Adults - (£5,088k) overall underspend	

Areas of underspending	
Community care: Combined budget more than £38m across community care. Underspend has arisen due to one off grant funding to cover winter pressures (£2.5m), the demand for services reduced during 2020 and the numbers have not yet increased to pre covid levels. Although there is a back log of requests for assessments/placements, staff shortages are causing delays. Furthermore, user contributions and £820k property sale income has further increased the underspend against this budget. Whilst the context for this is known, the continuation of this underspend is not certain given the temporary nature of the fluctuations in demand. These budgets require continued close monitoring to gauge the continued impact of the pandemic.	(3,754)
Hospital Team: £284k annual budget - One off grant contributions from Integrated Care Fund (ICF) and Home First.	(198)
In-house Adult residential homes: Annual budget £3,774k exc. fee payer's contribution. Non covid related costs reduced during the pandemic.	(375)

The global pandemic, which lasted throughout 2020/21, had an unprecedented financial impact which continued into 2021/22.

Whilst Adult Services was expecting pressures due to increased demand from adults living longer with complex needs, COVID-19 caused a decrease in numbers which started to increase throughout 2021/22, but still not back to pre-covid levels. The service also received £2.538m of winter pressures funding.

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

The annual budget in 2021/22 for social services was £78.2m. There is a well-developed financial management process in place across service areas that supports the medium term financial plan and enables the identification and management of budget risks.

c) Our Partnership Working, Political and Corporate Leadership, Governance and Accountability

The features of partnership working are deeply embedded in the activities of both Children's and Adults with Heads of Service, the Strategic Director and Cabinet Member regularly engaged in a large number of regional and national groupings.

Within the Council Scrutiny took an active part in providing critical challenge particularly in relation to the planning, performance and review mechanisms. The reporting using MI Hub, the data collected as part of the covid checkpoint, the data for Welsh Government and the submission of information for the Safeguarding Boards, Foster Wales, the National Adoption Service, the Integrated Care Fund, the Health Board for the pathways for people leaving hospital to name but a few constitutes oversight and wider Scrutiny. The Cabinet Member reports on Social Services matters to Cabinet and then to Council.

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

Councillor Paul Cockeram as Cabinet Member for Social Services carried out the role of Chair of the Regional Partnership Board. All in the Council are immensely grateful for his passionate and diligent service over many years to social care.

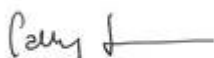
Working with the Regional Partnership Board with the capital and revenue streams of the WG Transformation Fund and the Regional Integrated Fund (formerly the Integrated Care Fund) requires close interagency working. The Newport Integrated Partnership (NIP), incorporating the third sector, ABUHB, Housing Associations and NCC continues to be the group that determines and drives the practical implementation of any regional approach to integration when considering primary care. The NCC Strategic Director is joint Chair of the NIP.

The Heads of Adults and Children's Services undertake a full role with the regional structures as well as participating in the National groupings for Social Services. Likewise the Director is an active member of the appropriate regional and National groups.

6. Conclusion

2021/22 saw considerable change within the management arrangements for Social Services in Newport. Over 2022/23 these changes will be embedded.

As 2021/22 came to a close the impact of the covid pandemic and the looming cost of living crisis was evident in every aspect of Social Services delivery. The challenges for staff of continuing to provide safe and effective care and support against this backdrop have been immense and yet staff have continued to do their very best to deliver safe, thoughtful and effective services. I would like to thank our staff for their continued unstinting, professional and caring work to support the most vulnerable people in our communities.



22.11.2022

7. Appendices

1. Adult Services Plan 2021/22
2. Adult Services Year End Report 2021/22
3. Children's Services Plan 2021/22
4. Children's Services Year End Report 2021/22
5. Safeguarding Report 2021/22
6. Annual Director's Report 2020/21

Mae'r dudalen hon yn wag yn

Scrutiny Report

Performance Scrutiny Committee – People

Part 1

Date: November 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. Committee's Work Programme:

Consider the Committee's Forward Work Programme Update (**Appendix 2**):

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

2 Context

Background

- 2.1 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.
- 2.3 Attached at Appendix 2 is the Forward Work Programme. The purpose of a forward work programme is to help ensure Councillors achieve organisation and focus in the undertaking of enquiries through the Overview and Scrutiny function. Effective work programming is essential to ensure that the work of Overview and Scrutiny makes a positive impact upon the Council's delivery of services.
- 2.4 Further information about the work programming process, including the procedures for referring new business to the programme, can be found in our Scrutiny Handbook on the Council's Scrutiny webpages (www.newport.gov.uk/scrutiny).
- 2.5 The Centre for Public Scrutiny's Good Scrutiny Guide recognises the importance of the forward work programme. In order to 'lead and own the process', it states that Councillors should have ownership of their Committee's work programme, and be involved in developing, monitoring and evaluating it. The Good Scrutiny Guide also states that, in order to make an impact, the scrutiny workload should be co-ordinated and integrated into corporate processes, to ensure that it contributes to the delivery of corporate objectives, and that work can be undertaken in a timely and well-planned manner.
- 2.6 The Forward Work Programme was set in August 2022 and is then managed and implemented by the designated Scrutiny Adviser for this Committee under the direction of the Committee Chairperson.
- 2.7 The Committee agreed to keep a degree of flexibility within its work programme to enable the Committee to respond to urgent / emerging issues. This item is an opportunity for the Committee members to raise any suggested amendments to the Work Programme.

3 Information Submitted to the Committee

- 3.1 The following information is attached:

Appendix 1: Action Sheet from Previous Meetings;

Appendix 2: Forward Work Programme

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.
- **Forward Work Programme Update - Appendix 2**
Consider:
 - Are there any amendments to the topics scheduled to be considered at the next Committee meeting?
 - Are there any additional invitees that the Committee requires to fully consider the topics?
 - Is there any additional information that the Committee would like to request?

Section B – Supporting Information

5 Supporting Information

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

6. Links to Council Policies and Priorities

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

Well-being Objectives	Promote economic growth and regeneration whilst protecting the environment	Improve skills, educational outcomes & employment opportunities	Enable people to be healthy, independent & resilient	Build cohesive & sustainable communities
------------------------------	--	---	--	--

Corporate Plan Commitments	Thriving City	Aspirational People	Resilient Communities
Supporting Function	Modernised Council		

7 Wellbeing of Future Generation (Wales) Act

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

7.2 General questions

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

7.3 Wellbeing Goals

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

7.4 Sustainable Development Principles

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

8 Background Papers

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

Report Completed: November 2022

Mae'r dudalen hon yn wag yn

Scrutiny

Performance Scrutiny Committee – People

Draft Work Programme: June 2022 to May 2023

Meeting	Agenda Items
12/07/2022	<ul style="list-style-type: none">▪ End of Year Performance Reviews - Education
26/07/2022	<ul style="list-style-type: none">▪ End of Year Performance Reviews – Social Services
13/09/2022	<ul style="list-style-type: none">▪ <i>Cancelled</i>
11/10/22	<ul style="list-style-type: none">▪ <i>Cancelled</i>
15/11/2022	<ul style="list-style-type: none">▪ <i>Cancelled</i>
29/11/2022	<p>New Service Plans – Aims, Objectives and Measures: Part 1 – Education and Prevention and Inclusion</p> <p>Performance Monitoring - holding the executive to account for the Council's performance, focusing on:</p> <ul style="list-style-type: none">▪ Assessing the extent to which performance objectives are contributing to the overall objectives and priorities of the Council including an update upon Corporate Objectives, Actions and Performance Measures.

06/12/22	<ul style="list-style-type: none"> ▪ New Service Plans – Aims, Objectives and Measures: Part 2 – Children’s and Adult Services <p>Performance Monitoring - holding the executive to account for the Council’s performance, focusing on:</p> <ul style="list-style-type: none"> ○ Assessing the extent to which performance objectives are contributing to the overall objectives and priorities of the Council including an update upon Corporate Objectives, Actions and Performance Measures <ul style="list-style-type: none"> ▪ Director of Social Services Annual Report 2021-22
24/01/2023	<ul style="list-style-type: none"> ▪ Draft Budget Proposals 2023-24 and Mid Term Financial Projections <ul style="list-style-type: none"> ○ Pre decision – to receive and comment on the Cabinet draft proposals as part of the Budget Consultation Process, prior to a final decision being taken by the Cabinet ○ Scrutinising of Service Area specific proposals within Committee’s remit as part of the budget consultation process ▪ Assessing the anticipated impact of the budget proposals.
28/02/2023	<ul style="list-style-type: none"> ▪ Prevention and Inclusion (update) : TBA <p>Children and Adult’s Services Regulatory Inspection Reports : TBA</p>

**PERFORMANCE SCRUTINY COMMITTEE - PEOPLE
ACTION SHEET**

	Agenda Item	Action	Responsibility	Outcome
1	Children and Young People's End of Year Report	Letter from Care Inspectorate Wales regarding findings be distributed to committee	Director of Social Services/Scrutiny Advisor	ESCALATED
2	Children and Young People's End of Year Report / Adult Services End of Year Report	Breakdown of underspend reallocation be distributed to committee	Director of Social Services/Heads of Service (Social Services)/Scrutiny Advisor	ESCALATED
3	Adult Services End of Year Report	Provide information to committee regarding Newport specific Home First data	Head of Adult Services/Scrutiny Advisor	ESCALATED
4	Children and Young People's End of Year Report / Adult Services End of Year Report	Schedule information sessions for committee regarding the change from DOLS to LPS and the national performance measure data	Director of Social Services/Heads of Service (Social Services)/Scrutiny Advisor	ESCALATED
5	Conclusion of Committee Reports	Forward comments and recommendations	Scrutiny Advisor	COMPLETED – 29.12.22

6	Service Area Plans	Provide more information to committee on Inclusion and Prevention projects for 2023, facilities and community outreach	Head of Prevention and Inclusion/Scrutiny Advisor	ONGOING – 29.12.22
7	Service Area Plans	Provide an update on Youth Academy	Head of Prevention and Inclusion/Scrutiny Advisor	ONGOING – 29.12.22
8	Service Area Plans	Provide clarification regarding colour ratings for actions on Service Area Plans	Heads of Service/Performance and Research Business Partner/Scrutiny Advisor	COMPLETED – 29.12.22