

**Report of the  
Director of Social Services  
2018/19**



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## **1. Introduction**

2018/19 was another demanding year characterised by the maintenance of quality and standards of service delivery. The task of embedding the 2016 Social Services and Well-Being Act continues, and has helped positively in the re-shaping of Early Intervention and Preventative services. This has assisted in the ongoing work to manage demand. The well-being objectives wind through all Social Services operations and tie closely to the Newport City Council (NCC) Corporate Plan, notably:

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

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

In addition to legislative change and financial challenges, the use and application of the Welsh Community Care and Information System (WCCIS) has been developed during the year.

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

2020/21 will prove no less challenging but social services in Newport City Council are lean, efficient and well placed to respond.

## **2. Summary of Performance 2018/19**

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

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

A new performance framework was originally planned for implementation this year but it was delayed. A draft framework is currently subject to a consultation and new recording measures will be in place from April 2020.

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

During 2018/19 the numbers of delayed transfers of care have risen and at year end performance was just above target (low is good high is bad). This is because of greater activity in the hospitals and it should be noted that initiatives such as the development of *In Reach* and improvements to the Reablement service are facilitating faster turnaround times on the wards. This in turn contributes to higher numbers of hospital discharges that creates additional pressure on another part of the system.

In order to mitigate this, constant oversight is applied to the discharge process. The individual's journey through the hospital system is closely monitored, daily reports are provided and, whilst communication processes are well established, it must be noted that many people have complex issues to resolve before they can safely return home.

*Home First* is a new regional service, resourced from the Transformation Grant to target unnecessary admissions. Social care staff identify those who have arrived in hospital but could safely return home with Information, Advice and/or low-level Assistance (IAA) such as equipment or with Reablement support. This is a further joint initiative that will reduce unnecessary hospital admissions and enable people to maintain their independence by fast tracking social care assessment and provision. It is too soon to measure the impact but evaluation is ongoing and health professionals in the Acute Hospitals have welcomed the service.

Reablement is the only other area of performance where the raw data indicates concern but if closer scrutiny is applied to the figures then the picture is positive. The combined total for those who are discharged from the service with no care and support plan or a reduction in their care is 84.5%, representing a high level

of success in that further care and support has been prevented and, in some cases, independence has been improved.

In addition, Newport is moving towards having a fully operational Intake model of Reablement whereby people who have not had a previous care package are always given Reablement first to ensure that their independence is maximised.

The Welsh Government are currently consulting on a new set of performance measures due to be implemented in April 2020. Although not yet agreed, indications are that the reporting requirements for both Adult and Childrens services will be significantly increased. Elements of the WCCIS system will have to be re-designed to accommodate the new reporting framework and Social Workers will require further case recording training. NCC are fully engaged in the consultation process and performance leads are monitoring the resource implications.

The figure of 79% for adults who have received information and advice with no repeat contact is indicative of successful signposting at the front door and is a reflection of the range of expertise in the First Contact Team. The availability of Community Connectors, Occupational Therapists, Rehabilitation Officer for Visual Impairments (ROVI), Housing Officers, Independent Living Officers, Safeguarding and Social Workers to offer immediate advice and support continues to effectively manage demand.

This measure could be interpreted differently, as citizens with several unconnected issues will be encouraged to make repeat contact if their first experience was positive.

Adults Measures	Target	Results & Comments
% of adult protection enquiries completed within 7 days	90%	98.9%  This has consistently been over target and represents strong performance.
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	6	6.18  <b>(low is good, high is bad)</b>  Slightly over target but performance is very good in when compared with other Authorities. This activity supports hospital discharge processes by ensuring the appropriate care package is in place.

<p>% of adults who completed a period of Reablement and have a reduced package of care and support 6 months later</p>	<p>50%</p>	<p>3.05%</p> <p>(NB: the guidance for this measure changed in 18/19: it now includes everyone who received Reablement, whereas previously it was limited to those with a care and support plan. The target will be amended to reflect this during 19/20)</p>
<p>% of adults who completed a period of Reablement and have no package of care and support 6 months later</p>	<p>50%</p>	<p>81.4% (strong performance - target requires updating as comments below)</p> <p>(NB: the guidance for this measure changed in 18/19: it now includes everyone who received Reablement, whereas previously it was limited to those with a care and support plan. The target will be amended to reflect this during 19/20)</p>
<p>The average length of time in days that adults (aged 65 or over) are supported in care homes</p>	<p>1,100 days  (approximately 3 years)</p>	<p>789 days (Improving)</p> <p>Strong performance (high is bad low is good) and represents people being successfully supported in the community for as long as possible.</p>
<p>Average age of adults entering care homes</p>	<p>75 years</p>	<p>84 years (Improving)</p> <p>Supports the above measure in that people are supported successfully in the community and average age of entry to residential care is higher than the average (high is good)</p>
<p>% of adults who have received advice and assistance and have not contacted the service again within 6 months</p>	<p>40%</p>	<p>79.01% (Improving)</p> <p>This represents a well-managed information advice and assistance service at Newport where a high proportion of people receive appropriate support at first contact. The introduction of WCCIS</p>

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

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

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

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

Children's Services continues to deliver the full range of statutory services required. This year has been another immensely busy year. Towards the end of the year, a complete management team improved the capacity to undertake important shifts to improve practice and to restructure in line with external changes.

These changes will have largely been implemented by the end of 2019. The successes of 2018/19 include positive morale and very few vacancies despite a backdrop of very high demand and complex cases, the establishment of the Family and Friends team, the launch of the Family Group Conferencing service, the opening of Rose Cottage and the increased services in Preventions.

<b>Children's Measures</b>	<b>Target</b>	<b>Results &amp; Comments</b>
% of assessments completed for children within statutory timescales	90%	93.16%  This is strong performance and represents a 2% improvement from last year.  It ensures children receive support at the earliest opportunity

<p>% of children supported to remain living with their family at 31<sup>st</sup> March</p>	<p>65%</p>	<p>57%</p> <p>Barnardo's. Family Group Conferences (FGCs) have had strong take up and are already proving to be a very welcome addition to services to support families and avoid children becoming looked after. Monthly monitoring of all work is in place including quantitative and qualitative and review. Work across staff from the partnership and the social work teams has been enhanced to improve communication and joint working.</p>
<p>% of Looked After Children returned home from care during the year</p>	<p>13%</p>	<p>8.30%</p> <p>All children are regularly reviewed and their circumstances assessed. All options are considered to ensure the best outcome for the child.</p>
<p>% or re-registrations of children on Local Authority Child Protection Registers (CPR)</p>	<p>10%</p>	<p>2.42% (Improved)</p> <p>Strong &amp; improving performance (low is good high is bad)</p> <p>NB Children need to remain on the register for as long as necessary and cases are considered on the basis of individual circumstances</p>
<p>The average length of time for all children who were on the CPR during the year</p>	<p>260 days</p>	<p>231.02 days (Improved)</p> <p>Strong &amp; improving performance (low is good high is bad)</p> <p>This figure has reduced by 22 days it is important to note that children need to remain on the register for as long as necessary.</p>
<p>% of children achieving the core subject indicator at key stage 2</p>	<p>60%</p>	<p>62.5%</p> <p>This measure changes every year as the cohort changes. It can also shift during the year as actual children in</p>



		care move in and out. There has been significant work this year to better identify the children who require educational support throughout their time in care.
% of children achieving the core subject indicator at key stage 4	5%	6.52%  Strong & improving performance  This measure changes every year as the cohort changes. It can also shift during the year as actual children in care move in and out. There has been significant work this year to better identify the children who require educational support throughout their time in care.
% of children seen by a registered dentist within 3 months of becoming Looked After	40%	18.18%  Improved performance, up by although this has been highlighted as a measure that requires revision as children may have seen a dentist just before becoming looked after or may have left care before a dental appointment is sourced.
% of children looked after at 31 <sup>st</sup> March who were registered with a GP within 10 working days of the start of their placement	90%	79.72%  Performance has dropped by 22% since last year but it is worth noting that not all children will require registration as they will already be registered with a GP
% of looked after children who have had 1 or more changes of school	12%	9%  (low is good high is bad)  This represents a 3% improvement from last year.
% of looked after children who have had 3 or more placements	9%	15.63%  The Corporate Parenting Forum has been reinvigorated with positive and constructive meetings with strong

		<p>engagement. Agendas have been wide ranging.</p> <p>Children and young people are working on the strategy and looking at how we provide better resources to support children when they first come into care.</p>
Care leavers who are in education, training or employment at 12 months	50%	<p>36.36%</p> <p>Improved choices for work experience, apprenticeships and wider employment and training options will now be the focus for 2019/20.</p>
Care leavers who are in education, training or employment at 24 months	50%	<p>48.72%</p> <p>This was on target last year at 45% so the target changed to 50%.</p> <p>Therefore, this figure constitutes continued improved performance</p>
% of care leavers who have experienced homelessness during the year	10%	<p>Along with the residential children's homes, a single service manager, with a team manager structure, now oversees all of the 16+ accommodation. All accommodation has been reviewed. Some is being improved while some has been released. Additional properties have been negotiated for unaccompanied asylum seeking children aged 16+.</p> <p>The pathway for young homeless people has been revised and simplified. The process now in place is clearer and ensures those picking up this work clearly understand the needs of the young people and steps required to support them.</p> <p>This work will be continuing throughout 2019/20.</p>
Number of first time entrants into the youth justice system	79	<p>40 (Improving)</p> <p>Performance improved significantly because of less court orders coming</p>

		through and because of the New Gwent Bureau Protocol that all Youth Justice Services across Gwent implemented in October 2018. Children can receive up to 3 Community Resolution Disposals (CRDs) in a year before they are recorded as a First Time Entrant into the youth justice system.
Number of young people sentenced to custody	25	4 (Improving)  4 children from Newport were sentenced to a custodial order, the lowest it has ever been.
Young people out of court disposals re-offend within 12 months	30%	21% (Very slight decline but still strong performance)  The re-offending rate for children issued with out of court disposals between 1 April 2017 – 31 March 2018 is at 21%, this based on a cohort of 117 young people with 25 re-offending.  <b>NB: This figure is 12 months behind as reoffending rates are tracked over a 12 month period</b>
Young people statutory orders who re-offend within 12 months	50%	39% (Strong & Improving)  The Re-offending rate for children sentenced to a Statutory community court order in 2017/18 has decreased slightly to 39%. This is based on 25 out of 64 young people committing further offences.  <b>NB: This figure is 12 months behind as reoffending rates are tracked over a 12 month period</b>

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

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

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

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

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

Some examples of how we do this are:

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

#### **Consultation events in 2018/19**

These included:

- The 20<sup>th</sup> Anniversary event of the Over 50's Information Day in October 2018, attended by 800 citizens and 120 organisations.
- The Carers Network, meetings and drop-ins throughout the year building peer support and providing opportunities to engage with the Local Authority and community groups.
- The NCC team of Connectors attended community events during the year and have a presence at drop-in information points across the city.
- Annual public budget consultation process in December 2018.
- Regular feedback obtained from children and adults living in NCC residential homes at house meetings.
- The Cabinet Member for Social Services is very active at community level and is a regular attendee of events and meetings across the full range of client groups.

**Results of Citizen’s Survey 2018/19**

<p><b>Adults Services - 1200 questionnaires distributed - 400 returns</b></p>	
<ul style="list-style-type: none"> <li>• <b>84.4%</b> said I live in a home that best supports my well-being.</li> <li>• <b>75.8%</b> said I feel safe from any kind of abuse, physical harm or from falling both inside and outside my property.</li> <li>• <b>66%</b> said I had the right advice and information when I needed it.</li> <li>• <b>81%</b> said I am happy with the care and support I have received.</li> <li>•</li> </ul>	
<p><b><u>Carers</u> - 400 questionnaires distributed – 100 returns</b></p> <ul style="list-style-type: none"> <li>• <b>49.5%</b> said they knew who to contact about their support.</li> <li>• <b>43.6%</b> said they had the right information and advice when they needed it.</li> <li>• <b>56%</b> said they had been involved in decisions about how the care and Support was provided to the person they care for.</li> <li>• <b>43%</b> said they feel supported to continue in their caring role.</li> </ul>	

**A decision by the Head of Service resulted in the children’s survey not being completed in 2018/19. The reasons for this are that previous years have produced negligible results with poor responses despite significant resource being allocated to the exercise.**

**Feedback was obtained using a different method:**

“We have this year undertaken focussed consultations with children and young people on a range of issues and sought individual feedback in respect of all placements. This has given us meaningful information which can be acted upon”

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

**CIW inspections of NCC registered services in 2017/18 –**

New legislation in the form of the Regulation & Inspection of Social Care (Wales) Act 2016 (RISCA) meant that the children’s and adult’s residential homes and domiciliary care services had to apply for re-registration with CIW in the summer of 2018.

RISCA requires the appointment of a responsible individual (RI):

- To oversee the management of the service;

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

The RI is required to provide a quality of care report that will be submitted to CIW in May 2020. This report will be considered by the Council's democratic process.

A number of changes were made to our domiciliary care registration as follows:

- A new Children's home (Rose Cottage) was successfully registered in January 2019 to enable children living outside of Newport to return to the city.
- The provision of domiciliary care in four Extra care schemes was removed from our registration as the service was transferred to Radis from 1<sup>st</sup> April 2019 following a successful bid to deliver the service.
- Our supported living service operating across four houses were closed as the residents were offered self-contained new build accommodation, with support that better suits their needs.

## **Adults**

- **Parklands Care Home**  
Registered in the summer of 2018 with no issues raised.
- **Spring Gardens Care Home**  
CIW highlighted issues around the administration of medication during the RISCA registration process. In November 2018, the re-inspection removed the non-compliance order. The inspectors recognised that the Authority was already taking action to address areas that were longstanding and delayed by changes to management.
- **Reablement Service March 2018**  
CIW reported that service delivery plans better captured the voice of the person since the introduction of the '*What Matters*' documentation.

## **CIW inspections of NCC registered services in 2018/19 – Children's Services**

- **Forest Lodge – December 2018**  
The inspection identified three non-compliances relating to children's guides, personal plans and staff records. In the new financial year, a follow up inspection removed these non-compliances and reported that staff are committed to ensuring that children receive the necessary support to achieve personal outcomes.
- **Oaklands – subject to renovation, funded by the Intermediate Care Fund (ICF)**

Oaklands was closed in January 2019 and is due to be completed in July 2019. Alternative arrangements for Childrens respite needs were made by registering Brynglas Bungalow and the provision of a domiciliary care service to support families.

The full reports can be found on the CIW website

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

## **Overview of complaints 2018/19**

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

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

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

During 2018/19, the Complaints Service received **129 Stage 1** Social Services complaints, **10 less than last year** - as follows:

Adults' Services – **38 Stage 1** complaints:

- **34** were **resolved** at stage 1

Children's Services – **91 Stage 1** complaints:

- **87** were **resolved** at stage 1

During 2018/2019, the Complaints Service received **8 Stage 2** Social Services complaints – **5 less than last year** - as follows:

Adults' Services – **4 Stage 2** complaints:

- **2** were **resolved** at stage 2
- **1** progressed to the **PSOW (decision not to investigate)**
- **1 proceeded to Judicial Review and was then withdrawn**

Children's Services – **4 Stage 2** complaints:

- **3** were **resolved** at stage 2
- **1** withdrawn

## **Overview of compliments**

Adults' Services received **10 – 1 more than last year**

**“I would like to sincerely thank the Reablement Team based at St Woolos for the wonderful care that they have given my mother. If Mum requires further help, we know she will be in excellent hands; it is hugely reassuring to know that she has been so well looked after”**

Children’s Services received **5 – 2 more than last year.**

**“I would like to let you know that I really appreciate all the help from the Social Worker with M’s problems with school. Everything was resolved, and dealt with efficiently and quickly”**

### **Lessons learnt – changes implemented**

A number of changes have been actioned because of recommendations from these complaints.

- Communication issues addressed.
- Mandatory Data Protection re-training provided to all staff involved in Complaints.

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

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

Throughout 2018/19 NCC’s Information, Advice and Assistance (IAA) Service had meaningful conversations with service users, their families and carers about what really matters to them. Conversations with our IAA staff are strengths based, meaning that we work with people to regain or maintain their independence and encourage them to utilise their own skills and networks to achieve their desired outcomes.

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

- Safeguarding;
- Occupational Therapy;
- Housing advice;



- Sensory impairment;
- Independent living – Direct Payments;
- Financial advice.

The IAA process was successfully extended to the hospital environment in 2018/19 as part of the ongoing development of the hospital discharge pathway and the further integration of health and social care services. Targeted engagement with patients and families whilst still on the ward as part of the *In Reach* service ensures discharge arrangements are co-produced to maximise independence and identify well-being outcomes.

The offer of IAA is a critical feature of the new *Home First* service that supports hospital pre admission. The service is a regional initiative, hosted by Newport City Council that commenced in November 2018. It offers IAA and low-level care support to patients within the hospital with the aim of preventing admission.

The citizen survey 2018/19 recorded that **66% of adults** received the right advice and information when needed. This is supported by the reported figure of 79% of adults, who, after receiving advice and assistance did not make contact again within 6 months and evidences effective enquiry management at the 'front door' of adult services.

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

In 2018/19:

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

- **3147 adult assessments** (3143 in 2017/18)
- **5025 children assessments** (2649 in 2017/18)

**NB: There are still some challenges associated with recording on WCCIS but whilst the figures represent a consistent picture for adults, the level of activity in Children's Services has significantly increased.**

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

- Children participate fully in their foster care placement reviews.

A guiding principle is the promotion and maintenance of independence. For Children's Services, this means supporting families to stay together and maintaining children within their homes and communities wherever it is safe to do

so. This is underpinned by timely assessments of need and creative solutions being sought to help keep families together.

- **93.16%** of children assessments were completed within the statutory timescale (2% more than last year)
- **57%** of children were supported to remain with their family (*This figure is 6% lower than last year but it must be noted that every child is regularly assessed and their personal circumstances reviewed*).

Barnardo's currently deliver an **Integrated Family Support Service** in partnership with NCC. Support is offered to families to prevent children coming into care and to prevent placement breakdown.

### **Priorities for 19/20**

- To develop the Family Group Conferencing Service.
  - Family Group Conferencing encourages self-determination and independence by allowing the family to find their own solutions with appropriate support. The aim is to build resilience, develop problem-solving skills and reduce dependency on statutory provision.
- To develop the Baby & Me Service
  - The Baby & Me service aims to prevent new-born children entering the care system by working with pregnant women whose children are at risk of being removed

Newport is the first Local Authority in Wales to develop this service.

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

- Newport's team of **nine Connectors** provided support to **1,224 citizens** during 2018/19 and provided information, telephone advice and 1:1 support. The team offered a range of information and advice at community events, meetings and forums.

The Connector team is involved in outreach work across the city, linking citizens to social activities, learning and volunteering opportunities with the aim of increasing independence and reducing social isolation.

**"I was lonely before meeting the connectors, since attending my new group I feel my life has purpose"**

Three team members are from Black and Minority Ethnic (BME) backgrounds and work with asylum seekers, refugees and migrants offering information, advice and supporting citizens to access volunteering, leisure, learning and employment opportunities.

The three Connectors provided a service to 482 citizens from minority ethnic backgrounds in 2018/19.

The Community Connectors and our Third Sector partners continue to update the **DEWIS** database that contains local and national information. Newport has 528 live resources on the site, an increase of 135 from last year.

We have seen increasing use of this database during 2018/19, with 5,237 views recorded per month, an increase of around 3,799 per month recorded in 2017/18.

**NCC Corporate Plan 2017-2022:**

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

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

**Ask SARA** - an easy to use online self-help guide to equipment for independent living was launched last year. Newport is the first in Wales to adopt Ask SARA and to ensure it is compliant with the Welsh Language Act.

The website advises users on the availability of equipment that can meet their particular need and how to obtain it.

As of 31<sup>st</sup> March 2019, the site has recorded 496 users and feedback has been positive.

**"I will continue to seek advice on the various subjects in Ask SARA and look at the practical aids available. It has helped me think about things in new ways and recognise some problems that weren't so obvious before"**

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

Demand has remained steady with figures obtained for 2018/19 being similar to 17/18

- NSP received **1130 enquiries** during 2018/19
- **146 people** received specialist advocacy services (DEWIS)
- **205 people were provided with a sitting service** (Reach & Volunteering Matters)
- **155 people** were offered community support (Reach & Volunteering Matters) *(A service that enables people to regain independence - a brief intervention to prevent referral into long-term support. People are supported to access community services, attend appointments and undertake essential daily living skills. Support is reduced over time as independence returns. The service is used by people who have been discharged from hospital or those who have been identified by Supporting People as having support needs that are not housing related).*
- **792** people received financial advice and assistance (Citizens Advice Bureau)

During 2018/19, 1298 Newport citizens received a service from the Newport Support Partnership with 853 case closures. This represents the short-term nature of the interventions and ensures ongoing capacity and sustainability.

**The Carers Network** aims to offer information, advice and support for Newport citizens in a way that suits their individual requirements. The focus is on helping people access services and identify community-based options. A quarterly meeting is held at Malpas Court, where speakers have addressed issues such as producing wills, housing-related support and Power of Attorney as requested by members. For those who cannot attend or prefer not to attend meetings, newsletters and updates are sent out via email and available on the website.

Carers are often hidden but new carers are coming forward. In 2018/19 the network has an additional 51 new sign ups.

- **49.5%** of carers said they knew who to contact about their support (Citizen's Survey).
- **71** new carer's assessments were undertaken.

**"I found the carers assessment positive and helpful as it both helped me to realise how I really felt inside me about my situation and also highlighted aspects which I had not previously considered"**

The delivery of the **Children's Charter** was led by the Council's Policy, Partnership and Involvement team in People and Business Change.

In 2018/19 the Council engaged with young people to develop the Children's Charter, now known as the Young Person's Promise. The purpose of this Promise is to set a commitment to children, young people and their families when they use the Council's services and also in what they can expect the Council to do for them.

We involved young people from all areas of Newport including the Youth Council, Newport Changing Minds, Unity, Newport Youth Service, Schools Go Girls, The Brothers and Barnardo's.

The Promise has now been endorsed by Cabinet, and a range of promises that the Council will commit to will be monitored and reported with an official launch in the summer of 2019/20.

**NCC Corporate Plan 2017-2022:**

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

**Priorities for 2019/20**

- To continue to develop the Community Connector Service to ensure people are supported to access services that prevent or delay the reliance on statutory provision;
- To roll out Ask SARA across Gwent;
- To further develop the OT service;
  - support 17 to 25 year-olds in the transition to adulthood.
  - develop knowledge around new technological aids and manage the assessment process for the NCC telecare service
- To review Third Sector services to continue to maximise opportunities for the delivery of services that are focussed on prevention and early intervention;
- The development of a community well-being hub in the East of the City in partnership with Health. The hub will expand the early intervention and preventative support network within the City and link with the Aneurin Bevan University Health Board's *Care Closer to Home* initiative that aims to offer better information and advice at primary health care level;

- To ensure the services provided by NCC continues to compliment the work that is being undertaken to expand the well-being network within the City that aims to increase information, advice and support options for all citizens
- To officially launch the Young Person’s Promise

**NCC Corporate Plan 2017-2022:**

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

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

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

Rose Cottage, a 4-bedroom residential home opened in January 2019 and 4 children who were previously living out of the area were able to return to Newport.

In 19/20, the intention is to open another residential facility with the potential to offer beds for children in crisis.

Children’s Services provided a Christmas party for its looked-after-children, their foster carers and own children. The event was well supported by the local community.



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

- In 2018/19 permanent and stable futures were secured for **26 children** through adoption.

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

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

**NCC Corporate Plan 2017-2022:**

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

- As of 31<sup>st</sup> March 2019, there were **168 approved foster placements** available in Newport (**an increase of 10 from last year**) but during the year, Newport lost 11 fostering households.
- New marketing materials for fostering have been developed including a leaflet and a drive using NCC Twitter and Facebook. The fostering team are making a short promotional film.
- During 2018/19, Barnardo's provided support to **139 families and 372 children**, thereby greatly contributing to the overall total of 57% of children that were able to remain with their family.

**The number of children coming into the care system is increasing and Newport is no exception. However, in relation to the other Welsh cities, the rate of acceleration has been lower and Newport is currently in the middle as the 10<sup>th</sup> lowest in Wales with 94 per 10,000 children becoming Looked After (the highest is 190 per 10,000; the lowest is 50 per 10,000).**



**The Young Carers' Service** is delivered by Barnardo's to ensure young people who care for family members have an opportunity to engage with their peers, achieve their personal development goals and get appropriate respite from their role as primary carer.

- 73 young carers were supported in 2018/19
- 43 new young carers were assessed in 2018/19

Each young person has a personal plan based on what matters to them and organised activities included trampoline sessions and a meal at a local restaurant. Barnardo's also run a youth club for young carers aged over 14.

**"I am glad I was introduced to young carers as I was worried a lot before"**

**"It allows me to meet new friends, get active and find new sports to enjoy"**

**The Youth Justice Service (YJS)** has continued to build a more child focussed and desistance based practice. Consideration of the wider context of environmental and family factors ensures interventions build resilience and focus on building positive relationships whilst also addressing the trauma that may underpin offending behaviour.

The service has established pathways with a number of partners to deliver a multi-agency approach to ensure children are supported pre and post Court.

- CAMHS
- Education
- Speech & Language
- Substance Misuse

The service continues to improve performance and has significantly reduced:

- Numbers of children entering the CJ system for the first time, only 40 new entrants in 2018/19 (26 below target);
- Numbers of children receiving a custodial sentence, only 4 in 2018/19, the lowest number ever recorded in Newport.

*An example of innovative practice:*

### **Anti-Social Bob**



A short film entitled 'Anti-Social Bob' was recorded on location around the city of Newport with the help of talented children. The film is aimed at tackling the growing issues surrounding anti-social behaviour.

Working collaboratively with School Police Liaison Officers and South Wales Fire and Rescue Service, the team visited local primary schools in Newport to highlight how anti-social behaviour affects everyone.

The film was presented at the Welsh Government, Senedd Building in Cardiff, sponsored by the Assembly Member for Newport West – Jayne Bryant.

### **Priorities for 19/20**

- To continue to strengthen relationships with key agencies to improve the availability of support for children to divert them from criminal behaviour.
- To develop a volunteer programme to support the work of the team
- To roll out the restorative justice training programme.
- To further develop an engagement tool to enable the voice of the child to be meaningfully utilised in future service development.

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

As of 31st March 2019 there were **1,184 Stay Well plans** in place in Newport – 318 more than at the same time last year.

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

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

**Delayed Transfer of Care** (DToC) figures in Newport remain low and overall performance is strong. A delayed transfer of care is experienced by a hospital patient that is ready to be discharged to move to the next stage of care but is prevented from doing so.

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

- Year-end performance in Newport was 6.18 against a target of 6.

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

**Reablement** supports hospital discharge and following last year's restructure, it now operates as a fully integrated health and social care service. The principle of working in an outcome focussed way is already embedded across Reablement with staff who are committed to return people to independent living and improve their quality of life after a spell in hospital.

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

- **The combined total for those who are discharged from the Reablement service with no care and support plan or a reduction in their care is 81.4%, representing a high level of success.**

During 2018/19 the In Reach model became fully operational across the two key hospital sites in Newport.

The model has supported an improved multi-disciplinary approach to discharge planning and ensures those who require Social Services intervention are identified early.

A new initiative introduced in October 2018 is called **Home First**. The service is funded by Welsh Government, covers all five Local Authority areas and aims to prevent hospital admission as part of the Transformation Grant.

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

- **Home First received 463 referrals between 01/01/19 and 31/03/19**
- **Home First safely discharged 229 people between 01/01/19 and 31/03/19**
- **An average of 19 per week**

*(Please note that this data was collected in the implementation stage so it is expected that many of the referrals were inappropriate and explains the difference between the figures).*

Notwithstanding that it is a relatively new service, the following feedback was gathered:

**"I can't wait to go home - you're a wonderful service" (Patient)**

**"Home First has been an invaluable service, not just to patients who they provide a wealth of information and tailored aftercare for but also to the nursing staff who are supported by the team. They also provide education on the services available in the community. They are an incredible asset" (Health Colleague)**

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

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

**"Parklands is a model of how a Reablement centre should be run – because of you I have a chance of a future"**

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

The new domiciliary care for children with disabilities within Newport provides a more flexible approach to the provision of support for families. It is hoped to prevent some children with disabilities entering the care system.

**The Career College Consortium** (previously known as the Gwent Care Academy) is a regional initiative that seeks to encourage recruitment and retention within the social care workforce. The Consortium will seek to increase

the status of the workforce and help agencies to manage costs by enabling employees to passport their qualifications within the sector.

Partners include

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

During 2018/19, the consortium has improved communication and co-ordination between partners and is currently mapping training and qualification courses in the region.

ICF money has been made available to appoint an employability officer who will facilitate placements for health and social care students to ensure they are work-ready once qualified.

**The Carers Network** has increased opportunities for citizens with caring responsibilities to obtain information, advice and support from Newport City Council. During 2018/19:

- The community connectors provided information, advice and assistance to **135 carers**.
- Newport is now in regular contact with **514 carers** - an **increase of 51** from the previous year.

**“I found the carers assessment positive and helpful as it helped me to realise how I really felt inside about my situation and also highlighted aspects which I had not previously considered”**

Newport supported three Social Workers during 2018/19 to become qualified Adult Mental Health Professionals (AMHP).

In order to respond to the increasing demands placed on Local Authorities in relation to the Deprivation of Liberty Safeguards (DoLs assessments), two social care professionals completed the Best Interest Assessor course in 2018/19 with eight currently working to complete the training.

#### 2017/18

- 178 DoLs assessments undertaken
- 191 on the waiting list at 31<sup>st</sup> March 2018

## 2018/19

- 275 DoLs assessments undertaken (54% increase)
- 545 on the waiting list at 31<sup>st</sup> March 2019

A new model for authorising the Deprivation of Liberty for those receiving care will come into effect in 2020 – Liberty Protection Safeguards (LPS) are included in the Mental Capacity (Amendment) Act 2019 and will place additional responsibilities onto Local Authorities.

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

**“I am feeling much better since I started attending the group; it’s something to look forward to with people who have experienced similar things to me.”**

## **Priorities for 2019/20**

- To establish additional residential placements for children within the city.
- To increase capacity within our in-house foster care service, improve training and support for carers and reduce pressure on external foster and/or residential placements.
- To continue to offer support to children who are looked after in partnership with Barnardo’s to prevent placement breakdown.
- To increase the number of step up step down beds at Parklands to support hospital discharge and to ensure as many people as possible receive rehabilitation support and return home to live independently.
- To continue to develop discharge pathways to ensure people are supported to leave hospital as soon as possible with an appropriate package of care that supports continued independence
- To further develop the integration of Reablement and hospital care services
- To embed the Home First service across Gwent.
- To continue to offer specialist and timely advice and assistance to citizens to support them to maintain their well-being and participate within their community and within health settings
- To continue to identify and support carers.
- To ensure our staff are sufficiently trained and prepared for the introduction of the Mental Capacity (Amendment) Act 2019.

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

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

A full report on Corporate Safeguarding was presented to Scrutiny in March 2019 and is available on the Council's website. Safeguarding is intrinsically embedded within the Well Being of Future Generations Act 2015, with the requirement for public bodies to ensure citizens are safe. The Social Services and Well Being Act strengthens the safeguarding and protection of both adults and children.

The 2018/19 Citizens' Survey reported:

**84.4%** said: I live in a home that best supports my well-being.

**75.8%** said: I feel safe from any kind of abuse, physical harm or from falling both inside and outside my property.

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

Corporate safeguarding policies were reviewed during the year and a programme of training and awareness raising is underway.

**98.9%** of adult protection enquiries were completed within 7 days.

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

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

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

The Child Protection Unit in Newport consists of 4.5 Independent Reviewing Officers who chair all of the Child Protection Conferences for children who are deemed at risk of significant harm, and may need to be placed on the Child Protection Register and be the subject of a Child Protection Plan to keep them safe.

The Regional Deprivation of Liberty (DoLs) assessment service (managed by Health) continues to struggle with the demand and high referral rate across the region. The DoLs legislation is currently under review nationally and Newport officers are part of the process.

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

The Council continues to support and mandate all new employees to complete the Ask and Act e-learning (VAWDASV legislation) and provide face-to-face training where e-learning is not appropriate.

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

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

### **Priorities for 19/20**

1. The council will develop an e-learning safeguarding module for all Members, Officers and volunteers.
2. The safeguarding champion's cohort will address all service area requirements including work with volunteers.
3. The Deprivation of Liberty Safeguards will be developed to ensure effective governance for Newport citizens receiving a regional service.
4. Continued development of the Safeguarding Hub and evaluation through the regional transformation team to conclude the pilot and agree next steps.
5. The development of a child exploitation strategy and toolkit for Newport.
6. The new Wales safeguarding procedures and protocols (Due November 2019) will need to be embedded into current processes and ensure practitioner awareness of the changes is completed.

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

Supporting children who are looked after and young people leaving care to reach their full potential and achieve positive outcomes is a key priority for Children's

Services. Targeted support is provided to children and young people at key stages in their education. In addition, tuition and extra-curricular activities are funded to provide further support.

- Attendance levels for children who are looked after in full time education is **96.7%**.
- **9%** of children had 1 or more changes of school (**strong performance - target is 12%** - (low is good high is bad).
- **62.5%** of children achieved the core subject indicator at key stage 2 (**target 60%**).
- **6.52%** of children achieved the core subject indicator at key stage 4 (**target 5%**).

Strong and improving performance was achieved in 2018/19 in all four of the above measures.

The Council has an apprenticeship scheme - Social Services hosted six placements in 2018/19 and are currently ongoing.

There are a range of options and information sources to help people achieve the things that matter to them. The Community Connectors have supported established groups by referring new members and set up new groups because of their knowledge of unmet need.

**"I no longer just sit at home. I have been introduced to people and have made friends"**

**"I was lonely before meeting the connectors, since attending my new group I feel my life has purpose"**

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

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

**NCC Corporate Plan 2017-2022:**

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



**As of 31<sup>st</sup> March 2019**

- 95 awareness raising sessions have been held in the City;
- Newport has 2,327 trained Dementia Friends.

**The Newport Support Partnership** (NSP), our Third Sector consortium, offers volunteering opportunities via *Volunteering Matters* who will provide training to Newport citizens who want to offer their time to help others in the community. Volunteers are matched with citizens who require help with daily activities or to provide a sitting service for carers.

- In 2018/19 *Volunteering Matters* recruited and trained 32 volunteers to deliver community support services on behalf of the NSP. That represents an increase of six from last year.

**“The service is invaluable as it enables me to have a break, knowing that my husband is not alone”**

**“The one thing I never have is time, and this service has helped me find a few hours which I wouldn’t have otherwise had”**

The Gwent Mental Health Consortium led by Growing Space offers a training programme for people recovering from mental ill health. Newport has a gardening project and a shop selling plants and handcrafted items, offering participants horticultural, organisational and retail experience.

Other activities available include arts and photography, confidence building and stress management courses. The Consortium model will be subject to review in 19/20.

**Priorities for 2019/20**

- To continue to identify and source additional educational support for children who are looked after. Improved choices for work experience, apprenticeships and wider employment and training options will now be the focus over the next 12 months.
- To develop a full range of services for carers based on consultation and engagement through the Newport Carers Network.
- To ensure early identification of young carers and the provision of appropriate support in partnership with Health, Education and our delivery partner, Barnardo's.
- Continue to support and develop DEWIS & other information sources to encourage self-reliance and maximise opportunities for engagement in community based activities.
- To host the first Dementia Friends Conference in Newport.
- To work with our mental health providers to ensure the continued availability of preventative and rehabilitative services following the recommissioning of the regional mental health consortium in 2019/20.

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

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

#### **CASE STUDY Youth Justice Service:**

**A combined effort from several staff members saw a young person sentenced last October for violent offences achieve a positive outcome for both him and his family.**

**With a rather bleak outlook at the start of his sentence, and a real possibility of going into unsuitable accommodation post-release, the team worked intensively with the whole family and young person whilst he was in custody. As a result of the ongoing intervention and family mediation relationships improved and the young person was able to return home at the end of his sentence.**

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

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

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

In 2018/19, 15.63% of children who are looked after experienced three or more placements. This represents an increase of just over 6% when compared to last year's figure of 9.5% (target 9%).

During 2018/19, the Matching & Placement Support team (MAPS) has been merged with Fostering. This means that much of the direct work provided to children via MAPS will be offered by Barnardo's as part of the extension of their role to support placements.

The Commissioning Team have formalised their involvement in the contract management processes around residential placements for children. The team are now overseeing more of the commissioning activity across People services thereby creating a single point of contact for providers and ensuring consistency in the discussions around fees and contractual obligations. This includes educational placements with additional resource being allocated to the Commissioning function in recognition of the positive impact that the team can deliver.

In 2018/19, the number of children returned home from care was **8.3% against a target of 13%** - this is a measure with a number of elements out of the control of the Local Authority. Consequently, the measure is under review.

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

**These figures must also be viewed in the context of the evidenced increase in activity within Childrens services in 2018/19 that reflects the National trend.**

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

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

**"I'm glad to be back in Newport, it was hard being away and I can meet up with my friends now"**

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

Residential respite for adults with disabilities is available at the Centrica Lodge in the Gaer area of the city. Occupancy levels have improved since the building was refurbished in 2018 as the internal lift has made it more accessible. Faster Wi-Fi has been installed and NCC is working in partnership with the provider in the offer of technology trials that enables residents to experience the benefits of digital equipment that could improve their independence.

In 2018/19, Oaklands residential respite centre for disabled children was fully refurbished with ICF capital funding.

Support for families continued during the closure by way of overnight stays at Brynglas Bungalow and the establishment of a new domiciliary care service provided by existing Oaklands staff. This service is currently under review to determine if it will continue to be available for families in 2019/20.

The commissioned Independent Living Service is delivered via a framework agreement. In 2018/19, three new providers were accredited and increased the range of activities currently available.

**NCC Corporate Plan 2017-2022:**

“Alongside traditional day opportunities we will offer different activities in a wider range of different settings”

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

- **56%** said they had been involved in decisions about how care and support was provided to the person they care for (Citizens Survey 2018/19).
- **43%** said they “feel supported to continue in my caring role”. (Citizens Survey 2018/19).

Carers can access a sitting service via the Newport Support Partnership (NSP). This provides time out from the caring role and helps to maintain positive family/carer relationships.

- **205 people** used the sitting service in 2018/19.

**Shared Lives** offers shorter periods of respite to enable carers to have a break in addition to long-term placements. It gives people the opportunity to experience living in more homely, family-based support settings within communities, rather than in residential care settings.

- At the end of 2018/19, there were 39 people from Newport in long-term placements.”

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

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

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

### **Priorities for 2019/20**

- To further develop the preventions work in Children's Services to support families, placements and develop sustainable alternatives to care;
- To recruit more Foster Carers to meet increasing demand;
- To source more residential placements in Newport to meet increasing demand;
- To review the impact of the additional involvement of the Commissioning team in Children's Services / Education contractual activity;
- To increase the number of carers we engage with to ensure the right support is available;
- To review the domiciliary care service for children with disabilities;
- To review the wider day services provision for mental health, learning disabilities and older people to ensure they continue to meet the needs of the community;
- To continue to educate and inform people about the dangers of unsafe relationships and support those at risk of harm.

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

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

- School attendance figures for **children who are looked after** were **96.7%** in 2018/19.
- **36.36%** of young people are in education, training or employment **12 months after leaving care.**
- **48.72** of young people are in education, training or employment **24 months after leaving care.**

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

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

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

The incidence of **homelessness in Newport for young people increased** in 2018/19 by **12.5% to 21.95%**.

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

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

**Support for teenagers** has been reviewed and the Pathway Team are working towards improved support for this group of older children. This includes a wider accommodation offer and improved training and employment choices. The St. David's Day fund has been fully utilised to better support care leavers.

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

- In 2018/19 we **completed 123 DFG's** to fund ramps, stairlifts, and accessible showers to enable people to remain safe and independent. The total spend in 2018/19 was £1,120,000.
- In 2018/19 **85% of adults** said, "I live in a home that best supports my well-being" (Citizens' Survey).

A successful regional ICF bid provided funding for the purchase of new telecare equipment to support the delivery of care and support plans and as aids to independent living.

Negotiations are ongoing with Caerphilly CBC and Monmouthshire DC to develop a regional telecare service.

NCC has developed outside facilities at Blaen-y-Pant residential home offering a secure space that is completely safe for all residents.

The dementia day service at Spring Gardens has received robot cats, dogs and dolls that people enjoy. Evaluation is ongoing but early feedback is positive.

**NCC Corporate Plan 2017-2022:**

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

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

During 2018/19, the **Supporting People Team** received over **2,700 new referrals**, approximately 53 per week, a slight decrease on last year’s figure of 2,900.

Over £5m of Supporting People funding is invested in a wide range of services for Newport citizens. The programme offers support to help maintain appropriate accommodation and provide stability. These services help to prevent crisis and keep people safe.

All agencies offering financial advice experienced an increase in referrals during the year as the roll out of Universal Credit and Personal Independence Payments (PIP) became fully embedded.

Supporting People money is used to fund a Financial Inclusion Team who, in 2018/19 increased annualised income for vulnerable citizens by over £200,000. This total was achieved by maximising welfare benefits and grants and facilitating debt write offs.

The Citizens Advice Bureau who offer financial advice and assistance to citizens within the Newport Support Partnership (Third Sector Consortium) have recorded gains of over £1,000,000 for people in receipt of benefits since the contract started in 2016.

A new service for people over 55 funded by Supporting People and delivered by Age Cymru commenced in December 2018. Anyone over the age of 55 with housing related needs (financial advice, assistance with aids and adaptations etc.) can access this service.

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

Charter (Pobl Group) completed a new housing development called Ty Dewi St in the autumn of 2018 providing flats for eight people with support needs.

Thirteen tenants moved out of the Newport City Council Supported Living in 2018/19 as housing and support options more appropriate for their needs became available. The service is now closed and four properties have been handed back to the RSL for allocation to families on the waiting list.

### **Priorities for 2019/20**

- Continue to work with the RSL's to develop sustainable accommodation options for all client groups;
- To develop the NCC telecare offer in partnership with Monmouthshire and Caerphilly;
- To continue to develop innovative services for people with dementia
- Continue to support Newport citizens to manage their own tenancies and maintain their independence through the application of Supporting People funding;
- To improve the support available to care leavers in order to address homelessness and assist in the transition to education, training and employment;
- Increase the range of accommodation and support options available for young people leaving care.

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

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

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

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.

### **Key achievements in 2018-19**



In addition to more than 400 generic/ non-qualifying courses of core learning and development opportunities, delivered across the sector, we supported:

- Social Work Qualifying Training – five supported students from NCC workforce during 18-19.
- 33 Social Work Practice Learning Opportunities undertaken in partnership with four universities and 30 teams /placements.
- 26 Post Qualifying Social Work programmes
- 5 Best Interest Assessors trained (and ongoing programmes)
- Qualification Assessment Centre support for more than 200 registered learners on QCF based qualifications with Newport Assessment Centre and contribution to national qualification development
- Implementation of a Value Based Recruitment Process to support children and adult services.
- Implementation of the new All Wales Induction Framework.
- Support of regional initiatives with partners including Social Care Wales.
- Sector support through regional workshops and briefings with a focus on the implementation of Regulation and Inspection Act (Wales) 2016: specific focus on supporting the wider sector with information relating to the registration of the workforce.

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

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

## **Financial Resources & How We Plan for the Future**

During 2018/19, under difficult circumstances, the Council has managed its overall revenue budget well and the revenue out-turn shows an **underspend of £2,383** representing just 0.9% of the net revenue budget excluding schools. The council received £700k in grants to deal with social care pressures in the year.

Whilst this position is positive, there are areas of budget pressures that have been highlighted throughout most of the year, one of which is the demand led pressures within social care. Within Children's Services, there is significant financial pressure due to out of authority placement costs. This is a trend replicated in many other Local Authorities and identified as an area of increasing demand and cost nationally. The alternative residential service options within Newport will continue to be monitored to ensure continued financial viability during 2019/20.

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

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

The annual budget for 2018/19 for social services was £66.9m. There is a well-developed financial management process in place across service areas that enables the identification and management of budget risks. This process supports medium term financial planning, ensuring that all relevant factors can be considered when budgets are set.

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

The features of partnership working described in earlier Reports have continued through 2018/19 and have become more deeply embedded in the activities of both Children's and Adults with Heads of Service, the Strategic Director and Cabinet Member regularly engaged. NCC is a very active participant in the Regional Partnership Board and its structures with the Newport voice being loud and clear. Bids have, and will continue to be, made successfully to the WG Transformation Fund and the Integrated Care Fund, both capital and revenue. The former is a key mechanism for prompting and facilitating integrated working. The Newport Integrated Partnership (NIP), incorporating the third sector, ABUHB, Housing Associations and NCC continues to be the group that determines and drives the practical implementation of any regional approach to integration. The NCC Strategic Director is joint Chair of the NIP.

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

The Cabinet Member, along with the Strategic Director and Heads of Service, regularly attend scrutiny. Cllr Cockeram presents reports on social services matters to Cabinet and responds to questions from Cabinet colleagues in addition to his appropriate provision of social services context within Cabinet discussion.

In 2018/19 there were:

- 15 Reports presented to scrutiny.
- 6 Reports/agenda items considered by Cabinet.

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

*James Harris.*

September 2019

**James Harris**

**Cyfarwyddwr Strategol - Pobl**  
**Strategic Director - People**



**Glossary of Terms**

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

## PREVENTIONS