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Rhowch wybod i ni os mai Cymraeg yw eich
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**Gwasanaethau Gweithredol a Phartneriaethol /
Operational and Partnership Services**

Deialu uniongyrchol / Direct line /: 01656 643148
Gofynnwch am / Ask for: Mr Mark Anthony Galvin

Ein cyf / Our ref:
Eich cyf / Your ref:

Dyddiad/Date: 1 February 2017

Dear Councillor,

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

A meeting of the Adult Social Care Overview and Scrutiny Committee will be held in Committee Room 2/3, Civic Offices, Angel Street, Bridgend, CF31 4WB on **Tuesday, 7 February 2017 at 2.00 pm.**

AGENDA

1. Apologies for Absence
To receive apologies for absence from Members.
2. Declarations of Interest
To receive declarations of personal and prejudicial interest (if any) from Members/Officers in accordance with the provisions of the Members Code of Conduct adopted by Council from 1 September 2008 (including Whipping Declarations)
3. Approval of Minutes 3 - 8
To receive for approval, the minutes of the meeting of the Adult Social Care Overview and Scrutiny Committee of 14 December 2016.
4. Forward Work Programme Update 9 - 12
5. Implementation of the Social Services and Wellbeing (Wales) Act 2014 13 - 28
Invitees:
Susan Cooper – Corporate Director Social Services and Wellbeing
Mark Wilkinson – Group Manager Learning Disability
Carmel Donovan – Group Manager Older People
Michelle King - Integrated Community Services Manager
Cllr P White - Cabinet Member Social Services and Early Help
6. Secure Estate 29 - 36
Invitees:
Susan Cooper – Corporate Director Social Services and Wellbeing
Carmel Donovan – Group Manager Older People
Cllr P White – Cabinet Member Social Services and Early Help

7. Urgent Items

To consider any items of business in respect of which notice has been given in accordance with Part 4 (paragraph 4) of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should by reason of special circumstances be transacted at the meeting as a matter of urgency.

Yours faithfully

P A Jolley

Corporate Director Operational and Partnership Services

Councillors:

M Butcher
N Clarke
PA Davies
N Farr

Councillors

EM Hughes
RC Jones
JE Lewis
LC Morgan

Councillors

D Sage
M Thomas
E Venables
R Williams

Agenda Item 3

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE - WEDNESDAY, 14 DECEMBER 2016

MINUTES OF A MEETING OF THE ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE HELD IN COUNCIL CHAMBER, CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB ON WEDNESDAY, 14 DECEMBER 2016 AT 10.00 AM

Present

N Clarke	PA Davies	N Farr	EM Hughes
RC Jones	JE Lewis	M Thomas	E Venables

Apologies for Absence

M Butcher, PN John, LC Morgan and D Sage

Officers:

Gail Jewell	Democratic Services Officer - Scrutiny
Andrew Rees	Senior Democratic Services Officer - Committees

Invitees:

Susan Cooper	Corporate Director - Social Services & Wellbeing
Jackie Davies	Head of Adult Social Care
Arron Norman	Finance Manager - Social Services Wellbeing, Resources & LARS
Councillor PJ White	Cabinet Member Social Services and Early Help

66. APPOINTMENT OF CHAIRPERSON

RESOLVED: That in the absence of the Chairperson, Councillor PA Davies be elected Chairperson for the meeting.

(Councillor PA Davies in the Chair)

67. DECLARATIONS OF INTEREST

The following Declaration of Interest was made:

Councillor N Farr – declared a personal interest in agenda item 6 – Medium Term Financial Strategy 2017-18 to 2020-21 as she is employed as a Social Worker in adult social care in Neath Port Talbot County Borough Council.

68. APPROVAL OF MINUTES

RESOLVED: That the minutes of the Adult Social Care Overview and Scrutiny Committee of 15 November 2016 be approved as a true and accurate record.

69. FORWARD WORK PROGRAMME UPDATE

The Scrutiny Officer presented a report which detailed the items to be considered and the invitees to attend the next meeting of the Committee on 21 February 2017 and the invitees to attend at the subsequent meeting of the Committee on 21 March 2017.

Conclusions

The Committee noted the items to be considered at its meeting on 21 February 2017 and the invitees to attend on 21 March 2017.

70. MEDIUM TERM FINANCIAL STRATEGY 2017-18 TO 2020-21

The Scrutiny Officer introduced a report, the purpose of which was to present the draft Medium Term Financial Strategy (MTFS) 2017-18 to 2020-21, which set out the spending priorities of the Council, key investment objectives and budget areas targeted for necessary savings. It also included a financial forecast for 2017-21 and a detailed draft revenue budget for 2017-18.

The Corporate Director Social Services and Wellbeing set out the context for the draft budget proposals in Adult Social Care which was based on strong management performance across all service areas, robust budget monitoring and change management. This had been achieved through children's and adult social care teams being brought together in order to give a stronger focus on social care as a professional discipline and to identify efficiency savings. Sport, Play and Active Wellbeing had been brought into the same Directorate to better support prevention, early intervention and wellbeing approaches. She stated that all changes made to the management of the Directorate are linked to better outcomes for people and are linked to the MTFS. Savings of over £9m in social care had been delivered over the past three years, with a strategy to manage demand and introduce new ways of working in order to lessen dependency and enable people to maximise their independence. She stated that all services are on track to achieve their targets this year.

The Corporate Director Social Services and Wellbeing informed the Committee that many of the budget proposals are around the prevention and wellbeing agenda and savings of £10m were needed to be made over the next 4 years. A number of initiatives are linked to achieve those savings.

The Committee requested an explanation of the budget reduction proposal SSW2 to develop and implement personalised budgets and paying for care. The Corporate Director Social Services and Wellbeing informed the Committee that future generations will need to have a grasp of paying for care. Payments for care will be capped and it was for this reason charges are being made for care to enable people to live as independently as possible. She stated that a lot could be done on personalised budgets and that the Institute of Personal Care had been commissioned to review the direct payments strategy which would be completed in the New Year.

The Committee questioned who would be responsible for managing and scrutinising the Intermediate Care Fund (ICF), where the funding would be allocated and whether the funding is for a particular project. The Corporate Director Social Services and Wellbeing informed the Committee that funding from the ICF comes into the Western Bay Region and is used to fund pieces of work across the Region or through the 3 local authorities. The Western Bay Region has a Partnership Board which has transparent monitoring and governance arrangements. Key decisions from the Region are considered by each of the Cabinets of the three local authorities and Local Health Board and its decisions can be scrutinised by the overview and scrutiny process. The Committee requested a further report in order to monitor the developments and progress made in conjunction with the successful bid.

The Head of Adult Social Care informed the Committee of the allocation of funding from ICF in that 51% was allocated to local authorities and 49% to the Local Health Board. Additional funding of £2.236m had been allocated from the ICF in this year and additional bids had been put in. The funding from ICF had led to the development of a Section 33 agreement between the Council and the Health Board through the Community Resource Team details of which have been subject to previous Scrutiny reports.

The Corporate Director Social Services and Wellbeing informed the Committee that funding had been used to support acute services to allow the earlier discharge of patients from hospital, which had led to a much stronger focus with the Health Board. The Finance Manager informed the Committee that the ICF is audited by the Wales Audit Office. In response as to how the funding of £60m across Wales is calculated, the Head of Adult Social Care stated funding was calculated based on a Welsh Government formula relating to the population of older people. The Cabinet Member Social Services and Early Help stated that concerns in relation to the spending of funding had been raised at the Policy Group of the WLGA. He commented that the Directorate has a good relationship with the Health Board in relation to the decisions it takes on the ICF. The Corporate Director Social Services and Wellbeing confirmed that in the event of slippage in the spending of funding there is a robust process to allocate slippage across the region.

The Committee requested a case study which showed how the funding from the Intermediate Care Fund (ICF) impacts service users.

The Head of Adult Social Care informed the Committee that funding from ICF is used to support the discharge of patients from hospital and to enable a package of support to be provided to them at home. There is also in place additional occupational therapists to ensure patients come into core services are in receipt of the right level of care package.

The Committee questioned the role of the Community Health Council (CHC) in relation to the Intermediate Care Fund (ICF) and the Western Bay Regional Partnership Board. The Corporate Director Social Services and Wellbeing stated she would confirm the role of the CHC in relation to the Intermediate Care Fund. She stated that the CHC would have an awareness of ICF due to their role on the Health Board.

The Committee questioned how much of the funding of £11k which had been transferred into the Revenue Support Grant was allocated to the support the Deprivation of Liberty Standards (DoLS). The Finance Manager confirmed that the funding was split 3 ways with £8k being allocated to the responsibility in connection with DoLS. The Corporate Director Social Services and Wellbeing informed the Committee that a budget of £89k had been allocated to fulfill the requirements of implementing DoLS. She stated that there would be a structured approach to managing DoLS and a report on the increased legislative responsibility with DoLS would be submitted to the February meeting of the Committee as part of the report on the implementation of the Social Services and Wellbeing Act.

The Committee referred to the projected overspend for Social Services and Wellbeing as at 30 September 2016 of £249k and questioned how this compared to the spend of the previous year. The Corporate Director Social Services and Wellbeing informed the Committee that the projected overspend would be attributed to the children's services and confirmed that the Directorate was currently on target for spends in relation to adult social care. She stated that the adult social care budget was underspent last year.

The Committee questioned whether bringing the children's and adult social care together had been a success. The Corporate Director Social Services and Wellbeing informed the Committee that bringing the two teams together had been the right thing to do and the teams had responded well to the change. She stated that both Heads of Service work very well together with both Heads being able to cover each other's responsibilities. She commended the work ethic and commitment of both teams and commented that both services are very different. The bringing together of both teams had proved beneficial to children's services as it had benefitted from commissioning. She stated that the Transition Team had been able to plan for service users as they

move from children's services to adult services. She also informed the Committee that the re-structure of the Safeguarding Teams had been positive. The Head of Adult Social care commented that both teams were seen as one service and that her responsibilities were interchangeable with the Head of Children's Social Care. Different officers had been used to deal with each other's cases.

The Committee questioned how the Sport, Play and Active Wellbeing team is fitting in to the Directorate and how it was focusing on the development of the wellbeing and preventative agenda. The Corporate Director Social Services and Wellbeing informed the Committee that the Group Manager Sports and Physical Activity had been part of the Directorate for the last 2 years and that the Team was working actively on the ageing well and preventative agenda. She stated that it was proposed to transform the Team so that it focused on prevention and wellbeing with a lesser focus on sport. The Cabinet Member Social Services and Early Help commented on the recent success of the Olympage Games which had taken place in Cefn Cribwr where various activities had been organised to assist people with their movement. He stated that the event had been attended by the Minister and Assembly Member and it was hoped to be an annual event. There was also interaction at the event between Bridgend College students and service users. The Corporate Director Social Services and Wellbeing also informed the Committee that the Sport, Play and Active Wellbeing team is working with different teams to encourage people to participate in exercise and keep active. She commented that she was very proud of the Team's achievements.

The Committee questioned whether the outcomes of the wellbeing and preventative work would be measured. The Head of Adult Social Care stated that a performance framework would be developed which would take some lead in time. It was planned to keep people physically active and that as part of the focus it was hoped to see domiciliary and residential care costs reducing as people access services in their own community, which would see community resilience being built up. The Corporate Director Social Services and Wellbeing stated that the Welsh Government had set a target for a survey to be undertaken which would help the performance framework. The Cabinet Member Social Services and Early Help stated that an online link of the Olympage event would be sent to the Committee.

The Committee requested an update on the red status for budget reduction proposal SSW1 – Impact of the Prevention and Wellbeing Agenda of £668k. The Corporate Director Social Services and Wellbeing stated that the budget reduction proposal related to 2017-18 and its status is red as some more planning was required, but it would build on the success achieved this year. The Head of Adult Social Care stated that the work of the Community Co-ordinators was being looked at in how it worked strategically with partners and how it can be more robust.

The Committee questioned the views of staff on the changes being made in the Directorate. The Head of Adult Social Care stated that the Corporate Director Social Services and Wellbeing had embedded a process of robust holding regular meetings with the Teams which make up the Directorate. There is also a robust budget monitoring process in place. It had also been embedded as part of the core business of the Directorate to consult on changes with staff and not to impose change. The Corporate Director Social Services and Wellbeing chairs the Remodelling Board and the Head of Adult Social Care chairs the Change of Culture Board in the Directorate. The Corporate Director Social Services and Wellbeing informed the Committee that an event had recently been held with an extended managers group and attended by the two Cabinet Members whose portfolios covered the Directorate. She also informed the Committee that she has regular budget meetings with the Finance Manager. She stated that the Directorate has embedded in it a strong value base and ethos.

The Committee questioned the number of agency staff in the Directorate. The Corporate Director Social Services and Wellbeing informed the Committee that 7 or 8 agency staff are employed in Children's Services and it was unusual for agency staff to be engaged in adult social care. The Committee also questioned the number of consultants used by the Directorate. She stated that the Institute of Personal Care were paid an annual membership fee and had been commissioned to do a piece of work on Direct Payments over 15 days. Some pro-bono work had also been done for the Directorate by Mutual Ventures on respite and remodeling over 4/5 days. Some work would also be done in relation to alternative methods of delivery on respite, emergency provision, and day services, which would be shared with Committee once completed.

The Cabinet Member Social Services and Early Help placed on record his appreciation for the work of the Committee whose role he saw as invaluable. He stated that the Council will move towards a one Council ethos which will result in changes being necessary to the way services are delivered.

The Chairperson thanked the invitees for their contribution.

Conclusions

- a) The Committee note that the Sport, Play and Active Wellbeing team are focusing on the development of the wellbeing and preventative agenda and Member questioned whether future reports of the team would be presented to Adult Social Care or remain with Community Environment and Leisure.
- b) The Committee have requested that when Members receive an update on the implementation of the Social Services and Wellbeing Act in February, Officers provide information relating to what the Local Authority has undertaken in relation to the Council's increased legislative responsibility in connection with Deprivation of Liberty Standards (DoLS) and how this work is monitored.
- c) Members requested that the next meeting of Adult Social Care scheduled for 6 February 2017 be held at Trem Y Mor.

The Committee requested the following additional information.

While discussing the Intermediate Care Fund (ICF) Members queried how much of the grant was allocated to staff costs.

Members queried what role the Community Health Board played in connection to the Intermediate Care Fund (ICF) and the established Western Bay Partnership Board.

Members had several queries in relation the ICF and requested that the item be added to their Forward Work Programme to enable the Committee to monitor the developments and progress made in conjunction with the successful bid. When receiving this report, the Committee wished to receive a case study showing how the money spent from the Intermediate Care Fund (ICF) impacts service users.

Members have requested that Personalised Budgets be added to their Forward Work Programme to monitor its development and implementation. The Committee note that there is work being commissioned in connection to this, which is due to be completed at the end of the financial period and Members wish to receive a report detailing the progress made.

71. NOMINATION TO THE COLLABORATIVE SCRUTINY COMMITTEE

The Scrutiny Officer presented a report which sought nominations for the Collaborative Scrutiny Committee.

RESOLVED: That Councillors PA Davies, RC Jones and JE Lewis be nominated the three Members of the Committee to serve on the Collaborative Scrutiny Committee.

72. URGENT ITEMS

There were no urgent items.

The meeting closed at 11.57 am

REPORT TO ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

7 FEBRUARY 2017

REPORT OF THE CORPORATE DIRECTOR – OPERATIONAL AND PARTNERSHIP SERVICES

FORWARD WORK PROGRAMME UPDATE

1. Purpose of Report

1.1 The purpose of this report is to:

- a) present the items due to be considered at the Committee's meeting to be held on 21 March 2017 and;
- b) present a list of further potential items for prioritisation by the Committee.

2. Connection to Corporate Improvement Objectives / Other Corporate Priorities

2.1 The improvement priorities identified in the Corporate Plan 2016-2020 have been embodied in the Overview & Scrutiny Forward Work Programmes. The amended Corporate Plan adopted by Council on 10 March 2016 formally set out the improvement priorities that the Council will seek to implement between 2016 and 2020. The Overview and Scrutiny Committees engage in review and development of plans, policy or strategies that support the Corporate Themes.

3. Background

3.1 At its meeting 19 July 2016, the Adult Social Care Overview and Scrutiny Committee determined its Annual Forward Work Programme for 2016/17.

4. Current Situation / Proposal

Meetings of the Adult Social Care Overview and Scrutiny Committee

4.1 In relation to the Committee's next scheduled meeting to be held on 21 March 2017, the table below lists the items to be considered and the invitees due to attend.

Topic	Invitees	Specific Information Requested	Research to be Undertaken by the Overview & Scrutiny Unit
New Extra Care Housing Scheme	<p>Susan Cooper – Corporate Director Social Services and Wellbeing</p> <p>Jacqueline Davies – Head of Adult Social Care</p> <p>Cllr Philip White – Cabinet Member Social Services and Early Help</p>	<p>Who decides where these extra care facilities are built? Will there be more in the future if funds allow?</p> <p>What are the criteria for choosing tenants? Does the amount in their banking account determine how much a month they have to pay; and what are the maximum and minimum ends of the scale</p> <p>How will the waiting list be prioritised?</p> <p>What happens when the tenant’s health deteriorates?</p> <p>Will there be mini buses to take the tenants out on trips or are they expected to be responsible for their own leisure activities?</p> <p>How many homes will each facility contain and of those how many will be available to couples</p>	
Advocacy	<p>Susan Cooper – Corporate Director Social Services and Wellbeing</p> <p>Jacqueline Davies – Head of Adult Social Care</p> <p>Cllr Philip White – Cabinet Member Social Services and Early Help</p>	<p>Highlighting the work undertaken to date, which is being undertaken in response to the SS & WB Act and our remodelling plans etc</p> <p>Introducing (and highlighting progress) of the pilot project being undertaken over the next 12 months to inform a new model and commissioning plan from April 2018</p>	

4.2 Extra Items for Consideration

Topic	Specific Information Requested
Bryn Y Cae	Update on reconfiguration of beds and possible further development of reablement beds or creation of transition beds - from Budget Papers

Corporate Parenting

- 4.3 Corporate Parenting is the term used to describe the responsibility of a local authority towards looked after children and young people. This is a legal responsibility given to local authorities by the Children Act 1989 and the Children Act 2004. The role of the Corporate Parent is to seek for children in public care the outcomes every good parent would want for their own children. The Council as a whole is the 'corporate parent' therefore all Members have a level of responsibility for the children and young people looked after by Bridgend.¹
- 4.4 In this role, it is suggested that Members consider how the services within the remit of their Committee affects children in care and care leavers, and in what way can the Committee can therefore assist in these areas.
- 4.5 Scrutiny Champions can greatly support the Committee in this by advising them of the ongoing work of the Cabinet-Committee and particularly any decisions or changes which they should be aware of as Corporate Parents.

5. Effect upon Policy Framework and Procedure Rules

- 5.1 The work of the Adult Social Care Overview and Scrutiny Committee relates to the review and development of plans, policy or strategy that form part of the Policy Framework and consideration of plans, policy or strategy relating to the power to promote or improve economic, social or environmental wellbeing in the County Borough of Bridgend.

6. Equality Impact Assessment

- 6.1 None

7. Financial Implications

- 7.1 None.

8. Recommendations

- 8.1 The Committee is recommended to:
- (i) Note the topics due to be considered at the meeting of the Committee for 21 March 2017 and confirm if it requires any additional specific information to be provided by the invitees listed or the Overview & Scrutiny Unit;

¹ Welsh Assembly Government and Welsh Local Government Association 'If this were my child... A councillor's guide to being a good corporate parent to children in care and care leavers', June 2009

- (ii) Determine the invitees to be invited to attend, any specific information it would like the invitees to provide as well as any research that it would like the Overview & Scrutiny Unit to undertake in relation to its meeting for 21 March 2017;
- (iii) Revisit and consider the list of future potential items for the Committee's Forward Work Programme and reprioritise as the Committee feels appropriate.

Andrew Jolley,
Corporate Director – Operational and Partnership Services

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CF31 4WB

Background documents: None

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO THE ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

7 FEBRUARY 2017

REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

IMPLEMENTATION OF THE SOCIAL SERVICES AND WELLBEING (WALES) ACT 2014

1. Purpose of Report

- 1.1 The purpose of this report is to update the Committee on the progress made implementing the Social Services and Well-being (Wales) Act 2014 which came into force on the 6th April 2016. Whilst the Act covers both adult and children, this report will focus on progress made with adults.

2. Connection to Corporate Improvement Plan / Other Corporate Priority.

- 2.1 This report links to the following improvement priorities in the Corporate Plan:
- Helping people to be more self-reliant;
 - Smarter use of resources.

3. Background.

- 3.1 The Social Services and Well-being (Wales) Act 2014 provides the legal framework for improving the wellbeing of people who need care and support, and carers who need support, and for transforming social services in Wales.

- 3.2 The Act seeks to:

- Transform the way in which social services are delivered, primarily through the promotion of people's independence and giving them a stronger voice and control;
- Promote partnership working in social care;
- Enhance the preventative role of social care and health, setting out overarching wellbeing duties to reduce or delay the need for care and support.

- 3.3 This can be seen as part of the wider wellbeing agenda, in particular the opportunity to explore and support people to achieve individual wellbeing, either prior to, or instead of, becoming eligible for social care services. Local Authorities are charged with providing or arranging preventative services, developing new models of practical responses, based on social enterprise co-operative models as well as user led and with the third sector.

3.4 The Act also strengthens Local Authorities' duties so that:

- when assessing an individual, the Local Authority must consider not only the individual's needs and the outcome/s the person wishes to achieve but also the strengths and capacity of the individual, their family and others who may support them;
- Irrespective of whether the individual has an eligible need, they will have access to information, advice and (where necessary) assistance as well as a range of preventative options and other opportunities in the community;
- There is better access to good information, advice and assistance to engage the citizen, with links to the resources available in the community to enable people to exercise their voice, choice and control and make informed decisions;
- There is a wide spectrum of proportionate community-based support which citizens who have needs can access without having to rely on a complex assessment and care package;
- There is more targeted help to assess individuals and families with significant and enduring needs, and to organise and secure the care and support they require.

3.5 A report was submitted to Cabinet 15th March 2016, which outlined in more detail the requirements of the Act and progress at that time.

4. **Current situation / proposal.**

Legal Framework.

4.1 The Directorate is now working to the new framework of social care legislation and has updated all the relevant documentation and Directorate guidance in relation to the required codes of practice issued during 2016 that underpin the legislation. Training has been undertaken by the Directorates training and workforce development team to ensure a working understanding of both the principles of the Act and the codes of practice which must be adhered to.

4.2 The Act is made up of 11 parts. These are briefly summarised below with an update in terms of what development changes have been undertaken and the changes to working practice.

4.3 **Part 1 Introduction** – this provides a brief overview and introduction to the Act, setting out definitions underpinning the rest of the Act.

4.4 **Part 2 General Functions** – this part of the Act details overarching duties in respect of well-being outcomes, strategic and operational duties in respect of preventative services.

4.4.1 There are overarching duties that underpin the Act:

- to take note of an individual's views, wishes and feelings;
- to promote their dignity;
- to enable them to fully participate; and

- to have regard to their characteristics, cultures and beliefs
- 4.4.2 The local authority must take steps to ensure that all care and support is delivered in a way which complies with the duties under the UN Principles for Older People (1991) and the UN Convention on the Rights of the Child as well as the European Convention on the Rights of Disabled People and the European Convention of Human Rights.
- 4.4.3 Under this part of the Act the following duties apply, and local authorities must:
- seek to promote the wellbeing of individuals who have a need for care and support and carers who have a need for support;
 - Local Authorities and Health Boards to carry out and produce a population needs assessment for those people who may have a need for care and support of carers for support;
 - to develop and have in place a range of preventative services;
 - to develop and encourage the use of social enterprise to deliver preventative services;
 - provide an information and advice service;
 - maintain registers of sensory impaired people and children with a disability.
- 4.4.4 **Population Assessment** - Local Authorities and Local Health Boards are required to work together on a regional basis to produce an evidence base in relation to care and support needs and carers' needs. The first population assessment must be produced by April 2017.
- 4.4.5 There is a Western Bay Regional Steering Group overseeing the work of three regional subgroups, who are working on engagement, data collection and editorial activity. Bridgend sits on each of the subgroups and chairs the data subgroup. There are ten topic areas' to be populated for example learning disability/autism, mental health, sensory impairment and carers. This has been done using data unit wales catalogue and other sources such as the Health Boards joint strategic needs assessment, and information gained through case work with people and third sector partners. An engagement plan has been developed and Miller Research jointly commissioned to undertake the required engagement activity. The information generated through this activity is being edited and collated into a final report which will be considered by the Regional Partnership Board at the end of January 2017 and subsequently will be reported to the Health Board and the three Local Authority Councils.
- 4.4.6 **Preventative services** - local authorities must provide or arrange for the provision of a range and level of preventative services which they consider will prevent people's needs for care and support and stop needs from escalating. Authorities should promote well-being in delivering universal services. The approach and work outlined below, illustrates Bridgend's approach to the promotion of people's wellbeing and the partnership approach to the identification and development of community based work and responses.

- 4.4.7 Bridgend County Borough Council along with other statutory and third sector partners continues to be involved in ongoing work around partnership, prevention and planning. A range of community resources are being identified developed and supported by a range of partners for example Health, Police and Fire Service, voluntary and community groups, and councils, Examples of resources identified through this include:
- the safer at home kit provided by the fire service
 - a travel training pack being developed by Arriva trains.
- Resources such as these and others maximise the potential for promoting people's wellbeing by identifying and supporting people to access non statutory resources which support their wellbeing and divert the need for statutory services.
- 4.4.8 Each of the partner organisations in the Western Bay region is already providing or commissioning a range of preventative services, and describing these services will be a significant part of the population assessment along with identifying what additional services are needed in order to adequately prevent needs arising or escalating. The framework includes key principles which might provide the context for prevention and wellbeing.
- 4.4.9 Since the last report to Cabinet in March 2016, there have been a number of developments. These include the extension of the local community coordinator with three areas now covered, namely, Ogmore, Llynfi and Garw valleys. The developed community hubs provide a place where members of the public can get information, advice, assistance and signposting to local support networks in the community. These hubs have walk in access with a range of different hours during the weekdays and evenings. The use of the internet is also being explored and developed in order to make information more widely accessible. The hubs are within geographically central areas and a range of written information leaflets have been made available. Work is currently underway following resources secured through Western Bay to promote the hubs locally through visible signs and promotional leafleting. Funding has been secured to provide further equipment and resources in the hubs which will increase the response they can provide to people who want to know about local opportunities and resources which can maximise their personal wellbeing in their own community.
- 4.4.10 Referral networks have been set up and an analysis undertaken to identify what this means to the Authority in the first year. The first hub is currently being developed in Maesteg at the Cwm Calon Localised day service and will be rolled out to the other localised services in 2017 in terms of supporting people's wellbeing using community resources.
- 4.4.11 Programmes such as later life have been developed to support the physical resilience of older people and combat the effects of frailty. Later Life connects older people who are at risk of reduced independence with community based group activities that improve physical and mental wellbeing, preventing the need to access higher levels of care. It also seeks through building skills, knowledge and confidence amongst older people to reduce the risks of frailty and minimise the fears of falls. Programmes include:

- Delivery of movement and activity in a care setting
- Mentoring and training of care staff to sustain activity in a care setting
- Events focused on older people and their wellbeing
- Building capacity in local organisations to offer regular activity e.g. community facilities, leisure centres, libraries etc.

Partnerships with Halo leisure, and work with two local social enterprises have also enabled the Authority to develop community responses which can support people's wellbeing.

- 4.4.12 A report was submitted to the Scrutiny Committee on the 15th November 2016 giving a more detailed report of the work undertaken and planned with regard to prevention, wellbeing and community coordination.

Co-production and community capacity building - support to third sector, social enterprise and co-operatives

- 4.4.13 There is work ongoing linked to the Corporate Plan to build capacity in the third sector as part of the community visioning approach to support the work required. It is recognised that there needs to be genuine engagement of the third sector if the approach is one of co-production. The three areas being currently looked at in terms of developing the strategy and approach as collaboration with the third sector, Town and community councils and a higher level third sector engagement. A Bridgend association of voluntary organisations (BAVO) stakeholders' group have developed an agreement to work with the Authority to progress an ongoing collaborative approach to this work.

- 4.4.14 A community visioning approach will need to be adopted in order to develop and generate the ongoing collaboration needed to generate significant change and identify and maximise potential capacity.

Information advice and assistance

- 4.4.15 A major emphasis of Part 2 of the Act is the development of information and advice for people who may have need for care and support and the development of a range of preventative services to support early intervention and people's wellbeing.

- 4.4.16 In Adult Social Care, work has progressed with Western Bay colleagues to develop an integrated information, advice and assistance response service which is in line with Western Bay Optimum model for the development of Common Access Points to Community Integrated Services. Bridgend has an agreed operational model for the common access point. The recruitment of a multi-disciplinary team is underway: an Occupational Therapist has been seconded, the social work post starts in February and a job description has been agreed for a band 6 nurse post. The mental health link worker has been in place since September 2016.

- 4.4.17 Welsh Government has attended a regional meeting to undertake a stock-take on where the Authorities are across the western bay region. The 3 Councils for voluntary services have mapped wellbeing and prevention resources and migrated the information to InfoEngine platform. A library of

mental health self-help information has been produced which will be migrated into DEWIS.

4.4.18 The Directorate is in the process of commissioning an Information Brokerage Service to support people in Bridgend reach their potential through provision of wide ranging information. The service will promote early intervention and prevention, which may include signposting to community based support, activities, facilities and opportunities to ensure that the people of Bridgend are better supported to achieve wellbeing through achieving their personal outcomes linked to what matters to them. The Service is a key element of the Council's ongoing strategy of helping people become more self-reliant so they may live as independently as they are able. The advertisement closes on February 3rd and it is envisaged that the service will be mobilised in time to be operational by April 1 2017. The service will be for one year in the first instance.

4.4.19 The contact assessment point has recently increased staffing capacity in order to make the response more resilient. A working group is developing a new model which will include the development of new pathways and responses to new enquiries and existing managed care. This will strengthen our ability and our response to people making an initial enquiry in line with the requirement to work differently.

Dewis Bridgend's Information website development and implementation

4.4.20 Over 50 staff attended a workshop/presentation on the 8th June 2016. An implementation group has been set up, and meets monthly to progress the implementation. The information below outlines the work progressed and overseen and managed through the regular meetings to date and ongoing planned work. This will be further updated by the meeting planned for February.

4.4.21 A range of information has been and continues to be uploaded to the system which is now live. A link has been created from the recording system used for recording by practitioners (welsh community care information system) to the DEWIS system. Work has commenced with the Early Help and Customer contact centre to develop their use of the systems. Partners are beginning to upload their information onto the system with developments ongoing with ABMU and within the GP clusters.

4.4.22 Nationally, work is being developed to develop the Children and Young People information pages on the system for families and professionals. Work is also ongoing to develop a Dewis app for smartphones with the aim of this being implemented in April 2017. Agreements have been made to develop links between other websites, which means that local information held by our third sector can be uploaded onto Dewis as this partnership develops. Work ongoing includes publicising the system within the local Bridgend area. A formal launch with partners is planned for this spring.

4.5 **Part 3, Assessing the Needs of Individuals** – The Act has created a right to an assessment where it appears the individual may have needs for care and support. The underlying approach of this part of the Act is for an

assessment to be undertaken in partnership with an individual using a more simple approach which reduces unnecessary bureaucracy. Assessments will be proportionate and need to focus on what matters to a person and how they can use their own strengths and resources to do things. There is a code of practice which details the five elements of the duties of the local authority in terms of the response to people who contact us for possible assistance. It has also introduced a significant legal change as carers have an equal right to an assessment.

- 4.5.1 Work has been ongoing across adult social care teams to work in a person centred, outcomes focused way. There have been a significant number of codes and guidance issued throughout 2016 from Welsh Government and work had been undertaken to develop practice guidance and training resources. This supports teams to understand the required change and adapt their practice and delivery in line with the requirements set out in the codes and legislation. Guidance (under the National Assessment and Eligibility Tool) on Recording Measurement of Personal Outcomes was issued in November 2016. This provides a framework for recording and measuring progress against personal outcomes during the care and support process for individuals. This will require practitioners to both record and for us to report outcomes in line with the requirements set out.
- 4.5.2 To support this, the organisation has a number of forums and meetings which allow the time necessary to explore and develop with operational managers the implementation of the changes in day to day practice. Examples include the changing the culture group and more recently at an operational management level the development of action learning work which will be used to both drive and support the necessary practice change at a team level. The overarching management group for this development work is the remodelling adult social care (RASC), where progress is reported and ongoing change. The Directors quarterly extended managers meetings are also used in order to develop ideas and share best practice in relation to the requirements and changes of the SSWB Act. This will also inform training and workforce development planning at both a local and Western Bay level.
- 4.5.3 In relation to developing the local authority response to carers, there is an ABMU Carers partnership, which has developed and agreed its vision in line with the requirements of the Act. This partnership work has produced in consultation with carers, valuing carers compact and a transition plan which will support the changes from working to the Carers (Wales) Measure 2010 to the SSWB Act. The compact is a signed formal agreement with ABMU for working together for the benefit of carers. This requires the gathering of information an analysis of what it tells us in order to inform plans. A scorecard has been developed in order to measure and evidence progress made against the plan.
- 4.5.4 In terms of evidencing both approach and the standards of practice, the Directorate is in the process of revising quality assurance in consultation with a range of colleagues. The overarching aim is to be able to regularly identify what the Directorate is doing well, what needs to change and what the workforce training and development needs are. The intention of the new

policy is to bring together the range of activity the Directorate undertakes to give a better picture of where the Directorate is and inform change programmes.

- 4.6 **Part 4, Meeting the needs of individuals** – This part of the Act sets out duties to respond to identified needs and determine whether those needs are eligible for managed care services. Local authorities have a duty to explore innovative ways of meeting people’s needs, for example through direct payments. A significant change is that direct payments can be used to purchase care and support direct from the local authority. It also sets out the requirements of a care and support plan and a single national eligibility framework for adults and children, which is determined by the assessment of need requirements.
- 4.6.1 It is widely recognised that the move away from the previous eligibility requirements to an approach to proportionate assessments which involve a more collaborative approach to working with people and their carers requires a range of work to change previous policy and procedure. A significant level of work has been undertaken in order to develop the processes and recording necessary to compliance and the requirements around reporting performance. There are a number of approaches in place to support and develop the level of change which the Act and codes require as outlined above under part 3.
- 4.6.2 The Directorate is currently drawing together the responses received from people who have received an assessment of their needs and a support response and there will be learning from this which can be used to inform how to develop the Authority’s approach and response to working with people in line with the Act. The information will inform the performance indicators reported to Welsh Government and the comments and written feedback need to be collated in a way which ensures that the Directorate can share and use them to inform the ongoing development of responses from providing information, advice and assistance to commissioning service responses.
- 4.6.3 In 2016/17, the Council undertook a tender exercise for the provision of a Direct Payments support service across the county of Bridgend. It provided an opportunity to review the service specification, and strengthen it in respect of the requirements under the Act. An extract from the new Service Specification that is now in place is shown below:
- 4.6.3.1 *The Council wishes to appoint a Provider that has a proven ability of delivering a high quality Direct Payments Support Service which will enable, support and encourage people to live independently as long as they are able to. This Service is a key element in the Council’s strategy of helping individuals so that they may live as independently as they are able with a minimum intervention from statutory services.*
- 4.6.3.1 *The fundamental principle of the Service is that support should be offered in such a way as to enable Individuals to live more independently and actively in their communities and to engage to the fullest with their friends, families*

and their wider social groups without the need for more intrusive statutory support.

- 4.6.4 In recognition of the importance of the Direct Payments service, the Council has also commissioned IPC (Institute of Public Care) to help develop a Direct Payments Strategy which will be developed in partnership with pertinent stakeholders, including those individuals receiving direct payments. This work will commence in January 2017.
- 4.7 **Part 5, Charging and Financial Assessment** – This part of the Act identifies the circumstances in which a local authority may charge for providing or arranging care and/ or support including when an authority may charge for preventative services and provision of assistance. It also sets out how charges can be set, paid and enforced. A range of policies staff guidance and public information was agreed by Cabinet in March 2016.
- 4.7.1 The Directorate is currently consulting with citizens on ‘Paying for Care’ which ends on 23/02/17. The purpose of this consultation is to formulate a policy for charging for residential care and updating the non-residential care policy, to comply with the requirements of the Act.
- 4.7.2 Welsh Government is also undertaking a consultation on increasing the capital limit for non- residential services to £30,000, and introducing a full disregard for service users that are receiving War Disablement Allowance. The cap for non- residential care charging is also likely to increase to £70 per week (currently £60 per week).
- 4.8 **Part 6, Looked After and Accommodated Children** – Part 6 of the Act largely re-enacts the provisions in part 6 of the Children Act 1989 relating to looked after children and the various extensive duties on local authorities to meet the care and support needs of ‘looked after’ children and care leavers.
- 4.9 **Part 7, Safeguarding** – Safeguarding is a theme that runs throughout the Act. A new duty to report is introduced for relevant partners in relation to safeguarding children. The Act also introduces a new statutory framework for adult safeguarding and this includes a new duty for relevant partners to report adults who may be at risk. This will enable authorised officers of the local authority to apply to the court for an adult safeguarding and support order if there are significant concerns that an adult is at risk. This will confer a power of entry so that the authorised officer can speak to an adult at risk, but not a power to remove. New structures for safeguarding boards are mandated, with board areas and lead partners prescribed through regulations. Western Bay established safeguarding boards for both children and Adults 2 years ago and they have now aligned their work plans to incorporate the new requirements for safeguarding set out in the Act.
- 4.9.1 Welsh Government has commissioned ADSS to lead a piece of work to update the policy and procedures for both Working Together and In Safe Hands.
- 4.9.2 Whilst the Deprivation of Liberty Safeguards (DoLS) does not come under part 7 of the Act, it is an area of work where safeguards have been

introduced through a legal framework in order to prevent breaches of the European Convention on Human Rights following the ‘Bournewood’ judgement. It has been introduced, in law, to protect individuals who lack mental capacity by providing a legal framework and rights and ensure that the care or treatment they receive is in their best interest.

4.9.3 The Law Commission is reviewing the legislation on the Deprivation of Liberty Safeguards recognising that Councils across the country are not coping with the increase in numbers of referrals post “P v Cheshire West & Cheshire Council” judgement and after concluding that the current system was “deeply flawed”. The Commission undertook public consultation in 2015 which informed an interim report published in 2016. They intend to publish a final report along with draft legislation early this year. They propose to introduce a Protective Care Scheme that aims to cut bureaucracy and introduce more human rights protections into mainstream care management This is a complex piece of legislation and it is not known at this stage how this will operate in practice.

4.9.4 However, until the legislation changes the Directorate is left with the current process of DoLS and a large numbers of referrals to process. There were a number of actions that the service undertook to manage the DoLS pressure. This includes identifying DoLS on the Corporate Risk Register, a position statement report was presented to Corporate Management Board (CMB) and a budget pressures bid was submitted for 2017/2018.

- Numbers of DoLS referrals received in Bridgend

• YEARS	• NUMBER OF DoLS REFERRALS RECEIVED
• 2013/2014	• 12
• 2014/2015	• 325*post Cheshire West judgement referred to in 4.9.3
• 2015/2016	• 443
• 2016 to date	• 306

- Clearing the Backlog of DoLS referrals

There is currently a backlog of 150 referrals. However CMB have been very supportive in identifying additional resources to enable the Safeguarding Manager to spot purchase independent Best Interest Assessors to begin to clear the backlog. This will take approximately 4/5 months. Over the past 3 years 25 Best Interest Assessors (BIAs) have been trained, it is planned that these BIA assessors need to undertake a minimum of 5 assessments per year.

240 referrals have been authorised to date (plus 150 above = 390) all these will need to be renewed within the 12 months period (continual rolling programme). A risk matrix was developed to allocate the most urgent referrals first and then work chronologically through the remainder. 1 full time BIA has been seconded into the Safeguarding Team from September 2015 for 2 years & 1 part time BIA seconded in February 2016. Discussions are ongoing within the Council in relation to additional resources from budget pressures to manage the ongoing requirements.

- **Court of Protection Applications**

8 applications have been submitted to the Court of Protection for people with a learning disability in supported living environments. These Court of Protection applications will also need to be reviewed year on year. There are an additional 10 applications currently being processed for the Court of Protection and there is a plan in place to progress more applications each month. There are currently 158 people which require applications to the Court of Protection. 1 full time social worker has been seconded into the Safeguarding Team from the learning disability team to undertake the Best Interest assessments and additional resources have been bid for to process these applications and renewals every year.

- **Support from Legal Services**

Completing and submitting an application to the Court of Protection is a complex process. Legal services have professional oversight of all applications and liaise with the Court of Protection.

4.10 **Part 8, Social Service Functions** – Part 8 of the Act specifies the Social Services functions of Local Authorities. Local Authorities must appoint a Director of Social Services who must demonstrate competencies specified by Welsh Ministers. This part of the Act also provides for grounds for intervention by Welsh Ministers in the exercise of Social Services function, where a local authority is deemed to be failing.

4.11 **Part 9, Co-operation and Partnership arrangements** – Statutory guidance requires regional partnership boards to prioritise integration of certain areas: older people with complex needs and long term conditions (including dementia), integrated family support services, learning disabilities, children with complex needs and carers (including young carers). In addition, the guidance now requires the establishment of pooled funds in specific areas: the exercise of care home accommodation functions, the exercise of family support functions and functions that will be exercised jointly as a result of an assessment carried out under section 14 of the Act.

4.11.1 The establishment of the Regional Partnership Board (RPB) and the terms of reference for the board was agreed in the three local authority Cabinets and the ABMU Health Board in July 2016. The Western Bay Regional Partnership Board first formal meeting took place on 24th November, 2016. A report provided an update on the progress of the principal Programme activities by work stream as well as a summary of overarching programme activities, including the Position Statement for Western Bay, the Regional Citizen Panel, the Western Bay Regional Trade Union Forum and communication.

4.11.2 An action plan of the Programme's key priorities and projects is currently being developed, and will present to future RPB for endorsement.

4.11.3 Work is ongoing at a regional level in order to effectively plan and provide a sufficient range and level of care and support services informed by the population assessment. This assessment is required by the 1st April 2017. The Population Assessment Steering Group oversees work by three

subgroups - Data Analysis, Communication and Engagement and Editorial. The Groups have involved all three Local Authorities, the Health Board and CVC partners representing the third sector.

- 4.11.4 The Population Assessment is a fundamental requirement of the Regional Partnership Board and will need to be reviewed by the Board in January before being taken through the Health Board's Board and each of the three Councils. The Population Assessment will inform the Area Plan to be developed and adopted by the regional Project Board. This will capture and identify the key areas of regional integrated health and social care working and will inform future funding decisions.

Pooled Funds

- 4.11.5 The Partnership Arrangements (Wales) Regulations 2015 require the establishment of pooled funds in relation to:

- The exercise of care home accommodation functions;
- The exercise of family support functions;
- Functions that will be exercised jointly as a result of an assessment carried out under section 14 of the Act or any plan prepared under section 14A.

Pooled Fund for Care Homes for Older People

- 4.11.6 The duty for the establishment of pooled fund for care homes comes into force on 6 April 2018. The Regional Care Homes Subgroup has assumed responsibility for overseeing the development of the pooled fund for care homes required by the Social Services & Wellbeing (Wales) Act by April 2018. Key colleagues have been identified in each Local Authority area and initial discussions have taken place regarding the scope of the pooled fund. The National Commissioning Board is currently undertaking a pilot in Gwent exploring the process of developing a care homes pooled fund and local approaches will be informed by the outcomes of the nationally led work which was due to be completed by the end of the 2016.

Pooled Fund for Intermediate Care Services

- 4.11.7 Three pooled funds for the Intermediate Care Services were established in October 2015 for Bridgend, Swansea and Neath Port Talbot localities. The three local authorities Cabinets approved entering into the overarching partnership agreement in accordance with Section 33 of the National Health Service (Wales) Act 2006 for the provision of intermediate care services between each local authority and Abertawe Bro Morgannwg University Local Health Board (ABMU HB) for Adult and Older People's Services in October 2015.

- 4.12 **Part 10, Complaints, Representations and Advocacy Services** – this part of the Act has three chapters – complaints and representatives, complaints about private social care and palliative care and advocacy services. There are significant changes to ensure that people are able to access advocacy support as part of the assessment process.

- 4.12.1 The changes required in relation to representations and complaints have been fully implemented and staff guidance developed and introduced. In

addition e-module learning tools are being developed. Since April 2016 a complaints awareness e:learning module has been launched and is now available to be accessed by staff. Whilst this is not mandatory, managers have been asked to encourage their staff to complete it and levels are being monitored. The Directorate is developing a further e: learning module aimed at senior managers and the effective handling of representations and complaints. This module will be mandatory for the relevant managers. The Directorate now plans to work towards development of a further e:learning module which will be aimed at senior managers and effective handling of representations and complaints. Publicity material has also been updated to reflect the changes to the complaints procedure and is made available to service users and the public in the form of an information leaflet. This is also available on the BCBC website. Publicity material has also been translated into Welsh to ensure that the requirements of the Welsh Language Standards are met. With regard to advocacy support, complaints publicity material (including the BCBC Website) includes advice to complainants that they can request assistance with making their complaint or representation (this will include advice and referral to advocacy providers where required by the complainant).

4.12.2 The Code of Practice for assessing needs requires the Authority to ensure that individuals are empowered to express their needs and are able to fully participate in the process as equal partners.

Advocacy.

4.12.3 BCBC has reviewed advocacy services in both children's and adult's services. There is existing provision for adults with a learning disability through a third sector contract, and working arrangements are in place with other local providers to ensure appropriate advocacy is accessible in the case of individuals experiencing barriers though mental health or mental capacity. Statutory advocacy for children is more developed than for adults and BCBC currently has a contract with Tros Gynnal Plant. However, consultation with stakeholders in Bridgend has identified that while the most vulnerable people within services are able to access an independent professional advocate (IPA) there is a limited level of co-ordination in ensuring that everyone who is eligible for social services is able to access an IPA service as defined under the new legislation.

4.12.4 In order to address this gap in provision, a Welsh Government funded initiative, the Golden Thread Advocacy Programme (GTAP), has supported BCBC to engage local stakeholders with the purpose of developing a robust and fully compliant service model. A stakeholder workshop was facilitated by GTAP in October 2016 with representation from children's and adults' advocacy providers as well as other services that offer representation and support to individuals and groups in the local community. The stakeholders themselves have helped to co-design a 'Hub & Spoke' service model that will be tested through a 12 month Pilot Scheme for adults services, while children's advocacy is currently being reviewed for re-alignment with a National Approach for Children's Advocacy (and is being considered for future commissioning at a Western Bay regional level).

4.12.5 Work currently ongoing to further develop statutory response includes the following:

- Development of an Advocacy Directory for Bridgend to include all levels of advocacy available, including IPA. This will be a feature of the Information, Advice & Assistance service in Bridgend and will help those involved in the referral process.
- Maintaining support for existing providers of advocacy including informal community support services and more formal peer/professional advocacy for learning disabilities and maintain referrals into IMCA/IMHA as required.
- Development of a Pilot Scheme of complimentary IPA services through working relationships with up to 3 IPA providers (or consortia working in partnership) with the ability to provide:
 - 1) an Advocacy Hub (referral and information) function;
 - 2) a specialism IPA service based on specialist client support/communication needs; and
 - 3) a fully accessible IPA service to ensure that as many people as possible are able to access an IPA as needed.
- Co-ordinate a Steering Group to oversee the implementation of the Pilot Scheme and to develop robust monitoring and evaluation criteria.

4.13 **Part 11 Miscellaneous and General** –This part of the Act includes various miscellaneous and general provisions, one of which is a new duty in respect of adults with care and support needs who are in the secure estate in Wales. This duty exists regardless of their place of ordinary residence in Wales or elsewhere before their detention, and a change in how existing responsibilities for the care and support of children in the secure estate whether detained in England or Wales) are fulfilled. There is also a requirement for the provision of information advice and assistance, and where appropriate the consideration for the need to access advocacy in order to support effective participation in decisions around an individual's wellbeing. This has significant implications for Bridgend as it currently has the biggest prison population in Wales, and will take responsibility for assessing and meeting the 'care and support' needs of prisoners whether they are from Wales, England or another nationality. The local authority must also consider in partnership with others how to deliver preventative services needed by those in the secure estate.

Local implementation – workforce update

4.14 The Western Bay Workforce Development Group accessed funding from Social Care in Partnership (SCiP) & CCW to commission Rhoda Emlyn Jones who delivered a series of workshops (June 3rd& 27th, July 12th 2016) across Western Bay, to support providers and commissioning/contracting teams to understand the concept of outcomes and how they can be achieved. Three, one day workshops took place for home care providers (10 delegates), residential care managers (12 delegates) and commissioners and contracting officers (15 delegates). The expectation is that delegates will share their learning possibly through the Community of Practice sessions with other providers or in a Western Bay Workshop which will contribute to the Act's principle of co-production. The benefits and outcomes of this programme so far are;

- A common understanding between provider and commissioner about outcomes leading to clarity in expectations
- An understanding of co-production
- Sharing of learning with peer groups

4.15 Following on from the delivery of the awareness level training 'Getting in on the Act', the Social Care Workforce Development (SCWD) team has coordinated the roll out of the core training modules:
 Module 1 – Introduction and General Functions
 Module 2 – Assessing and Meeting the Needs of Individuals
 Module 3 – Looked After and Accommodated Children
 Module 4 – Safeguarding.

In total there have been 716 staff attendances.

4.16 The SCWD team has also developed a session called 'Caring with Pride' targeted at the direct care workforce within the local authority. This session combines learning about the Social Services and Wellbeing (Wales) Act with learning centered on the new Code of Professional Practice for Social Care, which was developed by the Care Council for Wales. To date 330 staff has attended these sessions.

4.17 A 'Train the Trainer' package has been developed on a Western Bay basis to be delivered to managers, senior staff and trainers within the Independent and Third sectors. The package is based on the resources developed by the Care Council for Wales for the direct care workforce and again combines with the Code of Professional Practice for Social Care. This has been rolled out across the region.

4.19 A review of training offered by the SCWD team has been undertaken and packages have been refreshed to ensure compliance with the Act.

4.20 Tros Gynnal & Age Cymru will provide support on a Western Bay basis to roll out the advocacy training, co-delivering with in-house trainers; following a 1 Day Train the Trainer Workshop which took place on 24th October with 14 attendees.

5. Effect upon Policy Framework and Procedure Rules.

5.1 There is no effect upon the policy framework and procedure rules.

6. Equality Impact Assessments.

6.1 The Social Services and Wellbeing (Wales) Act, by its very nature, will in part be providing support and care to the most vulnerable in our communities and should also have a positive impact on those people with protected characteristics.

6.2 An Equality Impact Assessment has been undertaken for each part of the Act by Welsh Government. There are no negative impacts cited. In undertaking the assessments, the Government stated that there is a clear

and unequivocal commitment to an inclusive approach is set out within the statutory Code of Practice. The Act promotes equality, improvements in the quality of services and the provision of information people receive, and a shared focus on prevention and early intervention.

7. Financial Implications.

7.1 The Social Services and Wellbeing (Wales) Act 2014 sets a whole range of new challenges and service user entitlements which will have to be met at a time of severe financial restraints for local government and social services. Whilst there are no specific additional resources from the Welsh Government for this purpose, apart from the transitional/transformational funding which was detailed in the last report, in the Local Government Settlement, the Cabinet Secretary for Finance and Local Government indicated that he was providing an additional £25 million through the settlement in recognition of the importance of strong local social services to the long-term success of the health service in Wales and in recognition of the growing pressures which social services face. Bridgend's allocation was in the region of £1.112 million, and this has been included within the Medium Term Financial Strategy to meet other identified social services pressures.

7.2 Local authorities should remain very cautious about whether there will be sufficient resources available to meet increased commitments and expectations in the face of growing demand for services. It is essential that the Council takes account of the budget pressures that will be experienced by the Social Services Directorate as a direct consequence of the Act from the beginning of the next financial year.

8. Recommendation.

8.1 It is recommended that the Committee note the content of this report and the progress made to date to implement the Social Services and Well-being (Wales) Act.

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January 2017

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10 Background documents

- Report to Cabinet 15th March 2016 Social Services and Wellbeing (Wales) Act 2014.
- Report to Scrutiny 15th November 2016 Prevention, Wellbeing and Local Community Coordination

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO THE ADULT SOCIAL CARE, OVERVIEW AND SCRUTINY COMMITTEE

7 FEBRUARY 2017

REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

SECURE ESTATE

1. Purpose of Report

- 1.1 To update Committee on the Local Authority's responsibilities in respect of the Secure Estate, following the implementation of the Social Services and Well-being (Wales) Act in April 2016;

2. Connection to Corporate Plan

- 2.1 This report links to the below improvement priorities in the Corporate Plan 2016-20:
- Helping people to be more self-reliant;
 - Smarter use of resources.

3. Background

- 3.1 The Social Services and Well-being (Wales) Act came into force on 6th April 2016; and accordingly changed the local authority's responsibilities for people in secure estate. These responsibilities were explained in a report to Cabinet on the 26th July 2016. Therefore committee will be aware of the Local Authority's responsibilities for addressing and meeting the care and support needs of all adults and children in the secure estate, not just upon discharge but while they are in custody.
- 3.2 For Bridgend County Borough Council, that has a training and resettlement prison accommodating 1723 males from the age of 18, within its boundary, this means that all offenders over the age of 18 are deemed to have 'ordinary residence' and the Council is responsible for meeting the care and support needs of individuals with eligible needs.
- 3.3 Over the last year and a half, the Social Services and Wellbeing Directorate has been planning in partnership with all agencies involved how we will meet these obligations for the secure estate population. This report will provide an update on progress on developing a service to meet these new responsibilities under the Social Services and Well-being (Wales) Act, the pilot and proposed evaluation of the service and will specifically address the questions asked by members of Adult Social Care Overview and Scrutiny Committee in response to the Cabinet Report 15th March 2016 and the subsequent report to the Overview and Scrutiny Committee of 19th July 2016.

4. Current Situation/Proposal

Implementation

- 4.1 In July, Cabinet was advised that Welsh Government has a national steering group on the implementation of secure estate responsibilities, for the four local authorities affected in Wales; the Head of Adult Social Care represents the Council on this group. In addition training modules have been commissioned by Welsh Government for people working within the secure estate; these modules have been developed by the Care Council for Wales in partnership with the Institute of Public Care.

Regional Collaboration

- 4.2 Part 9 of the Act sets out partnership arrangements, and these apply to those individuals in the secure estate. There is a need to establish an integrated approach with criminal justice agencies and their existing networks, to both support the individual's care and support needs and to reduce the risk of offending behaviour.

Care and Support for Adults

- 4.3 The local implementation group in Bridgend is well-established with all affected stakeholders represented; initially this group focused on readiness for implementation and delivering the local implementation plan. The first phase of implementation is now complete and subsequently an Operational Group has been established across agencies to manage the service and address safeguarding issues. A manager from adult social care services and members of the secure estate team attend the operational group. Furthermore the terms of reference of the local Prison Health Partnership Board are in the process of being revised; this partnership has representation from all stakeholders and was felt to be the appropriate forum to ensure the continued delivery of a partnership approach to the health and care and support needs of people within the secure estate.
- 4.4 In order to meet the duties and responsibilities required by the Act a pilot approach to implementation was originally agreed; however during the first six months of implementation there were significant delays in recruiting some members of the pilot team. The pilot team which is based at HMP Parc, now comprises the following temporary appointments: two senior social work practitioners and a senior Occupational therapist, who will carry out assessments and develop managed care and support plans for people within the secure estate, as well as support the work of the existing health board mental health in-reach team. The skill mix required for the team will be part of the evaluation and posts will be made permanent once that exercise is completed. In addition administrative support has been secured as well as a contract established to provide care from the existing support service within HMP Parc. These posts have been funded by Welsh Government, the funding of which has been allocated on a recurring basis.

Care and Support for Children

- 4.5 In order to ensure that the County Borough meets all of its duties under the Act in respect of those children detained in the secure estate, for whom it is the responsible authority, the following has been put in place:
- There is a working group led by the Head of Service, and Group Manager, Safeguarding and Quality Assurance, which has been leading and agreeing

processes and responsibilities to ensure that the local authority is able to meet all of its obligations to children in the secure estate under the Act.

- Where there appears to be care and support needs for children in the secure estate in Parc Prison, where BCBC is the responsible LA for meeting care and support needs, then as with children in the community an assessment is undertaken by the assessment team. Where there are eligible care and support needs, then a care and support plan is drawn up and the case is transferred to the appropriate long term safeguarding team for ongoing support. Arrangements for monitoring and review are the same, as for all children supported by children services.
- The Local Authority will need to ensure that it meets its duty to provide information to those children in the secure estate and work is ongoing in developing information and advice.
- Processes and responsibilities around visits to those children, who are BCBC's responsibility by virtue of the fact that they are detained in the YOI Parc, are being discussed and agreed as part of the working group on the secure estate; this group includes representatives from the Youth Offending service.

Current Situation

- 4.6 The unavoidable delays in recruiting the full team and establishing and agreeing an Information Sharing Protocol (ISP), the Memorandum of Understanding (MOU), and establishing an agreement to provide care to people within the prison, have meant that a decision has been agreed across agencies that the formal evaluation of the pilot will now be completed between January and June 2017.

Waiting times

- 4.7 The proposal is for the Occupational Therapist (OT) to be based within the prison and they will undertake assessments as and when required. The occupational therapist was appointed in October 2016 and initial demand for OT assessments has been high due to the delay in appointing the therapist; a triage and prioritisation system has been implemented to manage the initial demand. The lead officer for occupational therapy has indicated that research has identified a core range of equipment required within the secure estate and this has been purchased and will be kept in a sub-store within the prison to provide a buffer stock. This will also allow for the security screening to be undertaken as equipment enters the prison. The team are in the process of establishing minimum stock levels and the sub-store will be restocked by Vision Products, the Council's existing community equipment provider, when required.

Costs associated with providing care and support

- 4.8 The list of suggested equipment for the sub-store, with costs, is attached in **appendix A**. Hoisting and other powered equipment is not included on the list because as yet we have no indication about the demand for such equipment, and because there is a requirement to service and maintain this type of equipment on site, it makes it impractical to store it until it is needed.
- 4.9 The expenditure associated with providing care within the secure estate is being carefully monitored and evaluated against the current demand. However this is an

area where there will need to be close collaboration between the Council and Welsh Government because the population of the prison can change as demand changes within the secure estate.

Outcomes from the Pilot

- 4.10 Since April 2016 we have responded to 76 referrals of adults within the secure estate. On receiving a referral, either the social worker and/or occupational therapist will carry out an assessment; this process is the same assessment process an individual would receive in the community and is proportionate to the person's needs. If the person is found to have eligible care needs, then a care and support plan focusing on what matters to that individual is developed. This process can take differing amounts of time depending on the complexity of the individual's need for managed care and support, and the number of professionals involved in the assessment process in the context of the prison environment. Assessments are further complicated by the needs of individuals' being masked by the prison environment and the support offered by other prisoners to those who need assistance; which of course will not be available to them once released from prison. Furthermore, there is also significant social work input required to facilitate the transfer of prisoners within the secure estate, or the release of prisoners to other local authorities.
- 4.11 Of the 76 people assessed to date, the majority, 61, required information, advice and assistance, and did not require ongoing support from the Council; 15 people required an assessment and support plan. Currently seven people are subject to ongoing assessment and intervention; three of whom are receiving managed care, and four are receiving a social work service. The age range is between 25 and 89, with the average age being people in their 50s; some of these people have complex disabilities as a result of chronic ill-health, others need support as a result of living with a mild to moderate learning disability. The Occupational Therapist has provided a range of equipment to 11 prisoners; the equipment provided ranges from hoists, to aids to managing personal care. The age range of prisoners requiring equipment ranges from 23 to 94 years, with an above average number being over 50 years old.
- 4.12 The feedback from the Managers and team overseeing and providing this service is that the numbers do not adequately reflect what is involved in working in a secure environment. Further exploration and work is required to ensure that we adequately evaluate our input and the outcomes achieved in line with the requirements of the Act. To this extent, the evaluation pilot has now been postponed and will commence in January 2017 with the full evaluation concluded by July 2017. It is suggested that a report on the evaluation of the service be prepared for Committee following the conclusion of that work.

People not living in Bridgend

- 4.13 To date none of the people assessed by the secure estate team have previously been domiciled in Bridgend County Borough.

Specialist Care Equipment

- 4.14 Equipment is assessed for, and provided to individuals on a loan basis. Where a prisoner moves to another local authority on release there are established cross-

border protocols in place for the transfer of equipment and the recouping of costs where appropriate.

Resource Requirement in the Longer Term

- 4.15 It is planned that the pilot evaluation will be completed between January and June 2017. The intention is to evaluate the most effective way to continue to deliver and manage this service in order to determine the resources required to respond to the actual level of demand once it has been established, and ensure that the correct skill mix is within the team to meet the identified needs

The Memorandum of Understanding

- 4.16 A Memorandum of Understanding (MOU) has been agreed and completed; this sets out the shared strategic intent and joint commitment of Bridgend County Borough Council, with Abertawe Bro Morgannwg University Health Board, Her Majesty's Prison and Youth Offending Institute Parc (HMP and YOI Parc) under the leadership of G4S, and National Offender Management Service (NOMS) to work together, to ensure people in the secure estate, within the County Borough of Bridgend, have access to appropriate social care support.

The Information Sharing Protocol (ISP)

- 4.17 An information sharing protocol ISP has been developed and agreed across organisations and supports information sharing by partners involved the care and support of people in the secure estate, as well as the groups of service users it impacts upon. The document details the specific purposes for sharing information, and the personal information being shared; as well as the required operational procedures, consent processes, and legal justification. All partners are now in the final processes of having this signed off by organisations.

5. Effect upon Policy Framework and Procedure Rules

- 5.1 There is no impact on the policy framework and procedure rules.

6. Equality Impact Assessment

- 6.1 When the pilots evaluation is completed and officers are in a better position to know the full effect of the proposed new model, an EIA screening (and a full EIA if necessary) will be undertaken, to assess the potential impact on service users and staff.

7.0 Financial Implications

- 7.1 The funding for social care for prisoners in Wales is coming from within the additional £3m allocated to Welsh Local Authorities for the implementation of the Social Services and Wellbeing (Wales) Act. In March 2016 Welsh Government confirmed the provision of the grant funding of up to £236,774 for Bridgend, to support provision of care and support to those in the secure estate for 2016/17. This funding is for one year only; thereafter the funding available will reduce to £217,448 on an ongoing basis. The final grant award letter with the full terms and conditions of the grant from Welsh Government were received on the 20th May 2016.

- 7.2 This is a new responsibility for the Local Authority and in order to understand the demand for the services at HMP Parc, the pilot will evaluate the actual demand and cost of the service in the first year. The expenditure committed to date is as follows: the appointment of two senior social work practitioners and a senior occupational therapist, and a part time administrative assistant, the full year cost of which equates to £152,913; a sum has also been set aside for set up and equipment costs, and other non-staff costs equating to approximately £34,810. The remainder of the budget (£49,051) has been aligned to direct care and support costs and an initial agreement to enhance the existing health care support team by one full time equivalent, has been agreed in principle, and subject to approval of the MOU explained in this document.
- 7.3 The issue of the new responsibilities in relation to the secure estate have been raised at the Western Bay Regional Collaborative, in order that they can be considered in future resource allocations, regionally.

8.0 Recommendation

8.1 It is recommended that Committee:

- 8.1.1 Note the information contained in this report in respect of the secure estate; and the additional responsibilities for the Local Authority as a result of the implementation of the Social Services and Wellbeing Act (Wales) 2014, and progress to date.

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January 2017

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10 Background documents

None

Equipment for HMP Parc

5517E17	2 x Quintal Slide Sheet Kits	@£19.50ea	£39.00
0302A1	2 x 2" Raised Toilet Seats	@£7.71ea	£15.42
0302B1	2 x 4" Raised Toilet Seats	@£8.85ea	£17.70
0306A1	2 x Adjustable Toilet Frames	@£12.95ea	£25.90
9001C4	2 x Walking Frame Caddy	@£10.35ea	£20.70
5502C1	4 x Langham Multipurpose Raisers	@£8.75ea	£17.50
5101A11	1 x Adjustable Height Bath Step	@£14.29	£28.58
5514A1	2 x Cantilever Tables	@£17.75ea	£35.50
0314A12	2 x Mobile Commodes	@£60.00ea	£120.00
5801B3	2 x Perching Stools with back & arms	@£22.48ea	£44.96
5510A10	1 x Romedic Return 7500 with Belts	@£413.00	£826.00
9002H3	10 x Foxy Sock Aids	@£15.11ea	£30.22
9001F5	10 x Long Handled Sponges	@£4.17ea	£8.34
0509A1	1 x curved transfer board	@£9.15ea	£18.30
5502C7	1 set Langham Suregrip Raisers	@£15.75 per 2	£31.50
9001E10	10 x Plastic Shoehorns	@£1.09ea	£2.18
5205B1	1 x Mobile Shower Chairs		
9001E11	10 x Helping Hands		
9000J5	Ultra lite foam for cutlery (1m each of 6mm, 9mm & 12mm)		
5517F15	Etac slide sheet		

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