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Health, Care and Housing Scrutiny Committee

Meeting Venue
Council Chamber - County Hall,
Llandrindod Wells, Powys

Meeting Date
Wednesday, 12 September 2018

Meeting Time
10.00 am



County Hall Llandrindod Wells Powys LD1 5LG

For further information please contact **Lisa Richards** lisa.richards@powys.gov.uk

5 September 2018

The use of Welsh by participants is welcomed. If you wish to use Welsh please inform us by noon, two working days before the meeting

AGENDA

1. APOLOGIES

To receive apologies for absence.

2. DECLARATIONS OF INTEREST

To receive declarations of interest from Members.

3. DECLARATIONS OF PARTY WHIPS

To receive disclosures of prohibited party whips which a Member has been given in relation to the meeting in accordance with Section 78(3) of the Local Government Measure 2011.

(NB: Members are reminded that under Section 78 Members having been given a prohibited party whip cannot vote on a matter before the Committee.)

4. MINUTES

To authorise the Chair to sign the minutes of the last meeting as a correct record. (Pages 3 - 8)

5. CHILDREN'S SERVICES PERFORMANCE REPORT

To consider the Children's Services Performance Report for June 2018. (Pages 9 - 36)

6. ADULT SERVICES PERFORMANCE REPORT

To consider the Adult Services Performance Report for June 2018 (Pages 37 - 64)

7. ACCESS TO INFORMATION

The Monitoring Officer has determined that category 3 of the Access to Information Procedure Rules applies to the following items. His view on the public interest test (having taken account of the provisions of Rule 14.8 of the Council's Access to Information Rules) was that to make this information public would disclose information relating to the financial or business affairs of any particular person (including the authority holding that information).

These factors in his view outweigh the public interest in disclosing this information.

Members are asked to consider these factors when determining the public interest test, which they must decide when considering excluding the public from this part of the meeting.

8. IMPROVEMENT AND ASSURANCE BOARD

To receive the notes of the Improvement and Assurance Board of 27 June 2018. (Pages 65 - 72)

9. WORK PROGRAMME

To consider the scrutiny work programme. (Pages 73 - 80)

10. CORRESPONDENCE

To consider any items of correspondence which, in the opinion of the Chair, are of sufficient urgency to warrant consideration.

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Health, Care and Housing Scrutiny Committee Wednesday, 1 August 2018

MINUTES OF A MEETING OF THE HEALTH, CARE AND HOUSING SCRUTINY COMMITTEE HELD AT COUNCIL CHAMBER - COUNTY HALL, LLANDRINDOD WELLS, POWYS ON WEDNESDAY, 1 AUGUST 2018

PRESENT

County Councillors G I S Williams, J Charlton, S C Davies, J Gibson-Watt, H Hulme, A Jenner, E Jones, J Williams, R Powell and E Vaughan

In attendance:

County Councillor R Powell (Portoflio Holder for Children's Services) S Davies (Senior Partnership Manager), E Patterson (Scrutiny Officer)

Apologies for absence were received from County Councillors D E Davies, S Lewis, C Mills, G Morgan, K M Roberts-Jones, D Rowlands, A Williams and J M Williams

1. APOLOGIES

Apologies for absence were received from County Councillors D Davies, S Lewis, C Mills, P Pritchard, K Roberts-Jones, D Rowlands, A Williams and M Williams.

In attendance:

County Councillor R Powell (Portoflio Holder for Children's Services) S Davies (Senior Partnership Manager), E Patterson (Scrutiny Officer)

2. DECLARATIONS OF INTEREST

No declarations of interest were received.

3. DECLARATIONS OF PARTY WHIPS

No declarations of party whips were received.

4. MINUTES

The Chair was authorised to sing the minutes of the meetings held on the 12th June 2018 and 21st June 2018 as a correct record.

5. ACCESS TO INFORMATION

RESOLVED to exclude the public for the following item of business on the grounds that there would be disclosure to them of exempt information under category 3 of The Local Authorities (Access to Information) (Variation) (Wales) Order 2007).

6. INTEGRATED FAMILY SUPPORT SERVICE

Documents:

- Draft Cabinet Report on Developing an Integrated Family Support Service for Powys
- Outline Business Case and Options Appraisal for Developing and Integrated Family Support Service for Powys – v 6
- Situation summary and medium long term opportunities for commissioning services for children and young people

Scrutiny observations for submission to Cabinet

- Whilst the Outline Business Case and situation summary were made available to scrutiny in good time the Cabinet Report was only provided one day before the meeting and the Impact Assessment had yet to be completed. Whilst it is appreciated that this item is to be considered at Cabinet on 18th September it had been intended to take this item to Cabinet in July and therefore it would be expected that these documents would have been readily available
- The Senior Partnership Manager and Portfolio Holder were able to provide detailed updates throughout the report and it is essential that this information is contained within the report so that the reasons for the recommendations can be understood.
- In particular the following matters need to be addressed:

Case for Change

The case for change is made based on statutory requirements under the Social Services and Well-Being Act, the findings of the CIW Inspection and a need to tackle adverse childhood experiences. However, no analysis of demand for certain types of support is included and no analysis of any trends in this demand which may indicate that more or less of certain types of support may be needed in different parts of the county

Service Design

A list of proposed family support services is included at Figure 3 but there is no evidence provided of the success of these interventions to justify the proposals. It was explained that there will be seamless transition between current provision and proposed provision with the existing providers on contracts which have been extended to March 2019 to tie in with any new contract starting in April 2019. It is not clear however from the current performance how successful the current provision of early intervention services is given the continued increase in numbers of Looked After Children

Resources

 This section is incomplete and it was not possible during the meeting to ascertain how much resource was available from Children's Services or the Health Board.

- It appears a large amount of the funding is accessed from recurring grants. Whilst it appears this has been the case for some years and the service build in break clauses when letting contracts in case the grant is not forthcoming this nevertheless is flagged as a risk to the authority.
- The list of resources includes the Families First Grant of £328,614.
 This is also included in the sister report on the Integrated Youth Services and clarity is needed to ensure that this grant is not effectively 'counted twice'.
- The list of resources includes a sum of £200,000 sourced from the Children's Services Improvement Revenue budget but identified as 'not currently signed off'. It is not clear if or for how long this funding is available and attention is drawn to this risk.
- The business case needs to be clear as to whether it is intending to provide a service within a financial envelope or whether it is needs led which will necessitate drawing on council resources depending on the level of need which presents. This links to the necessity of designing a service for which there is evidence it is addressing the needs that are presented and can demonstrate measurable improvement.

Options Appraisal and Recommendations

- o It is not clear from the report how the ranking has been applied. For example a threat identified for a Strategic Partnership was noted as a 'limited market of providers willing or able to become partners' with the rationale for a Strategic Partnership given as 'Strategic Partner to bring additional resource to Powys and bring skill and expertise'. The meeting revealed there are interested partners and consideration may be given to amending the proposed strategic partnership to enable some smaller local providers to be able to tender for discrete parts of the contract. This fits with the expectation within Vision 2025 that there will be an increase in revenue spend with Powys based suppliers and providers. This needs to be clearly articulated within the Outline Business Case.
- One of the weaknesses identified for the Strategic Partnership was governance. It was explained that the Partnership would be monitored by the CYPP Management Team and Start Well Board. Consideration should be given as to the appropriate place for monitoring performance of this partnership at Member level. Given the impact the work of this partnership intends to have on statutory services it is essential that performance of the partnership is monitored at a level that assures the authority that the funding provided is having the outcomes expected. Detail of the governance arrangements need to be included within the report.

Next steps

- The timeframe in incorrect and requires amendment to reflect appropriate deadlines leading to the commencement of the Strategic Partnership in April 2019. Assurances were given that the deadline of April 2019 was achievable despite the inaccurate dates included in this section
- Assurance is sought that the service has sufficient capacity to be able to take this business case forward to meet these timescales.

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Impact Assessment

 This had not been completed and will need to be undertaken before the Outline Business Case is submitted to Cabinet.

Recommendation:

 That the Portfolio Holder have regard to the above observations and amend the Outline Business Case and Cabinet Report on the Integrated Family Service to address such observations.

In addition, the Senior Partnership Officer confirmed she would provide Members with the current number of young people Not in Education, Employment or Training.

Concern was also expressed that whilst Welsh Government are encouraging greater use of pooled budgets progress on this will be delayed until a decision is made on the design of this service.

7. INTEGRATED YOUTH SUPPORT AND EMOTIONAL WELL-BEING SERVICE FOR POWYS

Documents:

- Draft Cabinet Report on Developing an Integrated Youth Support and Well-Being Service for Powys
- Outline Business Case and Options Appraisal for Developing and Integrated Youth Support and Well-Being Service for Powys – v 6
- School based universal mental wellbeing interventions for children aged 10-18
- Together for Children and Young People Best Practice Guide of interventions in Wales to improve the mental health and wellbeing of children and young people
- Public Health Wales Evidence Summary Mental well-being among children and young people

Scrutiny observations to Cabinet

- Whilst the Outline Business Case and situation summary were made available to scrutiny in good time the Cabinet Report was only provided one day before the meeting and the Impact Assessment had yet to be completed. Whilst it is appreciated that this item is to be considered at Cabinet on 18th September it had been intended to take this item to Cabinet in July and therefore it would be expected that these documents would have been readily available
- The Senior Partnership Manager and Portfolio Holder were able to provide detailed updates throughout the report and it is essential that this information is contained within the report so that the reasons for the recommendations can be understood.
- In particular the following matters need to be addressed:

Case for Change

The case for change is made based on statutory requirements under the Social Services and Well-Being Act, the findings of the CIW Inspection, a need to tackle adverse childhood experiences, the curriculum for Wales and Together for Children and Young People. However, no evidence of demand (volume or type of service needed) and demand trends is included which would help define what service is required.

Service Design

This section appears to be lacking narrative when compared to the sister report on the Integrated Family Support Service. Figure 3 outlines proposed service offers and whilst supporting documents embedded at the end of the paper assess the effectiveness of interventions no detail is provided regarding which interventions it is proposed to use, and some of the schemes evaluated relate to primary school age children which are not the target age group of this proposed service.

Resources

- This section is incomplete and it was not possible during the meeting to ascertain how much resource was available from Children's Services or the Health Board.
- o It appears a large amount of the funding is accessed from recurring grants. Whilst it appears this has been the case for some years and the service build in break clauses when letting contracts in case the grant is not forthcoming this nevertheless is flagged as a risk to the authority.
- The list of resources includes the Families First Grant of £328,614.
 This is also included in the sister report on the Integrated Youth Services and clarity is needed to ensure that this grant is not effectively 'counted twice'.
- The list of resources includes a sum of £200,000 sourced from the Children's Services Improvement Revenue budget but identified as 'not currently signed off'. It is not clear if or for how long this funding is available and attention is drawn to this risk.
- The business case needs to be clear as to whether it is intending to provide a service within a financial envelope or whether it is needs led which will necessitate drawing on council resources depending on the level of need which presents. This links to the necessity of designing a service for which there is evidence it is addressing the needs that are presented and can demonstrate measurable improvement.

Options Appraisal and Recommendations

It is not clear from the report how the ranking has been applied. The detail within the SWOT analysis is broadly the same as that in the sister report on Integrated Family Support Services and appears to be written from the perspective of the Family Service. For example threats identified under the 'in-house' option are identified as 'adverse response from the wider third sector..., TUPE of existing staff in providing partner...., tight timescale for transfer of staff'. However, it was explained in the meeting that this service is

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largely provided 'in-house' and thus these threats are incorrect. This reports needs to clearly address this difference.

- The overall option ranking is different from the other report and the reasons for this need to be clearly articulated. It was explained in the meeting that at present Family Support is largely commissioned and Youth Support is largely in-house which makes it easier for the Youth Support to remain in-house. If this is the reasoning behind the different conclusions drawn in the two reports then this needs to be clearly explained.
- If the recommendation that this service remains in-house are approved this will require different governance arrangements and these need to be included within the report.

Next steps

- The timeframe in incorrect and requires amendment to reflect appropriate deadlines leading to the commencement of the new delivery arrangements in December 2018. Assurances were given that the deadline of December 2018 was achievable.
- Assurance is sought that the service has sufficient capacity to be able to take this business case forward to meet these timescales.

Impact Assessment

 This had not been completed and will need to be undertaken before the Outline Business Case is submitted to Cabinet.

Recommendation:

 That the Portfolio Holder have regard to the above observations and amend the Outline Business Case and Cabinet Report on the Integrated Youth Support and Emotional Well-Being Service to address such observations.

8. WORK PROGRAMME

The next meeting of Health, Care and Housing Scrutiny will take place on 12th September 2018.

9. CORRESPONDENCE

No urgent items of correspondence had been received.

County Councillor Gwilym Williams















What's working well?

- 1. The demand within Children Services has decreased compared to May. The number of open cases has risen, as has the number open cases with a care plan in place. The numbers of children without a care plan or a care plan which requires a review has decreased. Further work is required to ensure that all children have up to date care plans.
- 2. We continue to implement the Access to Resources Panel for LAC to consider and agree external placements, ensuring effective monitoring of placements and manage the commissioning of individual support packages for children and families.
- 3. Signs of Safety Implementation continues and staff feedback to date is very positive.
- 4. Quality Assurance Manager is now in post and the implementation of the Quality Assurance Panel is underway so as to consider all audits and ensure all recommendations are actioned so that our quality of practice is improved. Sept 18
- 5. Recruitment to an Interim Team Manager in the Newtown Locality Team which will ensure local management oversight and Support to the Newtown Locality Team.

10



What are we worried about?

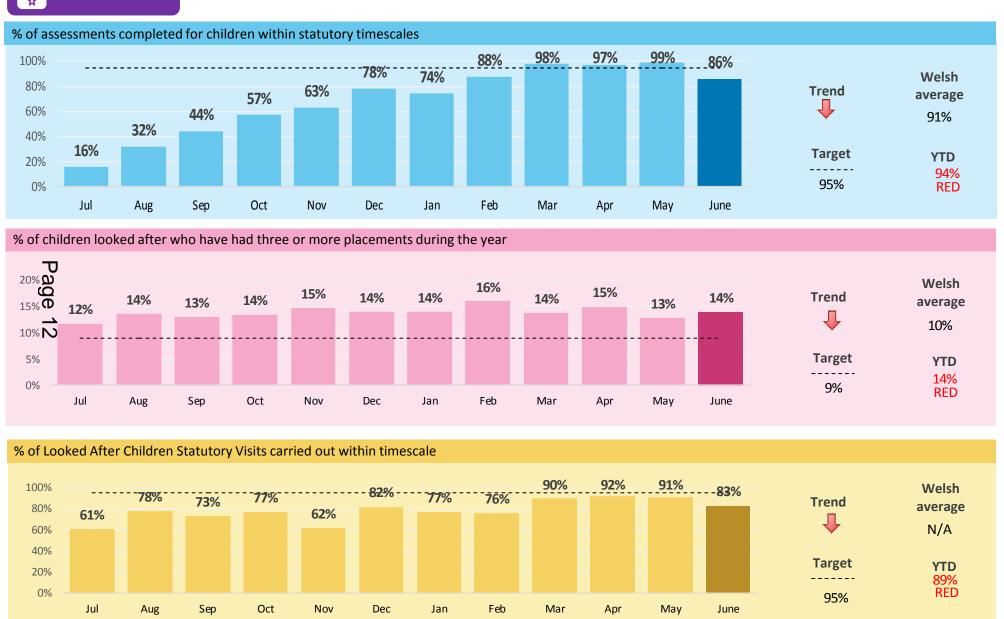
- 1. Connectivity issues with WCCIS and additional demands placed on workers time in order to record information on Childrens files.
- 2. The workforce remains very fragile and the turn-over of staff and sickness rates remains high.
- 3. The numbers of Looked After Children continues to rise with a net gain of 10 children in June.

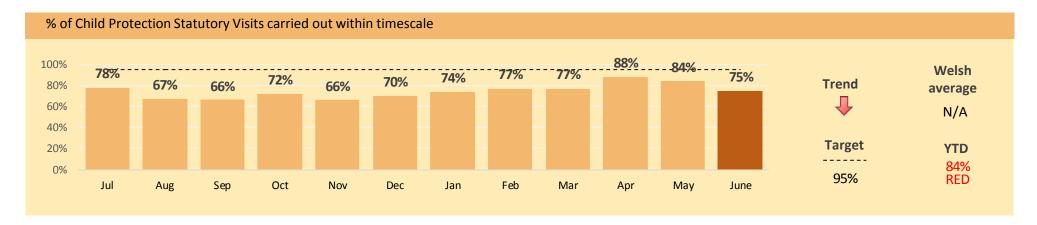
- 4. The number of children undergoing assessment is high at 210 following the high increase in demand during May. This is having an impact on our capacity to undertake this level of assessments and ensure compliance with statutory timescales.
- 5. Performance has reduced in all areas in June. Various reasons which contribute to this such as staffing, specific teams with high vacancies e.g. North Assessment Team, WCCIS and the increased in demand.
- 6. Recording of data in a timely way, partly due to issues with connectivity to WCCIS system.

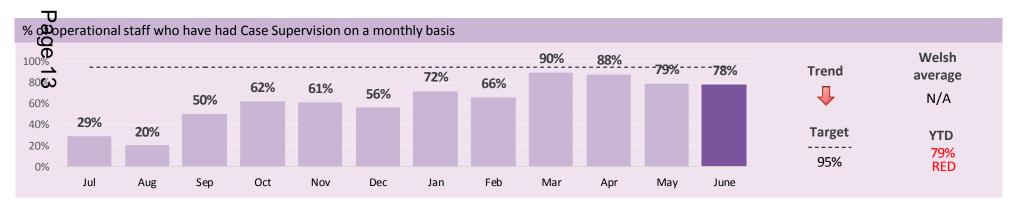
📆 k What do we need to do?

- 1. Complete recruitment to the Pilot Assessment Team in the South of the County July 18
- 2. Resolve issues with recording of data and address issues with connectivity to WCCIS system.
- 3. Tabilise the workforce by recruiting permanent staff this will be supported by the finalisation and implementation of our ture structure and Workforce Strategy.
- 4. Review Application of Threshold document at PPD and consider the most appropriate response to referrals by who and where this best sits.
- 5. Develop and Implement Powys Looked After Children Strategy Sept 18
- 6. Continue to recruit In-house Foster carers to have a net increase of 15 by Dec 18
- 7. Ensure we focus on performance remains priority and the performance culture becomes embedded within the service and developing quality and outcome measures.
- 8. Continue to implement the Children Services Improvement Plan to improve services in response to the CIW inspection.











1011 No. of cases open to Children's Services

Of which:

1a. 1b. No. of Children 23 Page 14 on the Child No. Looked Protection After Children Register 1d. No. of Children No. of LAC and with Care and **CP Children Support Plans** without a Care (Including LAC Plan and CP) 1f. 1e. No. of Children No. of Current open currently cases with no Care undergoing an and Support Plan Assessment

Arrows in this report show performance trends/numbers from previous to current month.



Performance improved/ numbers increased

Performance unchanged/ numbers increased mance de

Performance declined/ numbers increased

Year to date (YTD) totals with a target will be shown as a coloured figure and text to indicate if we are on or off target. On target = Green Off target = Red



Dec

Jan

Feb

Aug

Sep

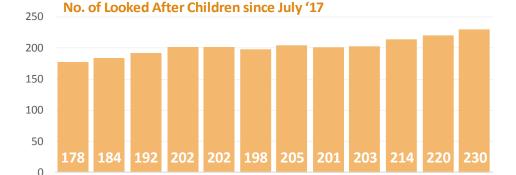
Oct

Nov

Jul

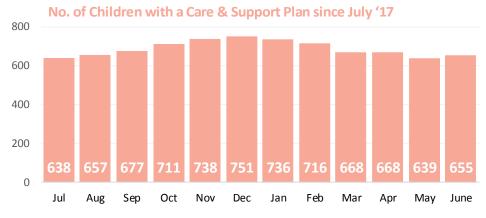
Jul

Aug



Dec

Jan



May

May June





What's working well?

Significant proportion of approaches to Children Services are supported by PPD.

New Assistant Team Manager started in PPD and newly appointed contact officers from July which will support with meeting demand.



What are we worried about?

30% of the approaches to Children Services resulted in Strategy Discussions. This seems extremely high and has also been commented on by CIW inspectors. Of the 117 Strategy Discussions only 38 resulted in Section 47 assessments and of those 6 children were registered. This indicates that the threshold application is too low and needs to be reviewed urgently. July 18

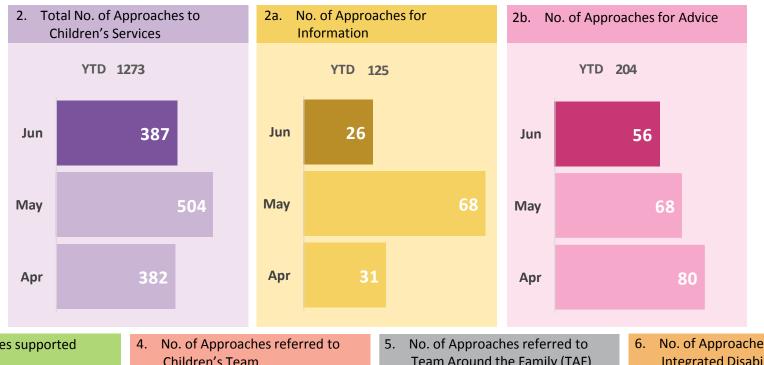
Only one team manager within PPD during June who was able to make decisions on cases. Now appointed new Assistant Team Manager in PPD - July 18

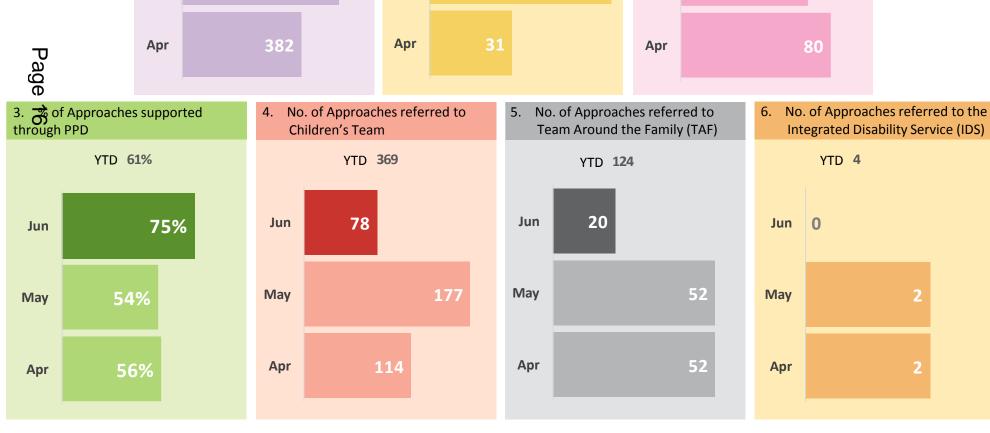


What do we need to do?

Urgently review the application of the Regional Threshold document and review the processes in PPD, to ensure that threshold criteria are consistently applied to each contact and thereby ensure that referrals that are passed through to teams are the right cases that have had appropriate actions undertaken and progressed. Consider where and who is best placed to undertake strategy discussion meetings and whether we need to undertake more care and wellbeing assessments in the first instance given more than 30% of approaches result in Strategy discussions and then 6 children are placed on the register. Sept 18 A10

Pilot from July TAF Decision makers now sitting in PPD to better identify TAF cases and ensure smooth transfer from PPD to TAF- July 18 B20









🛵 What's working well?

The Assessment team in the South of the County is being implemented and will be in place by end of July 18.

ATM appointed in the North Assessment Team to support in management decision making and Strategy discussions.

ATM also appointed in the Welshpool Locality Team and Brecon Locality Team.



What are we worried about?

The North assessment team reduced from 6 to 3 due to staff leave and staff leaving. This coincided with a significant increase in demand and limited capacity for management sign off. This has had a negative impact on the completion of assessments within statutory timescales. This has now been resolved and the team staffing has been increased with an addition 2 social workers and 1 assistant team manager starting early July.

WCCIS connectivity as this is having a major impact on the ability of social workers able to record.



What do we need to do?

Review of processes to streamline tasks undertaken by social workers to avoid duplication e.g. numerous forms required to be completed for

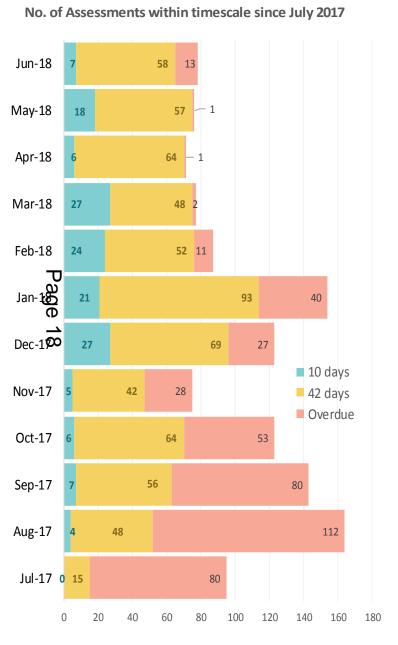
Continue to have assessment meetings so as to ensure management oversight of assessments and completion dates.

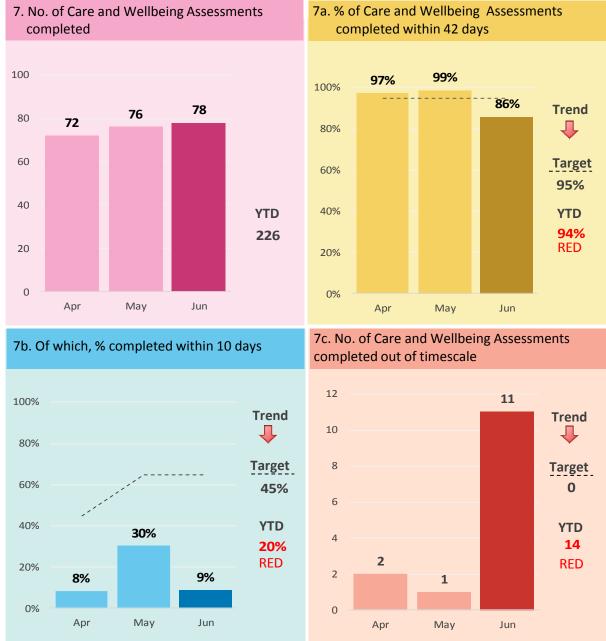
Involve Assessment Team in team the North with the review of PPD so as to ensure a whole system approach. A11

Continue to provide regular supervision so as to ensure support and management oversight. B23

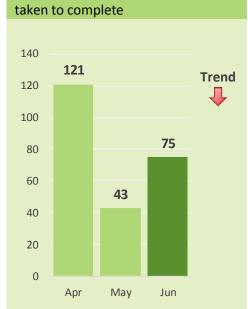
All staff are undertaking signs of safety training to further enhance assessment skills and improve quality of practice. B24

Implement Quality Assurance Panel to support he implementation of the QA framework – Sept 18 B29

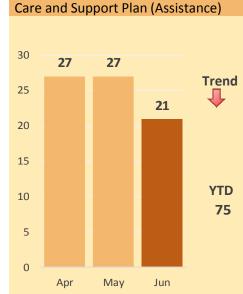




7d. Of these, Average number of days taken to complete 100 92 **Trend** 90 80 70 60 48 50 43 40 30 20 10 0 May Jun Pag Apr

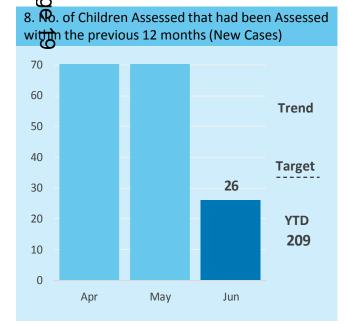


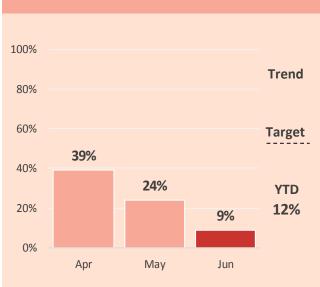
7e. Of these, maximum no. of days



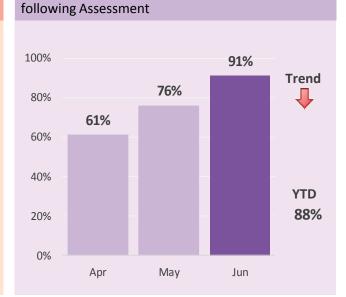
7f. No. of Assessments that lead to a

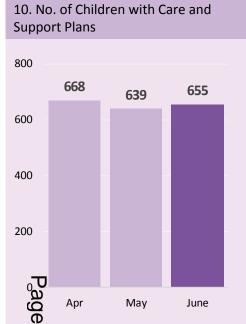


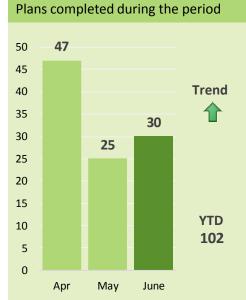




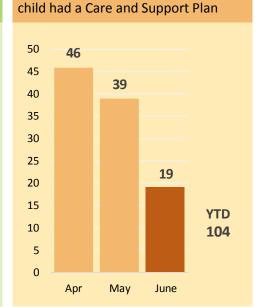
8a. Of these, % that lead to a Care and Support Plan





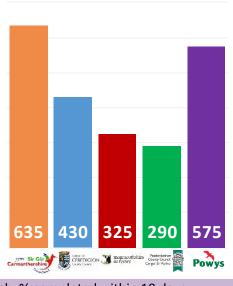


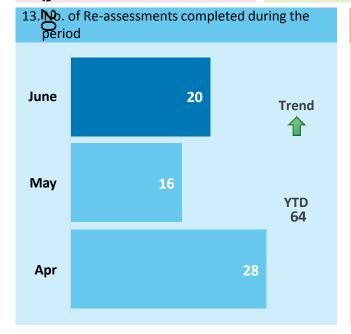
11. No. of New Care and Support

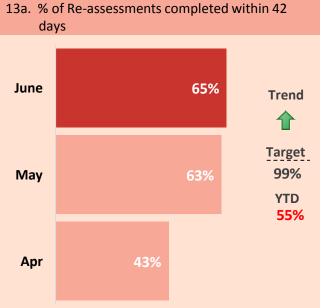


12. No. of cases closed where the

No. of Children with Care and Support Plan as at 31/03/2017











What's working well?

13 children have been removed from the CPR and are children who have been on the register for a longer period of time than previous months. Two of these children have been removed as they have become looked after.

For May and June there have been no children who have been re-registered on the CPR.



What are we worried about?

19 less section 47 assessments completed however only 61% completed in timescale. This is due to the staffing issues in North Assessment Team and capacity issues due to sickness and annual leave within the Radnor team.

Major WCCIS issues causing delay in recording and placing additional demands on workers time.

Performance of CP stat visits completed in timescale have reduced.



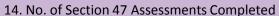
What do we need to do?

Ensure the staffing in the North assessment team are inducted and team stabilised - July 18 B23

Continue to monitor assessment completion as part of the weekly assessment team meetings. B23

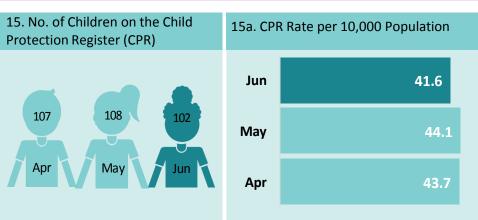
Continue to monitor and ensure appropriate staffing resources are available to respond.

Address why we have no strategy meetings and a very high number of strategy discussions and Section 47 assessments undertaken. Review Threshold document and how this is being implemented at the front door. August 2018



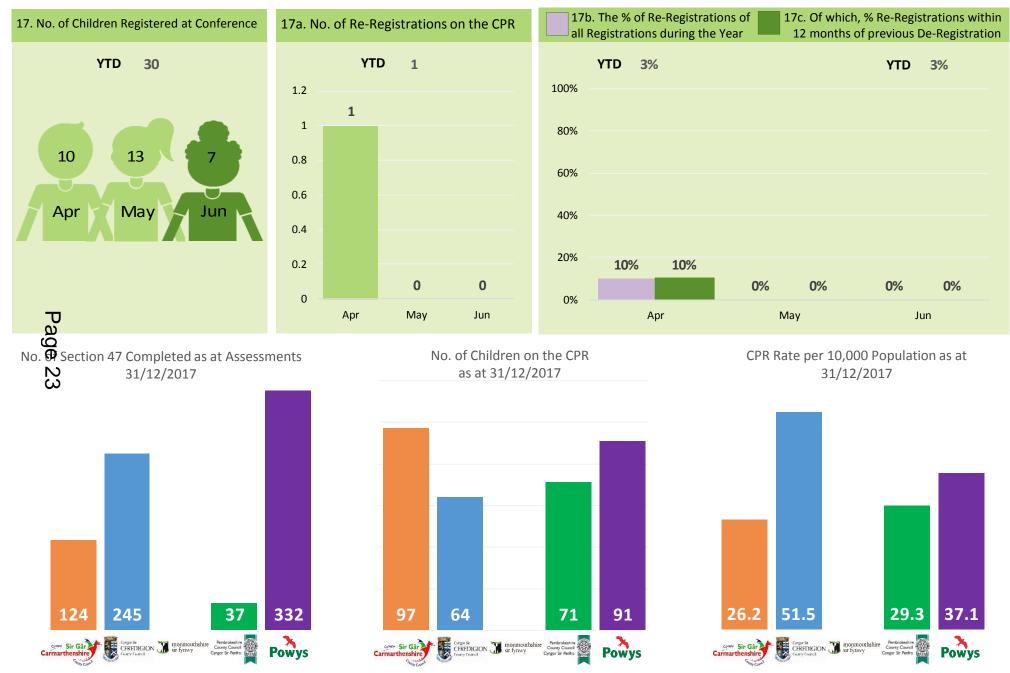
14a. % Section 47 Assessments Completed in Timescale



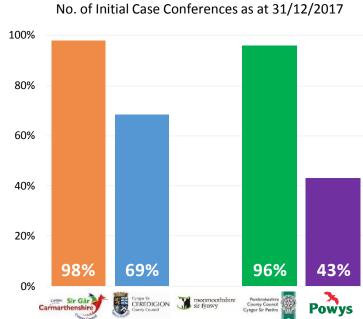


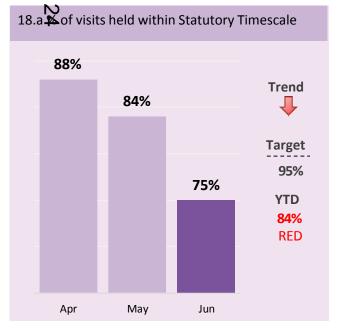










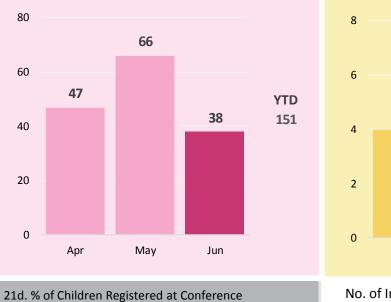


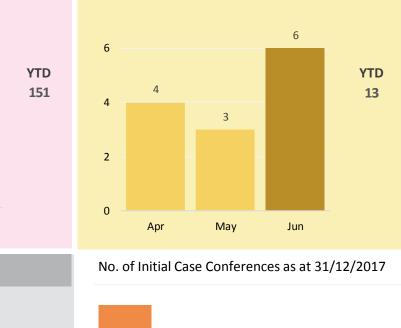




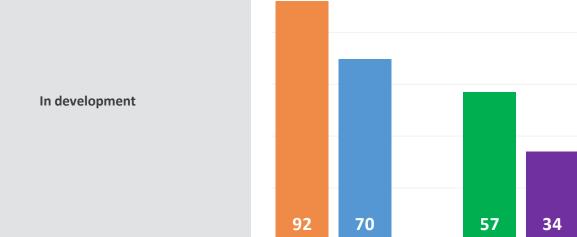








21b. No. of Strategy Meetings Held





5. What's working well?

Number of looked after children who have a care plan in place within 10 days is 68%. This performance is much improved from last months figure. The 4 children who did not have a care plan within 10 days in June have all now a care plan in place.

9 of the 13 children who became looked after in June were placed with Local Authority Foster Carers.



What are we worried about?

Measure 19/20/21d - in development ongoing issue with regards to not being able to report on conferences held. This is being addressed via a new form, however it will take time to be implemented.

LAC recording and reporting as there are delays in updating legal status', inaccurate data in relation to LAC legal status and lockdown records are not reported within the figures.

13 children become looked after during June. 7 of the 13 children were aged 14 or above and have been accommodated under section 76, voluntary accommodated.

There are 25 children subject to placement orders. 7 with active family finding, but no link as yet

3 being assessed with current FC

4 linked with families outside the region

4 placed with prospective adopters and application submitted

7 are placed with adopters awaiting adoption application to court.

Of the 16 placement moves (2 of these children moved twice), 2 residential, 4 IFA's, 8 in house foster carers 2 relative/friend

Limited work in relation to and information on Care Leavers and Looked After Children Educational Attainment.



What do we need to do?

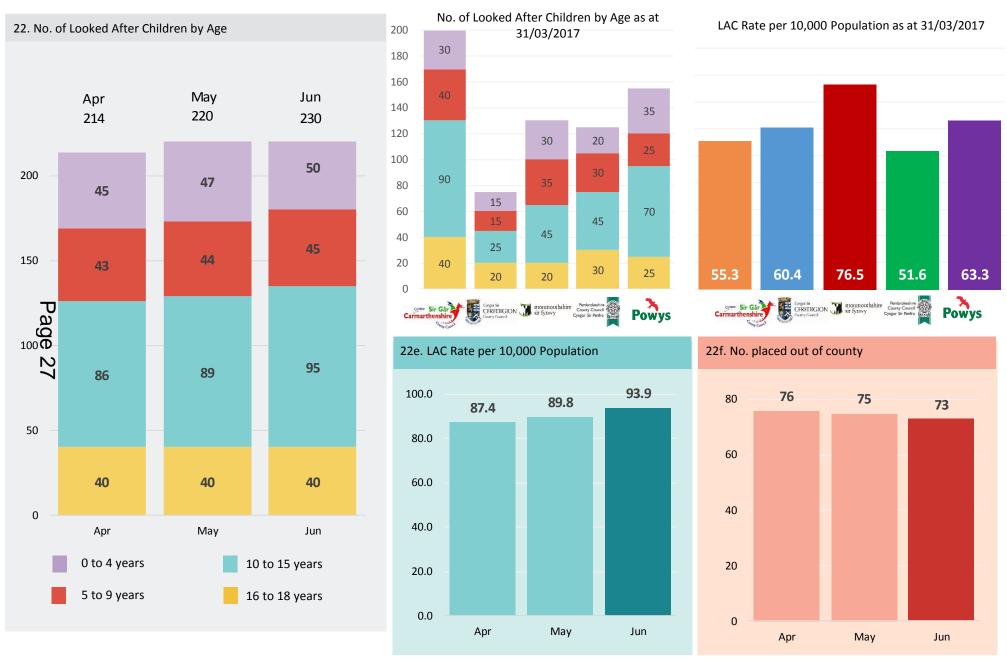
Instruct Team Managers and practitioners to update all records in a timely and accurate way.

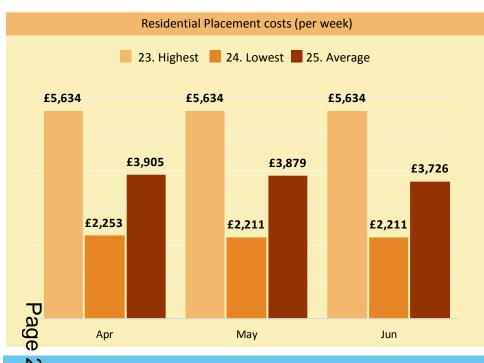
Continue to implement the Access to Resources Panel to ensure that the right services are going to the right children at the right time. The panel are is also reviewing all out of county placements to ascertain if children who are living away from their communities can return. Also children living in residential settings can be cared for within a family environment which will result in better outcomes for children and young people.

Review all children who have been awaiting adoption orders for more than 12 months. Sept 18

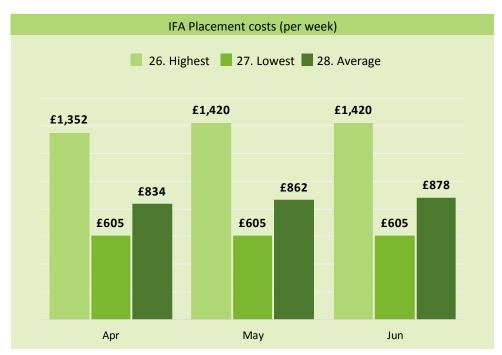
We need to better utilise the commissioned edge of care services so as to reduce the number of teenagers being looked after. Sept 18

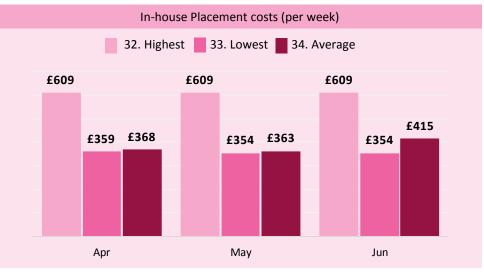
We need to continue to recruit in house foster carers to ensure that we have adequate in house provision for increasing number of looked after children.

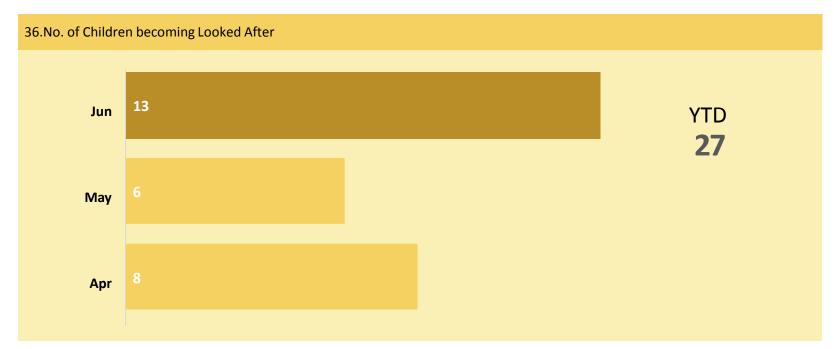


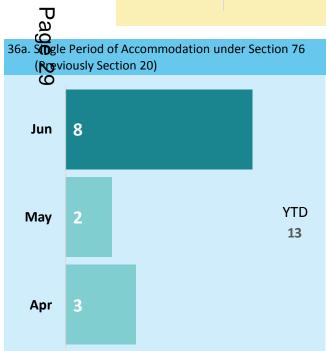


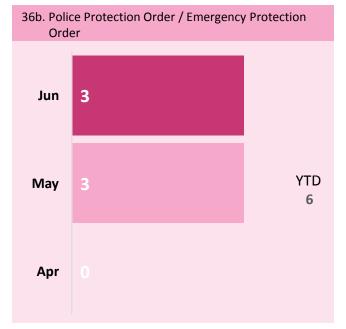


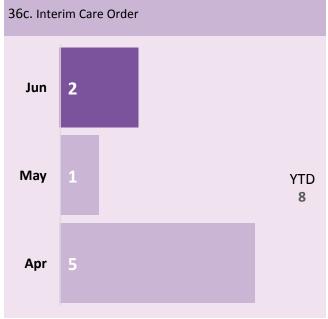




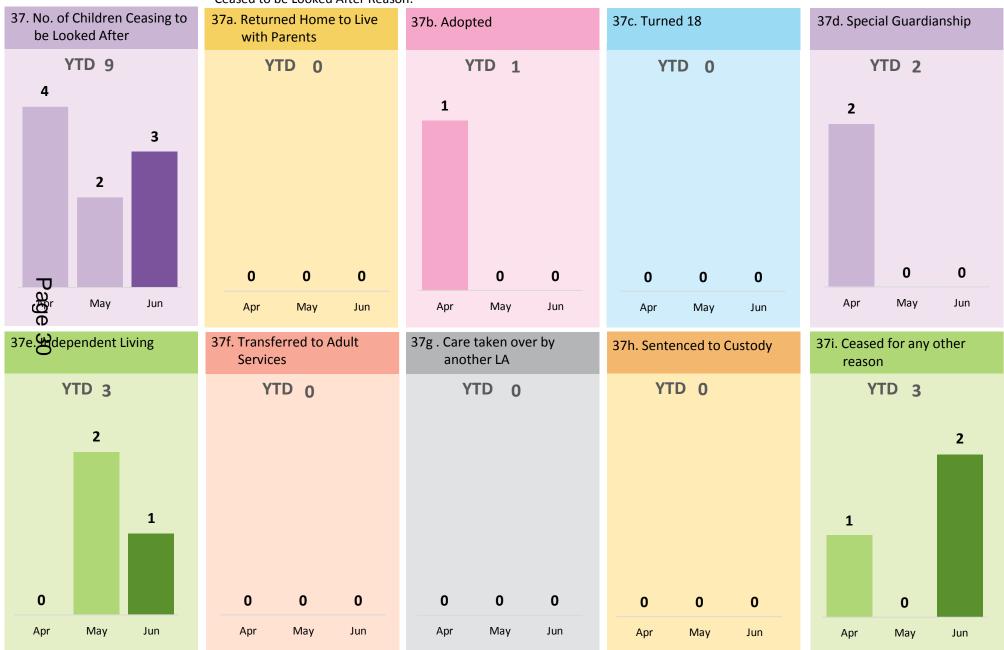


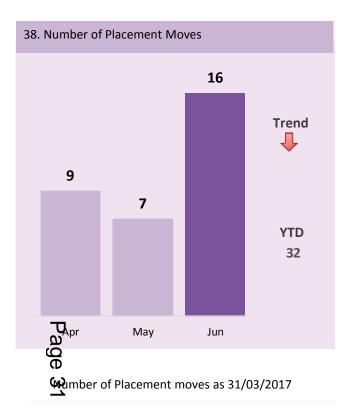


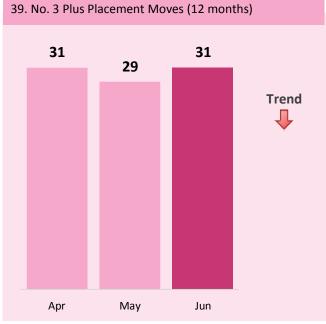


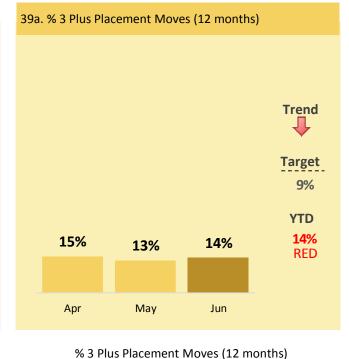


Ceased to be Looked After Reason:



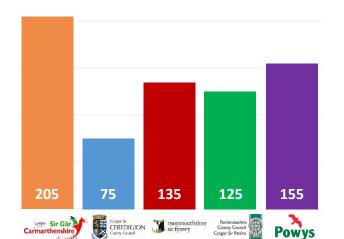


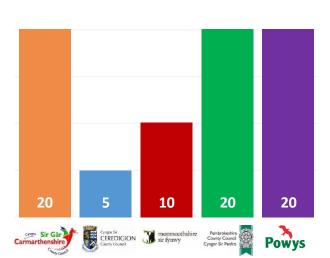


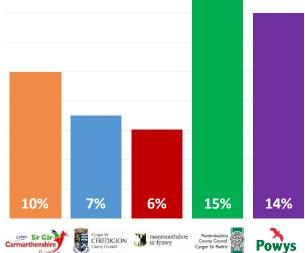


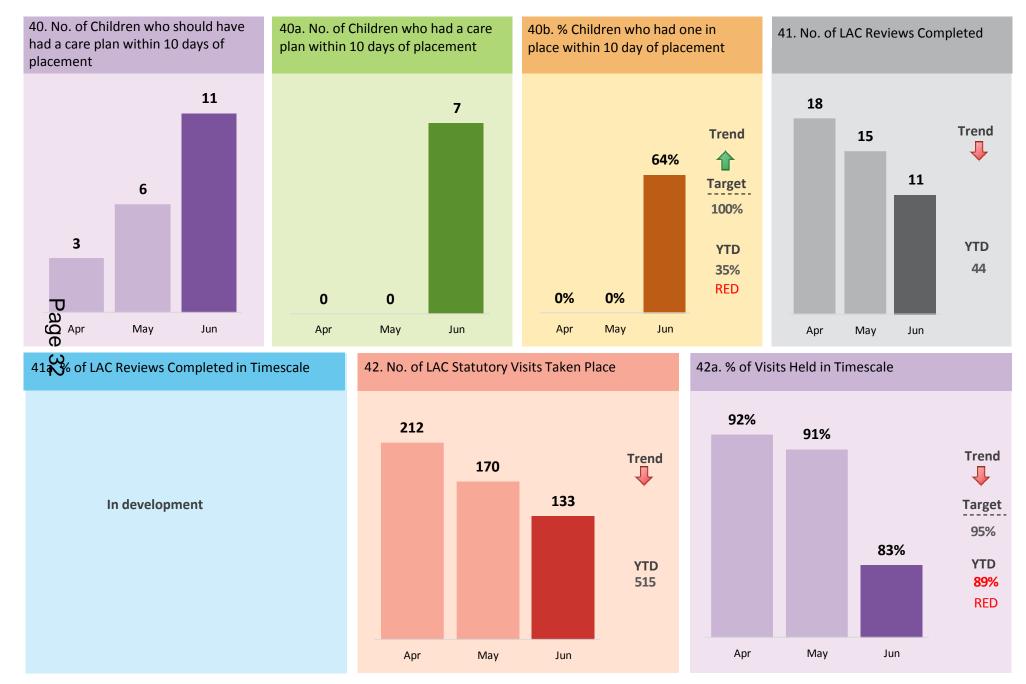
No. 3 Plus Placement Moves (12 months) as at 31/03/2017

as at 31/03/2017













What's working well?

Supervision training has been scheduled so as managers are appropriately trained to undertake quality supervisions.

During June the Fostering Service have received: 15 new enquiries (2 of whom have now withdrawn and 1 who is caring for 2 x Powys YP long term and wishes to transfer from their IFA)

6 have received initial visits with a further two asking to re-arrange

1 was completed early July.

Number of on-going Fostering Assessments 12 Fogger Carer Assessments are currently in progress (5 Ger@ric Carers, 1 Support Carer and 6 Connected Persons)

1 due at Panel in July

4 due at Panel in August

5 due at Panel in September

2 due at Panel in October

Since January 2018 there have been 15 new foster carer approvals

9 Generic Carers

3 Support (Schedule 3) carers

3 Connected Persons

Since January 2018 we have terminated the approval of 14 carers (the majority of these were dormant).



What are we worried about?

Increased demand and not enough staffing resource to meet this demand. Continued instability within the workforce and continued reliance on agency staff. Impact on compliance performance can start to be seen within the reporting and it anticipated that this downward trend will continue in June.

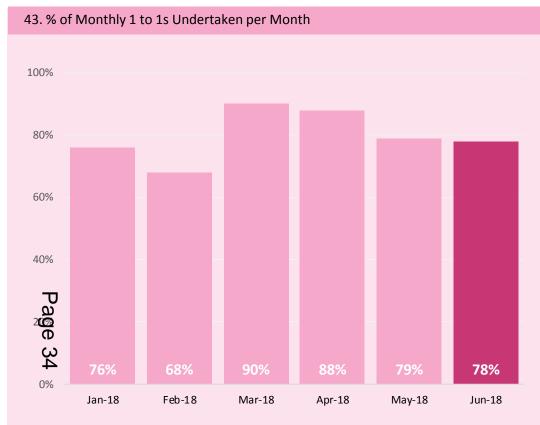
Level of monthly supervisions undertaken is in line with the previous month. A number were booked and staff have subsequently been absent from work sick, a number on placement and are TRENT issues, recording issue.

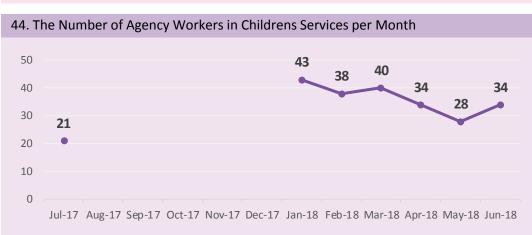


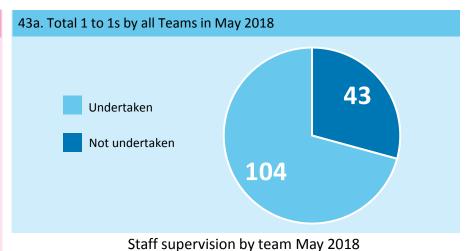
☆ What do we need to do?

Review staffing resources in assessment and locality teams to ensure we have the appropriate staffing resource to respond to the demand. A11 July 18

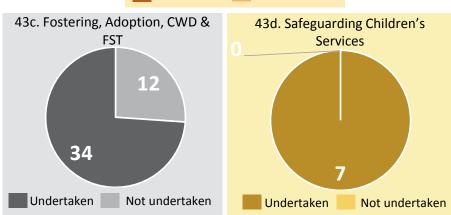
Ensure Managers are undertaking quality supervisions in a timely way and recording accurately on the TRENT System July 18 B23











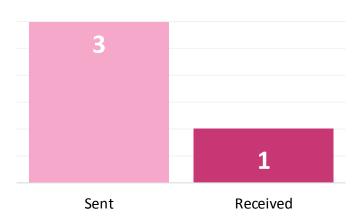


45. Leavers exit interviews questionnaires June 2018

Job title	External (Agency)	Internal	Sent	Received
Social Worker	2	0	2	1
Locality Manager	1	0	1	0
Totals	3	0	3	1

Reasons for leaving PCC	
End of contractLeaver own accord	

Total interview questionnaires sent/received



Fage 35

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Adults Performance Report



June 2018















- > Number of supervisions being completed has significantly increased from 34% in December 2017 to 96% in June 2018
- > Domiciliary Care capacity in North Powys has recently increased, and a number of outstanding packages picked up resulting in better flow aided by the in-house bridging team
- > Initial interest shown in Soft Market Test around potential future of the Council's 12 care homes
- Cases allocated in a timely manner evidenced by reduced delays
- Number of service users receiving domiciliary care has reduced over the last 12 months
- > The efficiency of the domiciliary care service has increased, more people are being supported using less hours to remain in the community with the correct level of support
- > Percentage of identified carers being offered an assessment has significantly increased
- > Provision of support through technology enabled care is increasing
- > The volume of care and support plans reviewed has increased, ensuring the correct level of service is provided
- Saff retention has improved within operational service





What are we worried about?

- > Challenges in retaining staff in the Brokerage Service
- > Accuracy of housekeeping
- > Number of care homes in Provider Performance
- > Lack of domiciliary care capacity in some geographical areas which impacts on reablement capacity as they are unable to transfer care

- > Range of actions to continue to increase domiciliary care capacity
- > Improve accuracy of Real Time reporting mechanisms
- > All benchmarking data to be obtained from comparator authorities to be requested.
- ➤ More work with Business Support and Finance team to understand issues
- > Work has been undertaken to develop and enhance the quality of the performance report, it is acknowledged that this is work in progress and further developments are required

Page 39





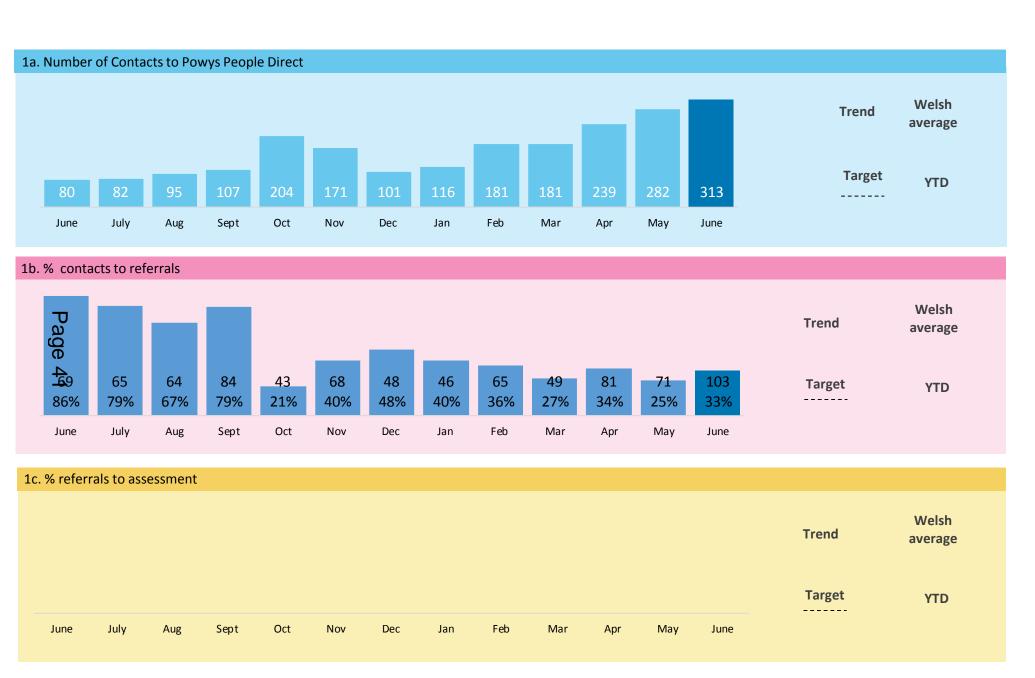
- 1e Average time individuals are waiting has reduced
- 2 Multi-agency team based in Royal Shrewsbury Hospital continues to maintain low level of delayed transfers of care
- 4 Weekly discussion with Senior Managers undertaken to understand gaps or issues.

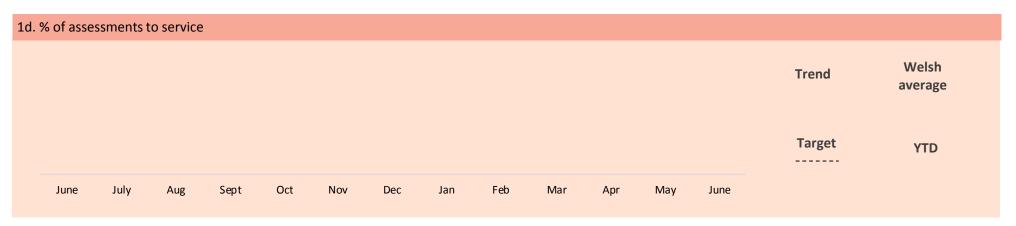
What are we worried about?

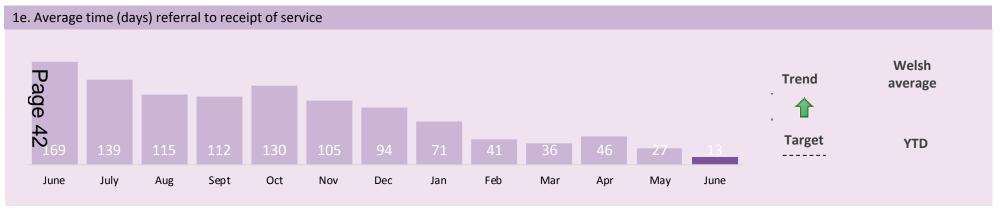
- 1a Inappropriate contact to PPD
- 1b Concerned about the increase in the number of contacts to the service
- 1e Challenges with brokering domiciliary care capacity remain ongoing. The statistics are based on an average which hides the extremes, as some individuals are waiting care for a significant period of time
- 2 Domiciliary care capacity moving into the winter months. Residential homes in provider performance resulting in reduced bed availability



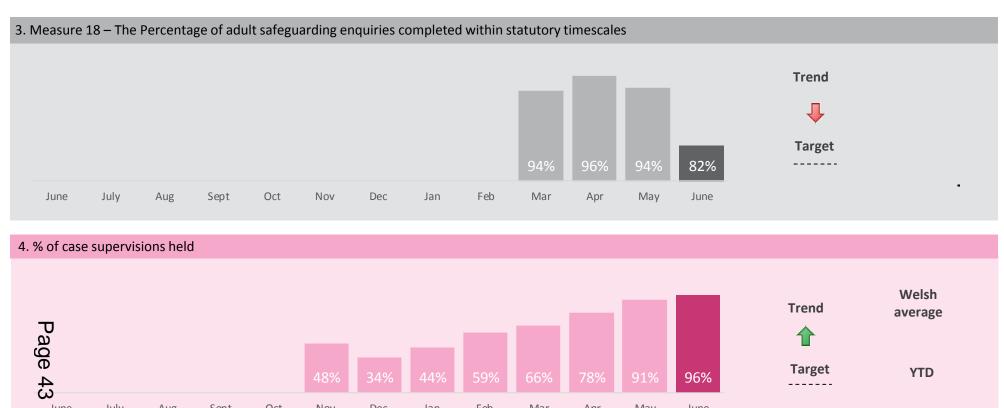
- 1a PPD Review underway
- 1b PPD review underway. Work with corporate partners to ensure the right enquiries go to the right place
- 1e Continue to work with providers to increase domiciliary care capacity and target reviews
- 2 Continue Winter planning with Partners
- · 4 Ensure accuracy of reporting is maintained

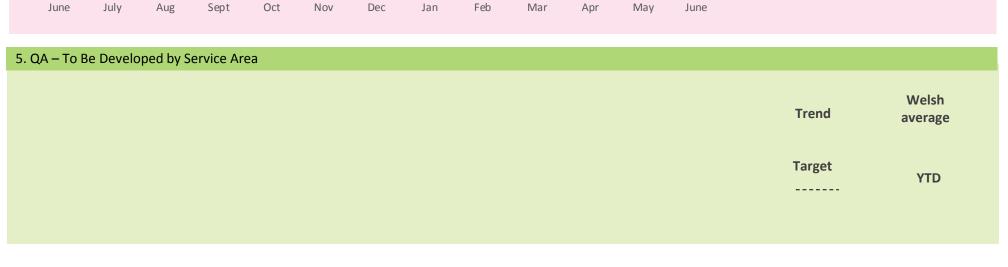














• 6 - Upload of information onto Dewis – editors have been identified across the Council and the first tranche of training undertaken. Info-Engine is up-todate/complete and havses all of the ttod sector information. Dewis wto be launched at the Royal Welsh Show 2018

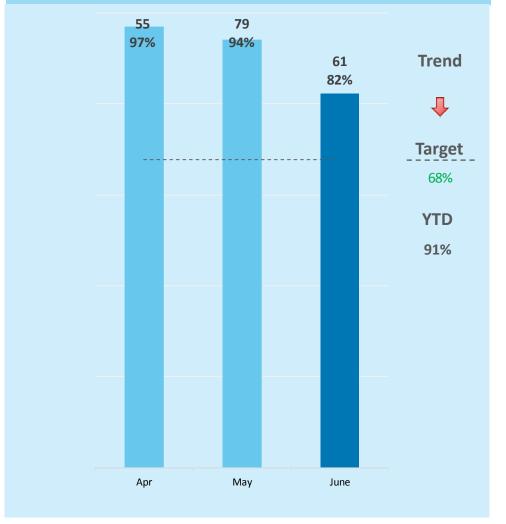
What are we worried about?

e d

পুঁঠু What do we need to do?

- 6 Anticipated baseline URLs will be included in Dewis which will link to main Powys County Council website. Timescale for completion of full project is December 2019
- e 6Changes in reporting of IAA to be implemented. Forms have been updated enabling more accurate recording/capture of data on open cases

6. % of adults who have received support from the IAA service and have not contacted the service again for 6 months







- 7 Significant increase in assessments undertaken in a timely manner
- 11 The number of carers assessments carers completed is increasing
- 12 First local authority in Wales to be reporting on the Active Offer in this way
- 14 The percentage has increased with a high percentage of reablement clients achieving full independence

Page 45

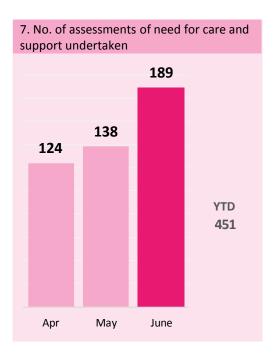
What are we worried about?

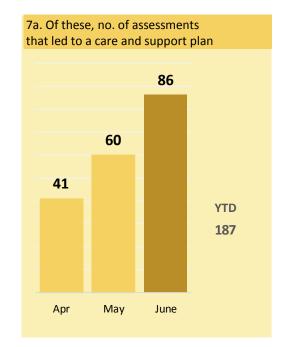
12 Percentage of assessments carried out through language of choice remains low

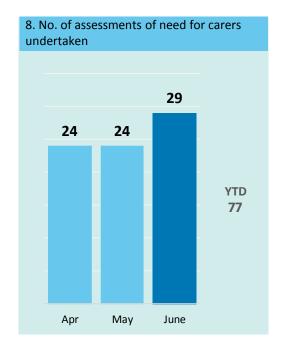


- 7 Understand increase in demand to focus on new demand and existing demand
- 12 Staff roadshows due to commence week of 16th July 2018 at which a presentation will be delivered on the provision of the Active Offer

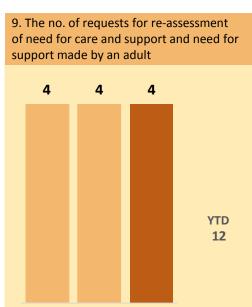












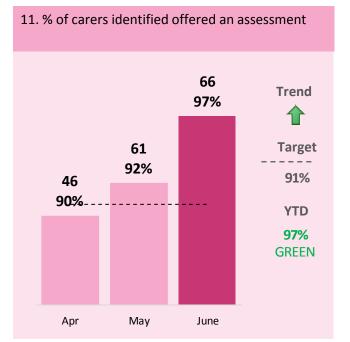




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May

June



Apr

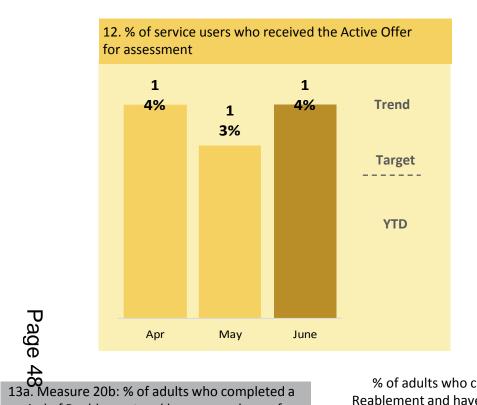
May

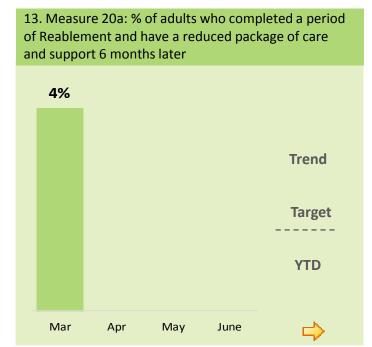
June

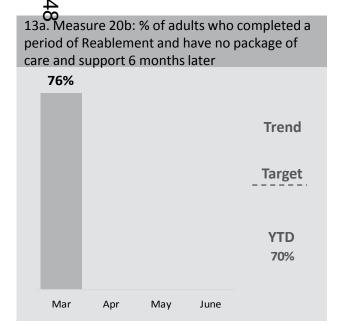
9. % of carers identified offered an assessment as at 31/03/2018

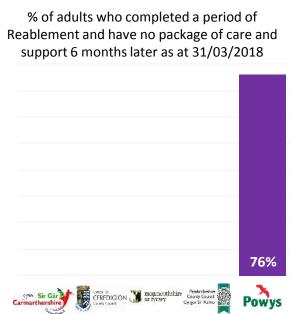










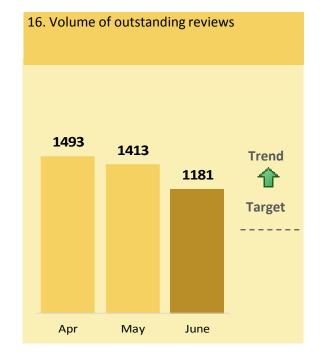


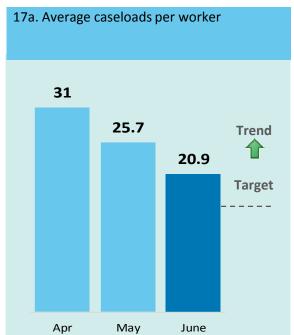


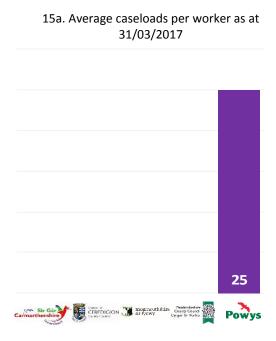


What's working well?	What are we worried about?	👸 🧸 What do we need to do?
Volume of outstanding reviews has decreased		17a Further consider and review report with Business Intelligence to determine how data is presented and recorded
Page 49		

15. No. of care and support plans that were reviewed during the quarter 214 **Trend** 个 196 YTD 183 593 Page 50 Apr May June









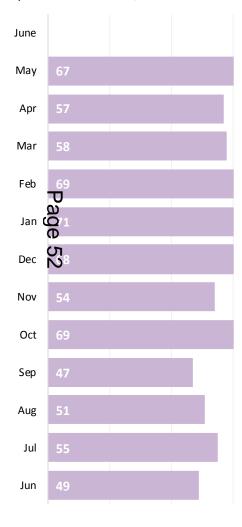
• 27 Safeguarding - Protection plans are not routinely completed as separate documents they can be in other documents

What are we worried about?



- 27 Safeguarding Agree a reporting method to accurately reflect the work undertaken
- Safeguarding:
 - Administrative errors, along with information not being returned by partner agencies, to enable completion of 7-day enquiries to be addressed
 - · Capture data regarding discussions in line with Mid and West Wales Safeguarding **Board reporting**
 - Safeguarding outcomes and feedback for individuals to be included in the future

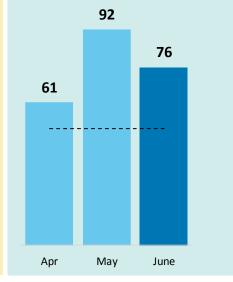
No. of clients referred to the adults protection team 17/18



18. Measure 18 - % of adult safeguarding enquiries completed within statutory timescales



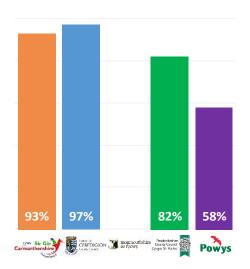
19. No. of referrals made to adult safeguarding during the year



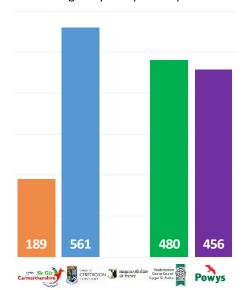
19a. Of these, how many led to an enquiry



% of adult safeguarding enquiries completed within statutory timescales Apr - Sept 17

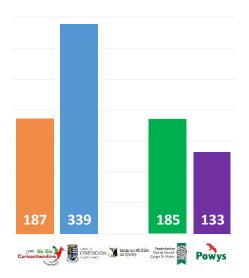


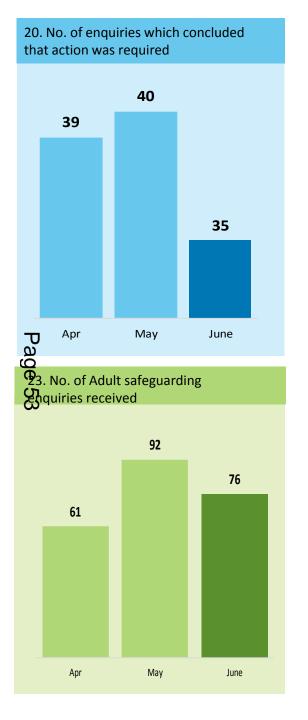
No. of referrals made to adult safeguarding during the year April – Sept 17

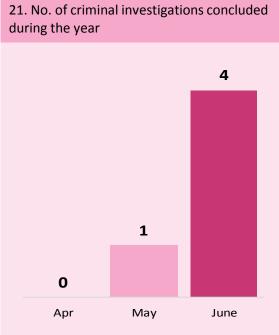


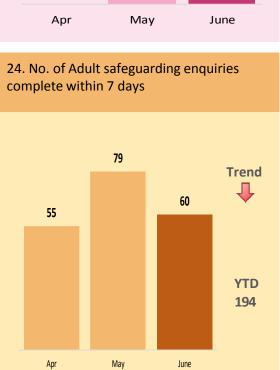
Of these, how many led to an enquiry

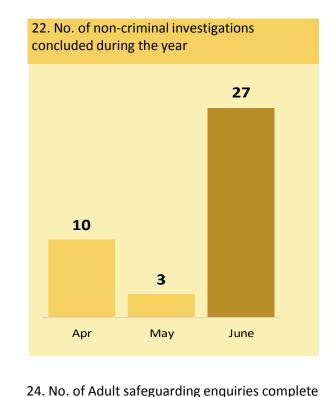
April –Sept 17

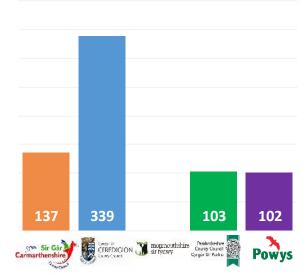








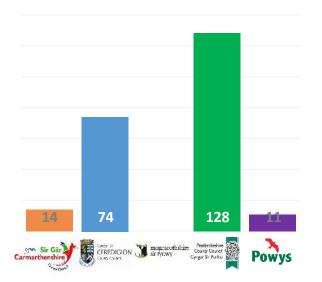




within 7 days as at 31/03/2017

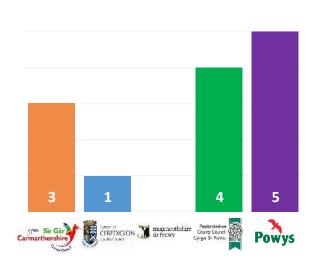


Note f strategy meeting which have taken place as at 31/03/2017





No. of case conferences completed as at 31/03/2017









- 29 Initial interest shown in Soft Market Test around potential future of the Council's 12 care homes
- 290ver a 12 month period numbers in residential care have slowly continued to decrease
- 30 Requests from Health and Social Care
 Professionals continuing to grow in volume. Case
 studies coming though evidencing good outcomes
 for individuals and unpaid carers
- 31 The RTH project has now completed the Progression assessments from those identified at initial start of project. In the month of June one gentleman has become a resident of Swansea, this is following a progression assessment. The individual moved from residential placement to a step down service and given the opportunity to learn new independent living skills. He is now living in his own tenancy with minimal support and has acquired ordinary residence of Swansea where he wished to live. He provided his social worker with a scrap book of photos reflecting his new life and is thriving. A real positive story. Cost efficiency realised approx. £95K per annum
- 32 Domiciliary Care capacity in North Powys has recently increased, and a number of outstanding packages picked up
- · Accommodation Briefing:



Accommodation Briefing

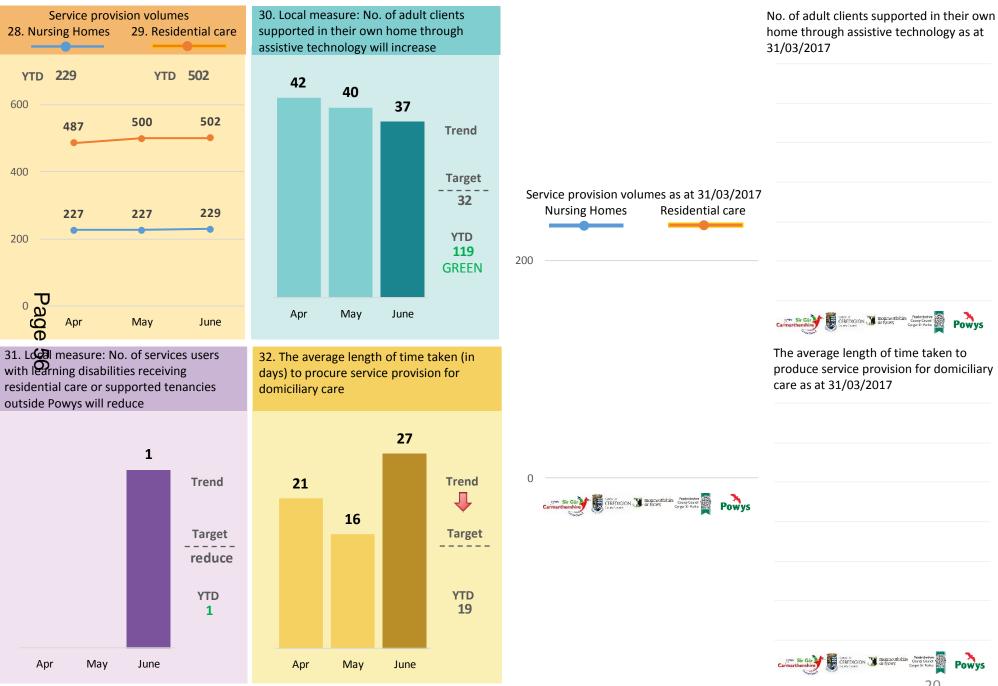
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What are we worried about?

- 28 and 29 Number of care homes in provider performance
- 28 and 29 Accuracy of housekeeping
- 29 Challenges in Brokering Capacity: Residential Care
- Accuracy of Real Time reporting mechanisms need to improve
- 30 The pace of rollout and expansion reliant upon a small number of individuals, 50% of which on shortterm secondment
- 31 The initial identified people for the RTH project highlighted a number of individuals with high cost support packages
- 31The project could reframe its scope to provide an opportunity to capture all of those living out of county and who currently within residential colleges. The project has focused on those out of county with limited focus placed on supporting people to remain in county and preventing them from having leave Powys to access other services which are not available
- 31Contracts Monitoring Officer Post was not continued after post holder in new role, this has taken focus away from the efficiencies element to the project, which was a real success in 17/18 efficiency targets
- 32 Challenges in Brokering Domiciliary Care Capacity; significant delay in some cases



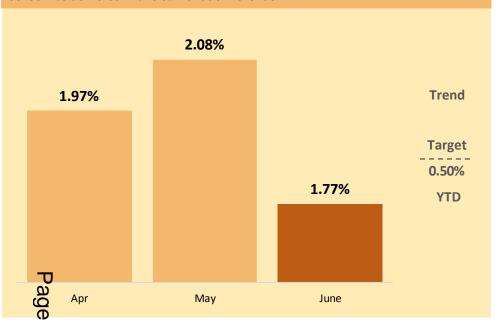
- 29 Meet with / workshop following collation of provider / developer interest in the future of the council's 12 care homes
- 29 Complete work with partners to move towards joint residential care specifications
- Develop other options such as Extra Care Housing
- 30 Continue to evidence outcomes via case studies but start to evidence cost avoidance. Continue with strategy to embed the expertise in front line Health and Social Care staff but provide permanent central support through a number of 'technical' positions
- 31 Fresh look at the scope of the project has commenced to explore options for the prevention of individuals having to leave their community in addition to return to home
- 31Key focus will be return to home but taking whole system approach to provide the optimum opportunity within existing supported housing within Powys for people to return eg creating movement within the system, assessing the night time support needs of people, increased use of assistive technology, community support / natural interdependencies, work with housing to develop accommodation options
- 31 Need to extend the focus of Progression assessments to those not identified within the original list
- 31 Contract monitoring officer post is currently out to advert and this will restart the work from 2017 around right sizing and contract negotiation work
- 32 Continue to develop the Domiciliary Care DPS





What's working well?	What are we worried about?	္ရွိ္င္ငံ∗ What do we need to do?
33 No overspend in period 3	33 Continue to remain concerned regarding housekeeping but aware that Business Support are carrying a number of vacancies	33 Continue to work with corporate colleagues on housekeeping
Page 57		

33. Service delivered with 0.5% variation revenue



Service delivered with 0.5% variation revenue as at 31/03/2017





• 37 Decrease in the number of agency social workers

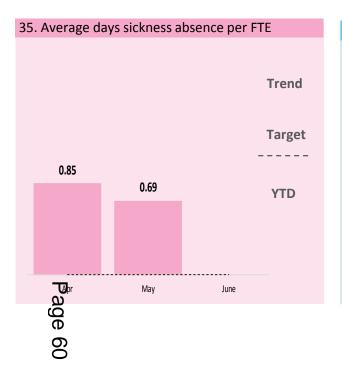


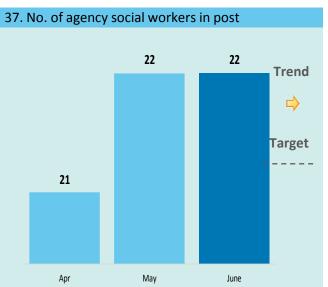
What are we worried about?

37 Need to recruit permanent staff particularly in the South to reduce need for further agency workers



- 35 Information for June is not available until payroll calculation complete
- 37 Adverts have gone out and recruitment evenings planned for September 2018











- 39 19 audits completed in June in comparison to 14 audits in May
- 40 Currently we are identifying both good practice and areas that require improvement
- 41 Slight decrease in June of number of complaints received. Complaints are actively considered in OMT and SMT. Feedback from an All Wales Forum is that local authorities are seeing an increase in Stage 2 complaints, by comparison, the numbers in Powys are low which is reassuring
- 42 Example of outcomes: an individual who has been receiving a service for a number of years has beek enabled to remain independent through provision of equipment; a couple were enabled to acheve their desired outcomes of being enabled to remain independent in in their own home; hospital staff have praised a worker for their constant updates, support and commitment



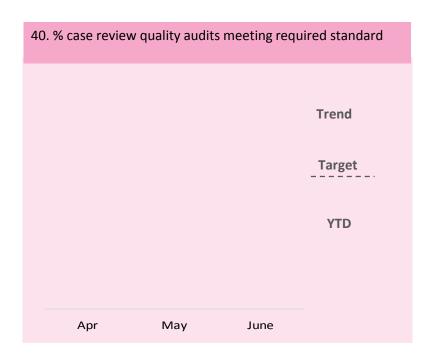
What are we worried about?

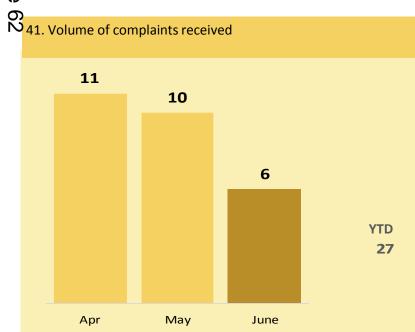
- 40 We do not have a grading system to measure and analyse standards of practice
- 42 Staff still not recording compliments consistently

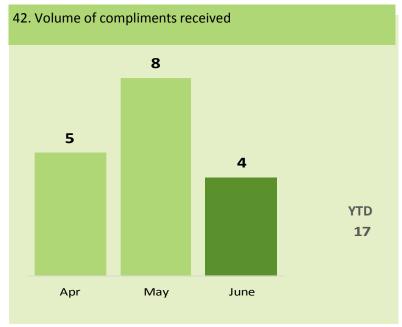


- 39 Designated Quality Assurance Manager now in post and will monitor compliance
- 40 New audit tool introduced June 2018 with grading system to enable us to measure and analyse practice standards. This is currently being piloted and we aim to implement this in September 2018
- 41 From 1st September 2018, the reports to OMT and SMT will be presented in report format rather than verbal presentation to enable wider circulation to those not in attendance; this will include evidence of discussion re lessons learned
- 42 Remind staff in roadshows to record compliments

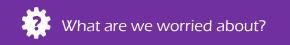


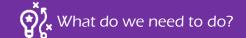






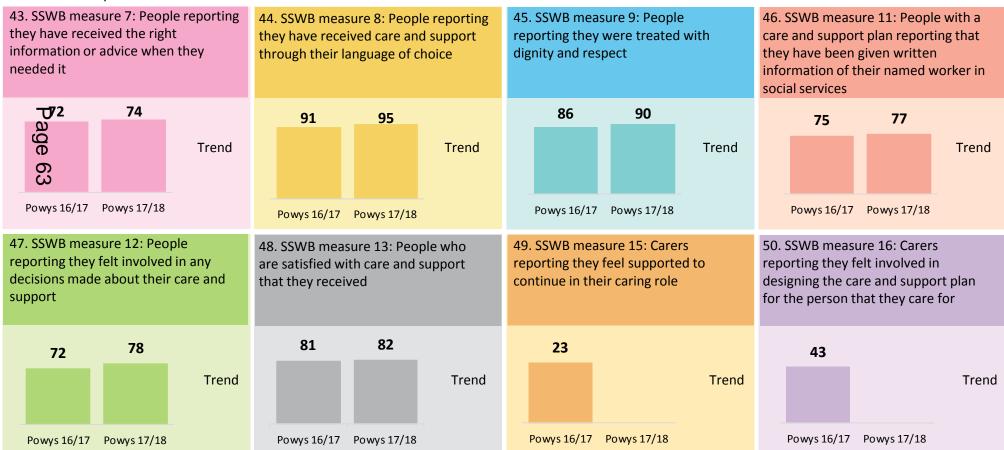






46 & 47 A lack of responses to our carers survey means the data for these measures cannot be collected.

Annual summary:



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By virtue of paragraph(s) 14 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted



9

			Social Care Peri Report (August 2016)		
			Notes - Improvement and Assurance Board		
	Wed 17/10/18	LSE	Post 16 review		
	, , ,		Review of Pre-School provision	23/10/18	06/11/18
			HTR Transformation		
			HOWPS Annual Report		
	Wed 24/10/18	d 24/10/18 FSP Budget			
	Thur 01/11/18	НСН	Improvement Plans (3) - Topic TBA		
	F:: 02/44/40	LSE	Fair Fronting Devices	11/11/10	20/44/40
	Fri 02/11/18		Fair Funding Review HAMP (deferred from Aug)	14/11/18	28/11/18
		(invite Audit reps)	ALN review	11/12/18	15/01/19
D	+		ALINTEVIEW	11/12/18	15/01/19
ڪا∟	Thur 08/11/18	НСН	Social Care Perf Report (Sept 2018)		
Page	11101 00/11/10	11011	WHQS	04/12/18	18/12/18
			WAO Housing Inspection (confirmed)	0 1, 12, 10	10/11/10
99	Fri 09/11/18	LSE	6 Species (45		
	(possibly won't run)				
	Tue 13/11/18	Joint Chairs and Vice-Chairs	CIP Performance Reports		28/11/18
	Fri 16/11/2018	Audit	Corp Tracker, Risk Register, AGS		
	November	FSP	Budget		
		105	1,777		
	Wed 21/11/18	LSE	HTR Transformation - Green Waste		
	Thur 22/11/18	НСН	Review of Daytime Activites OP	04/12/18	18/12/18
	111u1 22/11/18	псп	Improvement Plans (2) - Topic TBA	04/12/18	10/12/10
			improvement rians (2) - Topic TBA		
		Audit	Improvement Plans (1) - Topic TBA		
		, and the	improvement rand (2) Topic (3).		

BUPA Care Homes (b/f from Dec 2018)
Social Care Perf Report (August 2018)

Crime and Disorder

Mon 15/10/18

Mon 10/12/18

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			Social Care Perf Report (April 2018)		
	Tues 11/12/18	Joint Chairs and Vice-Chairs			
	Tues 11/12/16	Joint Chairs and Vice-Chairs			
	Thur 13/12/18	LSE	ALN Review	11/12/18	15/01/19
	Wed 19/12/18	FSP	Budget		
	2019				
	Thur 03/01/19	НСН			
	Fri 04/01/19	LSE			
	Wed 09/01/19	Audit	Workforce Strategy and Plan		
Page	Tue 15/01/19	Joint Chairs			
e 67	Wed 16/01/19	НСН	Update on Virtual Ward and Integrated Team CIW update on Inspection		
	Fri 18/01/19	LSE	Categorisation of schools (increase in green/yellow)		
	Thur 31/01/19	PSB	Update on integrated social and health care staffing increase Update on Integrated disability service		
	Wed 06/02/19	НСН	Progress of 16+ support service Review of progress on foster carers strategy		
	Fri 08/02/19	LSE	ERW		
	Thurs 14/02/19	Audit	Corporate Support Services remodel Workforce Strategy and Plan		
	Mon 18/02/19	Joint Chairs			

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Wed 27/02/19	НСН		
Fri 01/03/19	LSE	Youth Structure Review	
Tue 19/03/19	Joint Chairs		
Mon 25/03/19	Audit		_
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Wed 03/04/19	HCH		
wed 03/04/19	нсн		
Fri 05/04/19	LSE	Support for children and families - early years	
Fri 12/04/19	Audit	Engagement and Communications Strategy	
		TM Q4	
Mon 15/04/19	Joint Chairs		
Wed 24/04/19	НСН	Improve housing choice availability incl extra care	
VVCa 2 1, 0 1, 13	11011	supported housing update	
		Supported Housing apade	
			_
Fri 26/04/10	LSE	Proportion of revenue spend increase 2% 18/19	
Fri 26/04/19	LSE		
		Review marketing opportunities and programme	
		Check progress against removing barriers to employment	
Mon 29/04/19	PSB	Developing integrated commisioning with PTHB - care homes	
		Annual Report Wellbeing Plan	
9/05/19	Audit		
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14/05/19	Joint Chairs	Annual Governance Statement	
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22/05/19	HCH	Community Hubs	
22/03/19	псп	Community nubs	

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	24/05/19	LSE		
	10/06/19	Audit (seminar)	Draft Statement of Accounts	
			Annual Governance Statement	
	12/06/19	НСН		
	14/06/19	LSE		
	11/00/15	202		
	17/06/19	Joint Chairs		
	17/00/19	Joint Chairs		
П	03/07/19	НСН	Community Transport service - progress	
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Dage 60	05/07/19	LSE		
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מ	08/07/19	Joint Chairs		
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	15/07/19	Audit	TM Review and Q1	
	18/07/19	PSB		
	21/08/19	НСН		
	23/08/19	LSE		
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	06/09/19	Audit (Seminar)	Final Statement of Accounts	
			Annual Governance Statement	
	10/09/19	Joint Chairs		
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13/12/19	LSE	
16/12/19	Joint Chairs	
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19/12/19	Audit	

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	Q1 2020			
		LSE	Proportion of revenue spend increase 2% 19/20	
			Assess effectiveness of marketing programme	
			Check inward investment strategy and action plan	
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-	Q2 2020			
	Q= 2020	LSE	Increase % of pupils assessed in Welsh in Year 2	
Page				
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e		НСН		
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		Audit		
		Joint Chairs		

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