

CYNGOR BWRDEISTREF SIROL RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

A meeting of the CABINET will be held at the Council Chamber, The Pavilions, Cambrian Park, Clydach Vale, Tonypandy, CF40 2XX

Wednesday, 11th September, 2019 at 2.00 pm

Contact: Emma Wilkins - Principal Executive & Regulatory Business Officer (Tel No. 01443 424110)

Councillors and members of the public wishing to request the facility to address the Cabinet on any of the business as listed below, must request to do so by 5pm on the Monday, 9 September 2019 Councillors and Members of the public should stipulate if this address will be in the medium of English or Welsh.

It must be noted that the facility to address the Cabinet is at the discretion of the Chair and each request will be considered based on the agenda items being considered, the public interest/interest of the member in each matter and the demands of the business on that day. To make such a request please email:- Executive and Regulatory Business Unit@rctcbc.gov.uk

ITEMS FOR CONSIDERATION

1. DECLARATION OF INTEREST

To receive disclosures of personal interest from Members in accordance with the Code of Conduct.

Note:

- Members are requested to identify the item number and subject matter that their interest relates to and signify the nature of the personal interest; and
- Where Members withdraw from a meeting as a consequence of the disclosure of a prejudicial interest they <u>must</u> notify the Chairman when they leave.

2. MINUTES

To receive the minutes of the Cabinet meeting held on the 18th July 2019 as an accurate record.

3. MODERNISATION OF RESIDENTIAL CARE AND DAY CARE FOR OLDER PEOPLE

To receive the report of the Group Director, Community & Children's Services providing Members with the outcome of the consultation undertaken in respect of the Council's residential care homes and day care provision, including the recommendations of the Overview & Scrutiny Committee, following pre-scrutiny on the 22nd July 2019.

(Pages 19 - 226)

4. CLOSURE OF GELLI COMMUNITY RECYCLING CENTRE

To receive the report of the Group Director for Prosperity, Development and Frontline Services providing the Cabinet with an update on the recent consultation in regard to Gelli Community Recycling Centre.

(Pages 227 - 230)

5. CWM TAF SAFEGUARDING BOARD ANNUAL REPORT 2018/19

To receive the report of the Group Director Community & Children's Services outlining the Annual Report for 2018/19 for the Cwm Taf Safeguarding Board.

(Pages 231 - 282)

6. PUBLIC SERVICES OMBUDSMAN FOR WALES - ANNUAL REPORT AND LETTER 2018-2019

To receive the report of the Director of Legal Services advising Cabinet of the publication of the Public Services Ombudsman for Wales' ('PSOW') Annual Report and Annual Letter to this Council for 2018-2019.

(Pages 283 - 392)

7. CORPORATE PARENTING BOARD ANNUAL REPORT 2018/19

To receive the report of the Service Director, Democratic Services & Communication providing Members with the Annual report of the Corporate Parenting Board.

(Pages 393 - 430)

8. CABINET WORK PROGRAMME: 2019- 2020 MUNICIPAL YEAR

To receive the report of the Service Director, Democratic Services & Communication providing Cabinet Members with an update on the proposed list of matters requiring consideration by Cabinet over the 2019-20 Municipal Year.

(Pages 431 - 468)

9. LEADERS SCHEME OF DELEGATION

To receive the amendments to the <u>Leader's Scheme of Delegation</u> for the 2019-20 Municipal Year, namely:-.

 Change in Membership to the Corporate Parenting Board – Cllr E.M.Griffiths to replace Cllr L Jones.

10. URGENT ITEMS

To consider any urgent business as the Chairman feels appropriate.

Service Director of Democratic Services & Communication.

Circulation:-

Councillors: Councillor A Morgan (Chair)

Councillor M Webber (Vice-Chair)

Councillor R Bevan Councillor A Crimmings Councillor G Hopkins Councillor M Norris Councillor J Rosser Councillor R Lewis Councillor C Leyshon

Officers: Chris Bradshaw, Chief Executive

Christian Hanagan, Service Director of Democratic Services &

Communication

Gio Isingrini, Group Director Community & Children's Services Nigel Wheeler, Group Director – Prosperity, Development &

Frontline Services

Paul Mee, Director, Public Health, Protection & Community

Services

Richard Evans, Director of Human Resources Simon Gale, Director of Prosperity & Development Andy Wilkins (Legal), Director of Legal Services Barrie Davies, Director of Finance & Digital Services

Gaynor Davies, Director of Education and Inclusion Services Derek James, Service Director – Prosperity & Development

David Powell, Director of Corporate Estates

Agenda Item 2



RHONDDA CYNON TAF COUNCIL CABINET

Minutes of the meeting of the Cabinet held on Thursday, 18 July 2019 at 10.30 am at the Council Chamber, The Pavilions, Cambrian Park, Clydach Vale, Tonypandy, CF40 2XX.

County Borough Councillors - Cabinet Members in attendance:-

Councillor A Morgan (Chair)

Councillor M Webber Councillor R Bevan Councillor A Crimmings Councillor M Norris Councillor R Lewis Councillor C Leyshon

Officers in attendance

Mr C Bradshaw, Chief Executive
Mr C Hanagan, Service Director of Democratic Services & Communication
Mr G Isingrini, Group Director Community & Children's Services
Mr N Wheeler, Group Director – Prosperity, Development & Frontline Services
Mr P Mee, Director, Public Health, Protection & Community Services
Mr R Evans, Director of Human Resources
Mr A Wilkins, Director of Legal Services
Mr B Davies, Director of Finance & Digital Services
Ms G Davies, Director of Education and Inclusion Services
Ms A Batley, Director of Children's Services
Mr A Griffiths, Service Director – Highways & Engineering
Ms L Howells, 21st Century Schools Officer
Ms A Richards, Head of 21st Century Schools

Others in attendance

Councillor S Belzak
Councillor J Cullwick
Councillor G Davies
Councillor M Diamond
Councillor H Fychan
Councillor E Griffiths
Councillor L Hooper
Councillor M Powell
Councillor M Weaver

13 DECLARATION OF INTEREST

In accordance with the Council's Code of Conduct, there following declarations of interest were made pertaining to Agenda item 3:

- County Borough Councillor M Webber declared the following personal interests in respect of the matter –
 - " I am on the Governing Body of Heol Y Celyn Primary School but

my interest is not prejudicial because of the exemption contained within paragraph 12(2) (a)(iii) of the Members Code of Conduct."

• "My Grandchildren attend a school referenced within the proposals"

- County Borough Councillor A Crimmings declared the following personal and prejudicial interest in respect of the item and left the meeting when the item was discussed and voted upon "I am employed by Coleg y Cymoedd"
- ➤ County Borough Councillor J Rosser declared the following personal interest in respect of the matter " I was appointed at the Council's 22nd AGM (17th May, 2017) to the Board of Governors Coleg Morganwg (now Coleg y Cymoedd) for a 4 year term but my interest is not prejudicial because of the exemption contained within paragraph 12(2) (a)(iii) of the Members Code of Conduct".
- ➤ County Borough Councillor R Lewis declared the following personal interests in respect of the matter "I am on the Governing Body of YGG Abercynon but my interest is not prejudicial because of the exemption contained within paragraph 12(2) (a)(iii) of the Members Code of Conduct."
- Mr C Bradshaw "I was appointed at the Council's 22nd AGM (17th May, 2017) to the Board of Governors Coleg Morganwg (now Coleg y Cymoedd) for a 4 year term"
- County Borough Councillor H Fychan declared the following personal interest in respect of the matter - "I am on the Governing Body of YG Evan James and Coedylan School but my interest is not prejudicial because of the exemption contained within paragraph 12(2) (a)(iii) of the Members Code of Conduct"
- ➤ County Borough Councillor S Belzak declared the following personal interest in respect of the matter " I am on the Governing Body of YGG Pontsionnorton & Cilfynydd Primary but my interest is not prejudicial because of the exemption contained within paragraph 12(2) (a)(iii) of the Members Code of Conduct."
- ➤ County Borough Councillor M Powell declared the following personal interest in respect of the matter "I am on the Governing Body of Hawthorn High School & Coedpenmaen but my interest is not prejudicial because of the exemption contained within paragraph 12(2) (a)(iii) of the Members Code of Conduct"
- County Borough Councillor L Hooper declared the following personal interest in respect of the matter - "I have a Family Member who will be affected"

14 MINUTES

The Cabinet **RESOLVED** to approve the minutes of the 18th June 2019 as an accurate reflection of the meeting.

15 21ST CENTURY SCHOOLS PROGRAMME - PROPOSALS TO IMPROVE EDUCATION PROVISION IN THE GREATER PONTYPRIDD AREA

The Director of Education and Inclusion Services provided Members with a detailed overview of the outcome of the recent publication of four Statutory Notices in respect of proposals to reorganise primary schools, secondary schools and sixth form provision in the greater Pontypridd area. Members were reminded that the four Statutory Notices related to:

- The alteration of the age range of pupils that may be admitted to Cardinal Newman RC Comprehensive School, from 11 – 19 years to 11 – 16 years, resulting in the removal of the sixth form provision by September 2022;
- The closure of Pontypridd High School and Cilfynydd Primary School and the creation of a new 3 16 'all through' school on the site of the current Pontypridd High School by September 2022. There will be no sixth form provision at this school;
- The closure of Hawthorn High School and Hawthorn Primary School and the creation of a new 3 16 'all through' school on the site of the current Hawthorn High and Hawthorn Primary Schools by September 2022, with the Local Authority designated ALN specialist class located in Hawthorn High School, as well as the current pupils receiving education through the medium of English at Heol y Celyn Primary School transferring to the new school. There will be no sixth form provision at this school;
- The closure of Ysgol Gynradd Gymraeg Pont Sion Norton and Heol y Celyn Primary School and the opening of a new Welsh medium Primary School on the site of the current Heol y Celyn Primary School by September 2022.

The Director commented that the rationale for the proposals for change as consulted upon were well documented in the consultation document which was circulated widely in line with the requirements of the School Organisation Code and for the benefit of the Cabinet the Director further commented on the rationale for the proposals in turn, highlighting factors in relation to 6th Form Changes; Creation of 3-16 all-through schools and Welsh Medium Proposals.

Members were advised that the four statutory notices were published on 30th April 2019, with the period for receipt of objections ending on 31st May 2019, as in accordance with the School Organisation Code. A total of 435 objections were received during this period and all had been reviewed by Cabinet Members prior to the meeting.

The Director informed the Cabinet that the Equality, Community and Welsh Language Impact Assessments undertaken had been reviewed for the purpose of the report and also highlighted how the proposals considered in the report contributed to all 7 well-being goals within the Future Generation (Wales) Act 2015 with due regard made to the Five Ways of Working, as contained within the Wellbeing of Future Generations (Wales) Act 2015.

The Cabinet Member for Education and Inclusion Services thanked the Director for the report and commented upon the background to the report and the strong rationale for the proposals, the benefits of change and the evidence to support the proposals. The Cabinet Member commented on the low retention rates, class sizes, surplus places, high financial deficits, school locations and backlog maintenance of buildings focusing the need for change. The Cabinet Member reiterated that the focus for all was to ensure that the Council delivered the best learning opportunities to the young people of the County Borough, commenting that the need for change was inevitable. The Cabinet Member also referenced that the arrangements identified within the proposals allowed for education provision to be more viable and have a greater, positive impact on learner outcomes with purpose built new buildings and remodelling works. She added that the proposals would provide access to a greater range of choices and opportunities for post-16 learners by making sixth form arrangements more effective and viable. The Cabinet Member also confirmed that the 435 responses received had been made available for all Cabinet Members to review prior to the meeting.

At this juncture in the meeting the Leader welcomed the following County Borough Councillors and Members of the Public to address the Cabinet to which Member and officers responded:

- County Borough Councillors: H Fychan; M Powell, S Belzak and L Hooper
- Members of the Public: Reverend Williams, Miss B Lisles and Ms H Gulliford.

The Leader asked for clarification in respect of the monitoring being undertaken at Pontypridd High School in respect of air quality and the Director, Public Health & Protection advised that the initial results following the 6 monthly review, indicated that the results were significantly less than the limits set within the Welsh Government's Air Quality Objective.

The Leader also confirmed with Officers that as safety was of paramount importance, a robust traffic impact assessment would be undertaken for all of the proposals, which would include an assessment of the walking routes and all recommendations would be implemented.

The Deputy Leader thanked Officers for the confirmation in respect of the traffic impact assessment and spoke of how the Council had gone above and beyond the requirements of the School Organisational Code with opportunities for engagement. The Deputy Leader reiterated that any decision taken would be based upon delivering the best education opportunities that the Council could provide for the younger generation, and again referenced Members having due regard to the Equality Impact Assessment.

The Cabinet Member for Welsh Language commented upon the proposals from a Welsh medium perspective, commenting that the proposals provided greater Welsh-medium capacity in the greater Pontypridd area and would deliver significant investment in education facilities, referencing previous investment in Welsh medium provision across the County Borough over recent years. The Cabinet Member spoke of the broader strategy of the Council as outlined within its Welsh in Education Strategic Plan (WESP) and advised that the Council

would continue to improve access to Welsh medium provision across the County Borough.

The Cabinet Member for Education & Inclusion Services thanked everyone for their contributions to the meeting and for those that had submitted responses to the statutory notices. The Member reiterated that any decision taken in respect of the proposal would be based on the best learning outcomes for the young people of the County Borough, ensuring that learners had access to learning environments that were fit for the 21st Century. The Cabinet Member referenced a quote by John Dewey and the need to invest in the future for the benefit of learners. The Cabinet Member also referenced the Welsh Government target of 1 million welsh speakers, adding that the proposals if taken forward would encourage Welsh medium growth. The Cabinet Member concluded her summary by referencing the Equality, Community and Welsh language impact assessment commenting that no issues had been identified.

Following detailed discussions it was **RESOLVED**:

- To note the information contained within the Objection Report in Appendix A of the report, which includes a summary of the 435 objections received during the statutory notice period, and the comments provided in response to the objections and Appendices B-D being the Community, Equality and Welsh Language Impact Assessments.
- 2. To implement the proposals as published in three of the Statutory Notices which would:
 - Close Pontypridd High School and Cilfynydd Primary School and create a new 3 – 16 'all through' school on the site of the current Pontypridd High School by September 2022. There will be no sixth form provision at this school;
 - Close Hawthorn High School and Hawthorn Primary School and create a new 3 16 'all through' school on the site of the current Hawthorn High and Hawthorn Primary Schools by September 2022, with the Local Authority designated ALN specialist class located in Hawthorn High School, as well as the current pupils receiving education through the medium of English at Heol y Celyn Primary School, transferring to the new school. There will be no sixth form provision at this school;
 - Close Ysgol Gynradd Gymraeg Pont Sion Norton and Heol y Celyn Primary School and open a new Welsh medium primary school on the site of the current Heol y Celyn Primary School by September 2022.
- 3. The associated catchment changes detailed in the explanatory notes to the Statutory Notices - such catchment changes becoming effective from 1st September 2022. This excludes the proposed change to the catchment area of Bryncelynnog Comprehensive School as agreed by Cabinet on 21st March 2019 which was not included within the Statutory Notices.
- 4. To note that as previously reported, the School Organisation Code

makes provision for local authorities to determine their own statutory proposals, with the exception of the proposal relating to Cardinal Newman RC Comprehensive School. The Cardinal Newman RC Comprehensive School proposal relates only to the removal of the sixth form, the implementation (or non-implementation) of which will not prevent or undermine the effective implementation of the other proposals. In accordance with the School Organisation Code this has been referred to Welsh Ministers for determination.

- 5. To note that a separate report on funding arrangements would be presented to Council in due course which would also be subject to approval by Welsh Government.
- To note that following the decision to proceed with the proposal to construct a new Welsh medium primary, a separate report to establish a new ALN learning support class at the new Welsh medium school would be presented in due course.

N.B.

- As referenced in Minute 13, a number of Declarations of Interest were made pertaining to this agenda item, including a prejudicial interest by Councillor A Crimmings who left the meeting while this item was discussed and voted upon.
- Following conclusion of this item the following Members left the meeting: Councillors S Belzak; G Davies; M Diamond; H Fychan; E Griffiths; L Hooper; M Powell and M Weaver.
- The Leader called for a short adjournment in the meeting following consideration of this item.

16 TRANSFORMATION OF THE EARLY YEARS SYSTEM IN RHONDDA CYNON TAF

The Director, Public Health, Protection & Community Services referred Members to his report which advised of the Cwm Taf Early Years Co-construction Project, and sought Members approval to implement the proposed changes to the existing model to deliver the transformation of the early years system in Rhondda Cynon Taf.

Members were advised that to deliver a new Early Years System for RCT that was truly responsive to the needs of children and families, it was necessary that the Council moves away from the delivery of services that are determined by geographical postcodes to a model that promotes universal access to services for all families in RCT. The Director added that to do this it was necessary to use the full flexibility of both the Children and Communities Grant and the Housing Support Grant to deliver the vision of providing the right support to the right people at the right time.

Delivery of a four programme strands (Parenting / Early Language and Communication / Health Visiting / Childcare) within a needs based approach would be facilitated by universal access to a single 'front door' via the Resilient Families Service, if the proposals were taken forward.

The Director referenced the consultation that had been undertaken including a public consultation on the proposed Early Years transformation in June 2019.

The Cabinet Member for Children and Young People welcomed the needs base approach, commenting on current the inequality with the 'post code lottery' and spoke of the importance of access to services through the 'single front door' via the resilient families service.

Other Cabinet Members spoke positively of the proposals, commenting on previous difficulties experienced with accessing the Flying Start system.

Following discussions, it was RESOLVED:

- That following consideration of the report and consultation responses to endorse the progress made to date and proposals for further transformation of the Early Years System in Rhondda Cynon Taf and the Cwm Taf region.
- 2. To approve the plan to adopt a phased approach to providing funded childcare based on assessed need that is not limited to existing Flying Start postcode areas, as set out in sections 6.8 to 6.11 of the report.
- 3. That with effect from September 2019, to approve the reduction in the number of weeks per year funded childcare places offered from 42 weeks to 39 weeks to align with Flying Start Guidance and current practice in the rest of Wales.
- 4. To submit a formal proposal to Welsh Government seeking Ministerial support to pilot further changes to the Early Years system in relation to the introduction of a needs based approach and changes to health visiting; implementing the outcomes of the Early Years Co-construction Pathfinder Programme.

17 MEDIUM TERM FINANCIAL PLAN UPDATE

The Director of Finance and Digital Services provided Members with an update on the Medium Term Financial Plan for 2019/20 to 2022/23, based on current modelling assumptions in advance of formulating the detailed budget strategy proposals for 2020/21 during the autumn.

Members were reminded that that Public Sector continues to face a prolonged period of real term reductions in funding levels with challenging times expected for services across local government. The Director added that this was coupled with increasing demand and costs associated with many services, in particular Social Care Services.

The Director advised Members that the latest indication from the UK Central Government was that the Comprehensive Spending Review, setting public sector expenditure / funding limits, was not likely to happen in line with the original timescale of autumn 2019 and that the implications of the delay on the

2020/21 local government settlement in Wales would be key to planning the Councils assumptions.

Members were referred to section 7 of the report, with the Director explaining that subject to the level of funding from Welsh Government, a significant budget gap is likely to be faced in 2020/21 and for the following two years. He added that the proactive strategy adopted in recent years through early identification of savings and the targeting of key areas such as procurement and new ways of working could still deliver significant efficiency savings. He concluded by advising that once the Provisional Settlement was received, given the actions already being worked through, any budget gaps will in the first instance be addressed through efficiency actions and process changes thereby protecting, as far as possible, the much valued frontline services.

The Cabinet Member for Corporate Services commented on the continuous hard work of the Director and the finance section being undertaken to address any potential funding gaps and spoke of the pressures facing the Coucnil in respect of Social Services and the pensions and pay awards, commenting that funding protection was needed by Welsh Government. The Cabinet Member also referenced the considerable investment being taken forward by the Council during austere times, which again was a credit to the financial management by the Cabinet and finance colleagues.

The Leader spoke of the uncertainty with the comprehensive spending review and the implications of a roll over budget. He also referenced the specific grant that had previously been made available in respect of pensions and teacher pay awards and the uncertainty as to whether this would be made available going forward.

It was **RESOLVED**:

- 1. To note the current position modelled in respect of the 'Medium Term Financial Plan 2019/20 to 2022/23' and receive further updates in the autumn as part of the annual budget setting process; and
- 2. for wider communication and engagement with full Council and the Finance and Performance Scrutiny Committee.

18 COUNCIL PERFORMANCE REPORT - QUARTER 4

The Director of Finance and Digital Services provided Members with an overview of the Council's performance, both from a financial and operational perspective, for the financial year ended 31st March 2019.

Cabinet Members were advised that the year-end report demonstrates strong financial and operational performance that is in line with the quarterly updates reported during the year.

The Cabinet Member for Corporate Services commented on the report and referenced the PI reporting, commenting on the high target setting set by the Council, and advised that the Council were meeting Welsh Government targets. The Cabinet Member commented that target setting was being reviewed by the Finance and Performance Scrutiny Committee.

The Leader also commented on the positive report and referenced the pressures with social care and spoke of the need to lobby Welsh Government on the issue.

Following discussions it was **RESOLVED**:

Revenue

 To note and agree the General Fund revenue position of the Council as at the 31st March 2019 (Section 2 of the Executive Summary of the report) that incorporates the additional one-off Welsh Government funding to support sustainable social services.

Capital

- 2. To note the capital outturn position of the Council as at 31st March 2019 (Sections 3a f of the Executive Summary of the report).
- 3. To note the details of the Treasury Management Prudential Indicators as at the 31st March 2019 (Section 3g of the Executive Summary of the report).

Corporate Plan Priorities

4. To note the year-end position regarding progress made against the agreed Corporate Plan priorities (Sections 5 a – d of the Executive Summary of the report), Other National Measures (Section 5e of the Executive Summary of the report) and comparison of 2018/19 targets set against prior year and 'All Wales Average' performance information (Section 5f of the Executive Summary of the report).

(**N.B.** following consideration of this item, County Borough Councillor J Cullwick left the meeting.)

19 DRAFT CORPORATE PERFORMANCE REPORT

The Director of Finance and Digital Services provided Members with the Council's draft Corporate Performance Report (CPR) which contained progress for 2018/19 and plans for 2019/20 in respect of the Council's three strategic priorities. Members were also advised that the report also set out how the CPR enables the Council to meet its statutory reporting requirements.

Members were referred to Appendix 1 of the report which detailed the draft CPR, which was structured around the Council's Priorities of Economy, People & Place. The Director commented that the CPR provided elected Members, partners, residents, staff and regulators with an overview of progress and plans, as well as access to further detailed information.

Members were advised that the draft had also been presented to the Finance & Performance Scrutiny committee on the 8th July for pre-scrutiny.

Members commented positively on the report and the Leader thanked the officers for the report, commenting that the report provided an accurate and honest reflection of the Council, highlighting both positive performance and areas for improvement.

It was **RESOLVED**:

 To endorse the draft Council Performance Report (as attached at Appendix 1 of the report) and recommend its approval by full Council on the 31st July 2019.

20 DIRECTOR OF SOCIAL SERVICES DRAFT ANNUAL REPORT

As required by the Social Services and Well-being (Wales) Act 2014, the Group Director, Community & Children's Services presented Members with his draft report in respect of 'The Director of Social Services Annual Report', prior to its content being made available for public consultation.

The Group Director provided Members with a brief overview of the report, which set out how the Council's Social Services performed last year, highlighting the direction and priorities set for the year ahead. Members were advised that the report had also been presented to the Health & Wellbeing and Children & Young People scrutiny Committee for consideration at their recent meetings, with no material changes to the report coming forward.

The Cabinet Member for Adult Community Services & Welsh Language thanked the Group Director for his report, adding that despite considerable challenges and demands placed on the service, it continually provided an excellent services for the benefit of its residents. The Cabinet Member spoke of the ongoing journey of transformation and the work that had been achieved.

The Cabinet Member for Children and Young People spoke of the strong report and the work of resilient families and the one point of contact, commenting on the right direction that the service was delivering.

It was **RESOLVED**:

1. To note the Rhondda Cynon Taf Director of Social Services draft Annual Report (as attached as Appendix 1 of the report).

(**N.B**. At this juncture in the meeting the Leader left the meeting and the Chair was taken forward by the Vice Chair, County Borough Councillor M Webber).

21 CWM TAF SAFEGUARDING ANNUAL PLAN

In accordance with Statutory requirements the Group Director, Community & Children's Services presented the Cwm Taf Morgannwg Safeguarding Board Annual Plan, which sets out the Boards priorities for the coming year.

The Cabinet Member for Adult Social Services and Welsh Language spoke of the priority of safety of children and vulnerable adults and commented on the good work of the Board, adding that the plan reflected the open and honest challenges facing the Board. The Cabinet Member for Children & Young people reiterated the positive work being undertaken and emphasised the importance of reporting any safeguarding risks.

It was **RESOLVED**:

1. To note and endorse the content of the Cwm Taf Morgannwg Safeguarding Board Annual Plan for 2019/20.

22 CWM TAF CARER'S ANNUAL REPORT

The Group Director, Community & Children's Services provided Members with the report which required Member approval for the Annual Report for 2018/19 in relation to Carers, to be submitted to Welsh Government.

The Group Director provided a brief overview of the report, adding that the work to implement the Carers Strategy has complemented the Council's priorities to promote independence and positive lives for everyone including Carers of all ages.

The Cabinet Member for Adult Social Services and Welsh Language commented on the good work of carers across wales and the valuable provision that they provide, commenting on how such carers allowed for continued independence.

The Cabinet Member for Children & Young people spoke positively about the report and improvements recognised in respect of support, information and recognition of Carers. The Cabinet Member spoke of the heightened awareness with young carers and also the rewards and achievement events that were undertaken.

Following discussions it was RESOLVED:

- 1. To note the contents of the report.
- 2. To note that the Annual report is also being submitted for approval by the Cabinet in Merthyr Tydfil and Cwm Taf Morgannwg University Health Board.
- 3. To note the Annual Report was due in Welsh Government at the end of May 2019. However, in line with previous practice which has been acceptable to Welsh Government, as the timeline of Cabinets in Merthyr Tydfil and Rhondda Cynon Taf County Borough Councils and UHB Board meetings did not neatly fit, a draft report will be submitted, with the final version sent to Welsh Government following approval by all three partners.
- 4. To approve the Annual Report attached as Appendix 1 for submission to Welsh Government.
- To note that work relating to Carers is being taken forward as part of the Regional Plan for the implementation of the Social Services and Wellbeing (Wales) Act 2014, specifically through implementation of the Cwm Taf Carers Strategy 2016-19 approved by partners in July 2016.

(N.B. Following conclusion of this item, the Leader took forward the Chair).

23 A4119 ELY VALLEY ROAD DUALLING - LLANTRISANT BUSINESS PARK TO COED ELY ROUNDABOUTS

The Service Director, Highways and Transportation presented members with his report which provided an update on the current progress related to the development and delivery of the major transportation project: A4119 Ely Valley Road Dualling – Llantrisant Business Park to Coed Ely Roundabouts.

Members were advised of the ecology studies undertaken, the transportation assessment undertaken on the project including the option of removal of the Fire Service Headquarters roundabout compared to non removal (both with dual carriageway scenarios). Members were advised that discussions had been held with the South Wales Fire Service who supported in principle the removal of their existing access with a new access supplied off the Llantrisant Business Park roundabout. Other updates related to the pedestrian / cyclist link with Members being advised that discussions had commenced with Welsh Government in respect of potential contributions to the option of a pedestrian / cyclist link.

Members spoke positively of the update and the plans within and the importance of communicating the commencement of work with residents was noted.

It was **RESOLVED**:

- 1. To note the progress made and endorse the next steps in particular the:
 - i. Removal of the South Wales Fire Service roundabout access.
 - ii. Provision of widening to Coed Ely road bridge structure to accommodate standard merge.
 - iii. Provision of a subway south of Coed Ely roundabout to accommodate pedestrian movements.
- 2. To give authority to the Group Director Prosperity, Development and Frontline Services to submit a planning application on behalf of the Council for the new access to the South Wales Fire Service Headquarters adjacent to the A4119.
- 3. To give authority to the Group Director Prosperity, Development and Frontline Services to acquire the land necessary to deliver the additional works to the scheme outlined in this report.

24 RCT SACRE ANNUAL REPORT

The Director, Education & Inclusion Services presented Members with her report, which provided Members with details of the Standing Advisory Council on Religious Education and provided an overview of the work of SACRE for the annual year, as statutory required.

The Cabinet Member for Education & Inclusion Services commented on the annual report attached as appendix B to the report and it was **RESOLVED**:-

1. To note the content of the Annual Report 2017-2018

25 EXCLUSION OF THE PRESS AND PUBLIC:

It was **RESOLVED:** "That the press and public be excluded from the meeting under Section 100A(4) of the Local Government Act (as amended) for the following items of business on the grounds that it involves the likely disclosure of the exempt information as defined in paragraph 14 of Part 4 of the Schedule 12A of the Act".

26 CORPORATE ASSET MANAGEMENT PLAN INTERIM UPDATE

The Director of Corporate Estates provided Members with an update regarding his report, which contained exempt information in relation to the progress with implementation of the work plan of the Corporate Asset Management Plan for Property Assets 2018/2023 (CAMP). Members were advised that the plan sets out a broad strategic framework for management of the Council's property portfolio, which has proved a solid platform from which to utilise premises effectively and develop the content of the portfolio in response to changing pressures.

It was **RESOLVED**:

1. To note the content of the exempt report.

This meeting closed at 12.50 pm

Cllr A Morgan Chairman.

Cllr M Webber (Vice Chair)





RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

11th SEPTEMBER 2019

MODERNISATION OF RESIDENTIAL CARE AND DAY CARE FOR OLDER PEOPLE

REPORT OF THE GROUP DIRECTOR, COMMUNITY & CHILDREN'S SERVICES, IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR G HOPKINS

AUTHOR: Neil Elliott, Director of Adult Services. Tel. 01443 444603

1 PURPOSE OF THE REPORT

- 1.1 At its meeting on 21st November 2018, Cabinet agreed to consult with people in receipt of care and support services, their families and carers, staff and other stakeholders on the preferred options for the future service delivery model for the Council's Residential Care Homes and Day Care Services. It also agreed to receive a further report summarising the results of the consultation process prior to any decision being made on the future of this provision in Rhondda Cynon Taf.
- 1.2 This report informs Members of the outcome of the consultation on the preferred options for the Council's residential care homes and day care provision which were consulted upon, namely:
 - that the Council retains a level of provision of residential care homes which are focussed on providing complex care and respite. The level of provision retained would be based on a determination of the market share and need required in each of the Rhondda, Cynon and Taf geographical areas; and
 - that there is a phased decommissioning of the Council's day services as part of a planned programme of transformation in line with a proposed new service model.
- 1.3 This report also sets out further recommendations regarding the future provision of the Council's residential care homes and day services in light of the consultation feedback received and, in this regard, provides additional information for Member's consideration.

2. **RECOMMENDATIONS**

It is recommended that Cabinet:

- 2.1 Considers (i) the responses to the consultation on the future service delivery model for the Council's residential care homes and day care services, (ii) Officer responses to the key themes highlighted from the consultation, (iii) the additional information provided in this report and (iv) the Equality Impact Assessment.
- 2.2 Subject to 2.1 above, and for the reasons outlined in Section 7 of the report, agrees to initiate a further 12 week period of public, staff and resident consultation on the preferred option for the future of the Council's residential care homes, namely that the Council retains the level of provision of residential care homes, as detailed below, focussed on complex needs, residential reablement and respite care which is based on a determination of the market share and considered need required in each of the Rhondda, Cynon and Taf geographical areas:

CARE HOMES PROPOSED TO BE RETAINED

- Clydach Court Residential Care Home, Trealaw
- Ferndale House Residential Care Home, Ferndale
- Pentre House Residential Care Home, Pentre
- Tegfan Residential Care Home, Trecynon
- Troed Y Rhiw Residential Care Home, Mountain Ash
- Cae Glas Residential Care Home, Hawthorn
- Parc Newydd Residential Care Home, Talbot Green

CARE HOMES PROPOSED TO BE DECOMMISSIONED

- Bronllwyn Residential Care Home, Gelli
- Ystradfechan Residential Care Home, Treorchy
- Dan Y Mynydd Residential Care Home, Porth
- · Garth Olwg Residential Care Home, Church Village
- 2.3 Subject to 2.2 above, agrees that the proposed 12 week consultation runs for the period 30th September 2019 until 5 p.m. 20th December 2019.
- 2.4 Subject to 2.2 above, agrees to receive a further report summarising the results of the proposed consultation exercise and feedback received, prior to any decision(s) being made in relation to the proposal referred to in paragraph 2.2 above.
- 2.5 Subject to 2.2 and 2.4 above, continues to restrict admissions to the Council's residential care homes, other than in exceptional circumstances where an alternative placement that can meet the assessed need is not available. This is in order to minimise any potential impact on residents until such time as Cabinet considers the results of the proposed consultation exercise and any decision(s) it may take in relation to the proposal.

- 2.6 Subject to 2.1 above, agrees to implement the preferred option for the Council's day services for older people as consulted upon; namely that the Council develops a new day services model and change programme as part of the planned programme of transformation for adult services.
- 2.7 Subject to 2.6 above, agrees that the Director of Adult Services establishes an Older People's Day Services Programme Steering Group to co-produce and oversee the phased implementation of the new service model.

3. REASON FOR RECOMMENDATIONS

- 3.1 Rhondda Cynon Taf Council is reviewing the residential care home and day care provision that it delivers internally as part of the modernisation of the future long term care it commissions for older people and has consulted on proposed preferred options for future service delivery.
- 3.2 The consultation undertaken with those people in receipt of care and support services, their families and carers, staff and other stakeholders on preferred options for the future service delivery model for the Council's residential care homes and day care services and feedback received from Overview and Scrutiny Committee (Appendix 6) will now assist Members when considering the next steps to take in relation to the proposals.
- 3.3 With the benefit of the feedback received from the first consultation process initiated by Cabinet, the views of Overview and Scrutiny Committee and additional information provided in this report Members are asked to give consideration to initiating a further consultation process in accordance with recommendations set out above.
- 3.4 Officers consider that doing nothing in respect of each proposal is not a viable option. Without exploring the potential for re-designing the way that adult care is provided, it will not be possible to meet people's changing expectations and increasing demand within the resources available. It is imperative, within the context of the Social Services and Wellbeing Act (Wales) 2014, that the Council continues to reduce reliance on traditional services such as residential home and day centre care and moves to a model focussing on preventative services, which promote choice, independence and wellbeing.
- 3.5 People are living longer with more life limiting and complex conditions and want greater choice in how their care is provided. The Council is committed to developing a wider range of options for supporting individuals and in particular those with complex care, including dementia.

- 3.6 The demand for adult social care is increasing, but the demand for traditional residential care and day care is decreasing as care is increasingly being provided in people's own homes and in the communities in which they live. The evidence and forecasts show that less residential care will be needed in the future, as more people will receive care in their own homes, including extra care housing schemes.
- 3.7 Previous reports have highlighted that there is an over-provision of residential care and day care in Rhondda Cynon Taf and sufficient alternative provision of the required type and quality in Rhondda Cynon Taf to meet current and forecast demands. However, retaining some residential care and transforming the day care offer would ensure that the Council meets its commitment to maintaining an in-house offer of provision in the local residential care home and day care market.

4. BACKGROUND

Context

- 4.1 The need to modernise and continually improve Adult Social Care Services is a key priority for Rhondda Cynon Taf.
- 4.2 The Cwm Taf Joint Commissioning Statement for Older People's Services (2015-2025) (the 'Commissioning Statement') approved by Cabinet on 18th February 2016 acknowledges that care needs and expectations are changing and that there is a need to ensure that services are safe, appropriate and fit for purpose. The Commissioning Statement, in line with the statutory requirements of the Social Services and Wellbeing (Wales) Act 2014, has the following key principles at its core:
 - **Promoting independence** Supporting individuals to retain independence in their own homes and local communities.
 - Prevention Offering information and support which preserves health and wellbeing and prevents the need for more intensive services.
 - **Early intervention** Identifying risks to people's independence early and providing effective interventions to address these.
 - Rapid response A range of focused and responsive services which provide support at times of greatest need.
 - Integration of services Health and social care services that work together to provide a seamless, whole system approach.
 - **Community empowerment** Supporting individuals, families and communities to take control over the support that is offered.
 - **Co-production** Delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours.

- **Partnership** Our organisations working together at every level to ensure that our collaborative efforts produce the best possible outcomes for our citizens and make best use of our resources.
- **Dignity** Our organisations and our staff will treat service users and their carers with dignity and respect.
- **Tackling isolation** Supporting people to feel connected to their local community.
- Accessibility Factors such as the timeliness of a response and access/transport to services will be a key consideration in the way we commission and provide services.
- 4.3 In undertaking the review of residential care home and day services for older people these principles have been central in reaching a preferred direction of travel and approach.
- 4.4 The Commissioning Statement identifies the need to make very different choices, particularly in what the Council offers through its own services, as well as what the Council commissions others to provide. Development of extra care housing was identified in the Commissioning Statement as a key alternative model of community based accommodation with care and support in order to enhance the health, wellbeing and independence of older people and avoid over reliance on residential care settings. Without continuing to deliver the Council's modernisation agenda including developing extra care housing and continuing to develop integrated support at home services, increasing demand, changing expectations and financial pressures will challenge the viability and suitability of Rhondda Cynon Taf's current model of adult care provision.
- 4.5 The Council has developed its strategy to modernise accommodation options for older people and deliver extra care housing in Rhondda Cynon Taf. This was approved by Cabinet in November 2016 and it gave a commitment to review and reshape the care market to:
 - Increase the options available for people needing care and support; and
 - Deliver a viable alternative for people who are able to remain independent with support.
- 4.6 In <u>September 2017</u>, Cabinet agreed a £50m investment plan to develop, in total, 300 extra care beds across Rhondda Cynon Taf and to deliver modern accommodation options to meet the needs and changing expectations of the growing older population. At this meeting, Cabinet also agreed that a comprehensive review of residential and day care services for older people be undertaken in order to determine future improvement for service delivery in line with the Council's strategy for accommodation for older people and provision of extra care.

- 4.7 The Cwm Taf Joint Market Position Statement for Older People was approved by Cabinet on 21st November 2017 and acknowledged that in the context of the ongoing modernisation of Adult Social Care Services, the care home sector is not expected to grow significantly over the next 10 years, although there will be a need to ensure that the Council can meet more complex needs including nursing and dementia care in high quality facilities.
- 4.8 Service models for the delivery of care for older people are evolving with an emphasis on supporting older people to remain at home longer. There will, however, remain a need for specialist residential and nursing care provision for those individuals whose needs require this level of support, for example, people with dementia, as part of the overall spectrum of support necessary to support the needs of our community.
- 4.9 Implementation of the Council's strategy to modernise accommodation options for older people is expected to result in further reductions in care home admissions as a key objective of the strategy is to replace institutional services with community based responses, for example extra care housing, and deliver more effective services with better outcomes for residents.
- 4.10 In addition, through the implementation of these strategies, the development of extra care housing schemes will provide the opportunity to create community hubs and provide facilities and services in flexible spaces which may be more suitable for the delivery of day services for older people. Such opportunities to create community hubs may provide opportunities to support the transformation agenda for older people day services.
- 4.11 As a result, Rhondda Cynon Taf commissioned Practice Solutions Ltd to undertake an independent review into residential care homes and day services for older people. The review involved an initial stage of research, followed by field work, which involved visiting all the care homes and day services managed by the Council. The findings, information and evidence gathered from data collected was then analysed to develop the report, which was reported to Cabinet on 21st November 2018.
- 4.12 Members will recall that, at the meeting of the Cabinet held on 21st November 2018, approval was given to consult on the future service delivery model for the Council's Residential Care Homes and Day Care Services within Rhondda Cynon Taf and, in particular, the following preferred options:
 - that the Council retains a level of provision of residential care homes which are focussed on providing complex care and respite. The level

- of provision retained would be based on a determination of the market share and need required in each of the Rhondda, Cynon and Taf geographical areas; and
- that the Council undertakes a phased decommissioning of day services as part of a planned programme of transformation in line with a proposed new service model.
- 4.13 The recently received Care Inspectorate Wales summary of Rhondda Cynon Taf County Borough Council's performance in carrying out its statutory social services functions confirms that:

"there is a recognition of the need to update the local authority's own inhouse adult accommodation provision, in line with people's changing needs and expectations. The pace of this change needs to be maintained and accelerated, in order to ensure that the services provided are in line with both presenting and anticipated needs. The planned further expansion of Extra Care facilities, based on a successful new build in Talbot Green and the new build on the site of a previous residential care facility, is an illustration of the local authority's practical response to this identified need".

4.14 The rationale for the preferred options for the future service delivery model for the Council's residential care homes and day care services as consulted upon were referenced in the report to Cabinet on 21st November 2018 and circulated as part of the consultation documentation.

Residential Care

4.15 Over recent years the balance of care has shifted from residential care to more community-based options, including extra care. Despite this shift, there remains an over reliance on residential care. Indeed, when benchmarked against other local authorities, Rhondda Cynon Taf still places a greater proportion of people aged 65 or over in residential care.

- 4.16 Longer term trends show a decline in the total number of placements in care homes, with a drop in local use since 2010/11, in Rhondda Cynon Taf, reflecting people's choice to remain independent and living at home for as long as possible. This is consistent with the Council's aim of providing care and support to people in their own homes wherever possible, for example by developing and making greater use of telecare, and extra care housing. Giving people more choice and control drives a need to change service provision to better suit individual needs and evidence shows that this promotes independence and enhances quality of life, which leads to better outcomes.
- 4.17 However, residential care homes offer an important choice to our citizens who are not able to stay living in their own homes due to their complex needs and will continue to play an important part in Rhondda Cynon Taf's modernisation of Adult Social Care Services.
- 4.18 There are 36 care homes operating in Rhondda Cynon Taf, 11 of which are directly managed by the Council. Across all provision there are 1,429 registered care home beds. The care home market is complex, but essentially consists of four different types of bed or placement; residential beds, residential dementia beds, nursing beds and nursing dementia beds. The breakdown of registered bed types currently in the market is shown below:

	782	G	647
Residential dementia beds	346	Nursing dementia beds	131
Residential beds	434	Nursing beds	516

- 4.19 The Council has 333 registered beds, which contains short stay beds (including 145 beds for people with dementia).
- 4.20 In the report to Cabinet on 21st November 2018, the average occupancy of the Council residential care homes was reported at 88% (October 2018) and the average levels of occupancy in Rhondda Cynon Taf has reduced over a period of time. The average occupancy of the Council residential care home for August 2019 was 77%. A breakdown, as at August 2019, of the vacancies across the Council's in-house residential care homes is shown in the table below:

	Vacant Beds (Aug 2019)	% Occupied (Aug 2019)	Vacant Beds (Oct 2018)	% Occupied (Oct 2018)
Bronllwyn	1	92%	-	100%
Pentre House	7	76%	6	75%
Ystrad Fechan	2	92%	2	92%
Ferndale House	7	73%	1	96%
Clydach Court	9	74%	4	89%
Dan Y Mynydd	8	73%	6	80%
Tegfan	5	89%	2	96%
Troed Y Rhiw	5	81%	1	96%
Cae Glas	13	67%	11	72%
Garth Olwg	6	80%	2	93%
Parc Newydd	13	64%	2	94%
Total	76	77%	37	88%

- 4.21 The external market provides 449 residential beds (including approximately 203 dementia beds) and 647 nursing beds (including approximately 131 dementia beds) in 25 residential and nursing care homes.
- 4.22 The external market (October 2018) showed average residential care bed occupancy of 94% and nursing beds occupancy of 92% occupancy of 93% across the external residential and nursing care market. The average occupancy (August 2019) of external residential care beds is 96% and for nursing beds is 96% an overall occupancy of 96% across the external residential and nursing care market.
- 4.23 Analysis of the external marketplace shows that there were (August 2019) 17 vacancies within residential care and 29 within the nursing care sector, compared with 28 vacancies within residential care and 51 within the nursing care sector (October 2018).
- 4.24 The table below provides further analysis of care home beds percentage occupancy and levels of vacancies across the residential and nursing care home market.

	Council Beds		External Beds	
	% Occupied	Vacancies	% Occupied	Vacancies
August 2019	77%	76	96%	46
March 2019	79%	71	93%	81
March 2018	83%	57	88%	135
March 2017	89%	27	88%	67
March 2016	98%	8	92%	75

4.25 The above analysis show that there is currently an over-provision of care home beds and it is unlikely that the overall demand for care homes beds will increase substantially in the near future. It should also be noted that 22 permanent placements to Council run homes have been agreed since the start of the consultation to date and approximately 45 individuals via respite (as at August 2019). This figure would include planned and emergency respite requests.

Day Care Services

- 4.26 Current day service provision for older people in Rhondda Cynon Taf operates from traditional building based day centre settings. Adult social care day services for older people with an assessed care need is currently provided through 5 day centres:
 - Bronllwyn (Gelli)
 - Ferndale House
 - Trecynon
 - Tonyrefail
 - Riverside (Pontypridd)
- 4.27 These day centres were predominantly built in the 1980's and have been maintained to a good standard of repair. Bronllwyn and Ferndale House operate from dedicated spaces in residential care home settings and Trecynon from a dedicated centre within Council office accommodation. Tonyrefail and Riverside are stand-alone day centres.
- 4.28 The centres have 25 places available per day with the exception of Ferndale House, which has a daily capacity limited to 11 places due to lack of space. All day centres are open 5 days per week between 9.00am and 4.00pm, although the majority of people access the service between 10.30 am to 3.30 pm.
- 4.29 While they remain popular among the people that use them and provide essential respite for carers, attendance at older people's day centres has shown a decline over recent years and it is felt that they no longer represent the most effective response to meeting people's needs.
- 4.30 Longer term trends show a decline in the total number of people accessing older people day services, with a large drop in local use since 2010/11, in Rhondda Cynon Taf, reflecting people's choice to have their wellbeing and care needs met by alternative means available within their own communities. Around 180 people are now registered to attend older people day services and current attendance rates average as follows across the 5 day centres:

	Average attendance rate
Bronllwyn, Gelli	81%
Ferndale House, Ferndale	46%
Riverside, Pontypridd	69%
Trecynon, Aberdare	78%
Tonyrefail	81%

- 4.31 The average attendance level for older people day centres is around 75%, which equates to a large unused capacity across the Service.
- 4.32 It is anticipated that the overall demand for, and the level of occupancy of, core day centres for older people will continue to fall further and therefore there is a need for change to the existing provision which is required to meet current and future need. However, in a similar way to residential care, day service provision also occupies an important position in the spectrum of services commissioned and provided for older people by Rhondda Cynon Taf Council's Adult Social Care services.

5. CONSULTATION FEEDBACK

- 5.1 At its meeting on 21st November 2018, Cabinet gave approval for a period of public consultation on the future service delivery model for the Council's residential care homes and day care services within Rhondda Cynon Taf. This was scrutinised by Overview and Scrutiny Committee at its meeting of 22nd July 2019. Overview & Scrutiny Committee members recognised the need for modernisation to respond to future challenges and the need to meet changing expectations of future older generations. The minutes of this meeting are attached as Appendix 6 to this report and the key issues discussed included:
 - Recognising the changing needs of the community, the importance of choice and the promotion of independent living;
 - Seeking reassurance that meeting the changing needs of our residents <u>cannot</u> be achieved by retaining our existing residential homes;
 - The value of the local authority delivery of Residential Care;
 - Concerns in respect of the potential for multiple assessments to access residential care;
 - Local provision and choice the importance of residents accessing care locally was referenced, with members acknowledging the analysis of local availability and geographical requirements i.e. 5 mile radius
 - The potential impact (be it positive or negative) on delayed transfers of care following the implementation of the proposals;

- Queried accuracy of concerns being expressed relating to potential cost implications to the residents of RCT; and
- Recognised the positive engagement undertaken via the consultation and the opportunities provided for scrutiny involvement.

Outcomes of the consultation events

- 5.2 Practice Solutions Ltd, Abercynon, were commissioned to undertake an independent consultation with residential and day service staff, care home residents and their families and day centre users on the future service delivery model for the Council's residential care homes and day care services.
- 5.3 The consultation took place over the period from 14th January 2019 to 8th April 2019. The aim of the consultation was to gather as many views as possible from interested stakeholders to inform the Council in its decision making as to the future structure of residential and day services for older people in Rhondda Cynon Taf.
- 5.4 Consultation events were designed to provide more information about the proposals for change and give an opportunity for discussion and debate in group sessions. Members of the Council's Senior Adult Social Services Management Team attended the events to ensure the details of the proposed changes were reflected and queries answered directly.
- 5.5 In addition to the consultation events, questionnaires were used to obtain people's views regarding the proposals for the future of residential and day service provision in Rhondda Cynon Taf. In total 372 responses were received in relation to the review of residential services and 125 regarding changes to day service opportunities.
- With regards to the residential proposals: 47.3% of respondents agreed with the Council's preferred option to retain a level of provision of residential care homes which are focused on providing complex care and respite. 34.9% disagreed with the Council's preferred option and the remainder responded as being unsure.
- 5.7 In terms of the preferred option to phase the decommissioning of the Council's day services as part of a planned programme of transformation in line with the proposed new service model, 53% of respondents disagreed with the preferred option. 48.3% of people who responded agreed with the option to do nothing.

- 5.8 Detailed consultation reports were compiled, and these are available at Appendix 1 for Member's consideration. A summary of the main themes that emerged from the consultation, including officer responses, is provided below:
 - A common theme across all the consultation events was that the quality of care and support provided, and the contribution and commitment of staff was regarded very highly.

Rhondda Cynon Taf residential care homes and day centres have served their communities well over the years and are popular services with good standards of care, provided by committed staff. The Council is proud of its staff and their commitment to providing high quality care. Hence, the decision of the Cabinet on 21st November 2018, subject to consultation, for the Council to consider retaining its role to maintain a strategic market share in each of the geographical areas that supports the highest possible quality of life for people needing care.

 There were concerns about care being transferred to the private market as a result of the plans being consulted upon. The view expressed by some attendees was that Council run care homes were much better than private care homes. The financial implications for individuals moving into a private care home were a worry for some i.e. more expensive potentially and uncertainty about fee levels.

The Independent Sector offers quality care. All residential and nursing care provision, regardless of who provides it, is subject to the same Care Inspectorate Wales (CIW) standards and inspection. The Council is committed to quality services which deliver dignified care across all sectors. Care and support plan reviews and any safeguarding activity also provide an oversight as to the quality of care provided. Learning from safeguarding is disseminated with providers through forums and the Cwm Taf Morgannwg Safeguarding Board.

The Cwm Taf Social Care Workforce Development Service invests in training for the local care home market. This includes specialist training such as dementia care and safeguarding as well as managerial skills. Regular care home fora are held for best practice sharing and information provision, and to ensure that training offers are focussed on what the market needs. There is a good take up of this training across the market within Rhondda Cynon Taf.

Rhondda Cynon Taf Council works to assist any provider that may be experiencing difficulty in achieving and maintaining expected standards of care, and to ensure that residents are safe and treated with dignity by providers.

All current residents will have been financially assessed to determine any contribution required. It is not envisaged that there would be any financially adverse impact on affected individuals as a result of any decision(s) made in respect of the proposals.

The Council has ongoing and well established relationships with local independent care home providers and already actively negotiates with them around fee levels, quality etc. The Council is able to purchase at reasonable rates, and this would continue to be the case.

 Whilst there was general recognition about the need to improve care facilities for the future, in each case – Care Home or Day Centre – no one wanted theirs to be de-commissioned.

The Cwm Taf Commissioning Statement for Older People Services (2015-2025) and the supporting Strategy to modernise accommodation options for older people (2016), outlines the Council's vision as to what services it needs to commission to ensure services provided deliver greater levels of choice and independence and meet both current and future needs in appropriate settings including in the community.

In line with the strategic vision, a review of the service delivery model for the Council's Residential Care Homes and Day Care Services was undertaken to consider other models of service delivery and improve the offer available in Rhondda Cynon Taf.

If a decision is made to decommission any of the Council's existing inhouse older people care services the transfer of people would be carefully planned and carried out professionally, sensitively and safely. This would be informed by conversations with individuals, their families and others important in their care to establish needs and preferences when considering alternative provision and would be done within a timescale which would minimise the disruption and discomfort for those affected.

 Reassurance was sought regarding de-commissioning of any homes and more information about the process that would be followed to determine any future decision.

The welfare of residents would be the primary consideration in the event of any home de-commissioning. It would be approached in a planned and carefully managed way over a period of time, and in line with national best practice guidance. This would include the involvement of residents, families, friends and staff from the closing home.

Each resident and their family would be supported by a Social Care Practitioner who would assess individual needs and discuss preferences and help to choose an appropriate alternative service. This would take into account specific issues such as long standing friendships. Where appropriate other care professionals including health staff and GPs would be involved, as would staff from the closing home, who as far as possible would support each resident's transition into an alternative service.

The Council has experience of achieving this with previous home decommissioning. It is acknowledged that there are risks with moving any person, including planned moves. The Council has a lot of experience of moving people out of homes as it is part of core business, for example, as care needs change, if a resident is moved to a home that is more local to family and in an emergency situation.

Where a resident could not make an informed choice or has no family, an independent advocate would be made available with decisions required in selecting and moving to a suitable alternative service.

 The higher standards of environment and facilities provided by Extra Care were welcomed and advice was given on a range of practical issues about the operation of Extra Care, staffing, care and support provided, the living conditions, care provided and funding, costs etc. The offer of visits to an extra care facility was positively received. The statement that couples could be accommodated together was welcomed.

In line with the Council's strategic vision, Cabinet in September 2017, committed to a proposed £50m investment in extra care. This will bring the total number of extra care places in Rhondda Cynon Taf up to 300 – by building five new facilities in partnership with Linc Cymru.

Extra care delivers modern purpose accommodation and 24 hour care and support to meet the needs and changing expectations of the growing older population, allowing them to live as independently as possible in their own homes. Extra care can provide an alternative to residential care, nursing care and sheltered housing. It aims to provide 'a home for life' for many people even if their care needs change over time.

• The determination of the location of care facilities for the future was seen as of critical importance and that residents still had access to a range of facilities in their locality to meet their changing needs so that family and friends could continue to visit or be involved. Residents and centre users wanted to continue to live in their chosen community and to "age in place". Staff equally saw the importance of location in relation to care options, support services, transportation, resident/service user wellbeing, travel to work etc. Strong representations were made by residents, families and staff for Rhondda Fach to continue to have a facility in their community. It has to be said that this was true of all the Homes and Centres visited but was particularly emphasised in Rhondda Fach.

The importance of the care homes and day centres to the local community and the range of services they provide is fully acknowledged. This would be considered as part of the review process to determine any future provision and would include understanding what the alternative service choices are available for people within a 5 mile radius of existing services. Any required consideration of alternative placements for individuals would be informed by assessment information and conversations with individuals, their families and others important in their care, to establish their needs and preferences. The needs of the carer would also be assessed and taken into consideration as part of the process.

 Clarity was sought about what the term "complex care" means in the consultation papers and requests for a more detailed explanation and transparency about how the definition would be used in determining individuals care needs.

Complex Care is an overarching term that is used to represent a multitude of factors that contribute to an individual's overall care needs. These include emotional, physiological, social, personal, sensory, communication, environmental and health needs.

Following an assessment process in which consideration of the varying levels of each of the above factors is made - a decision can be made on an individual's level and category of care. The assessments which take place are undertaken by suitably qualified and skilled care managers, registered home managers and health professionals.

 Greater clarity was sought about how the Day Centres would focus on complex needs and compliment the role of the new Community Hubs. More information about how any change would be achieved was requested alongside details of the transitional arrangements for any service user/family who may be affected.

The importance of day care services for the people who use them is recognised. Rhondda Cynon Taf Council fully accepts that it has a duty of care to these people and it would continue to fulfil this duty. This would entail keeping the people who use day care services, their

families and staff fully aware of what is happening and supporting them to consider the options available to them.

Should the proposal to develop and implement a new service model for day care services be agreed by the Cabinet, any potential transfer of people who use current day centres to alternative provision would be carried out in accordance with their needs and they and their families would have a named key worker who would help them throughout the process to ensure that the transfer to an alternative provision is done sensitively and safely.

Commissioning analysis has identified a changing need around day service opportunities and the potential for alternative service options, which would be informed by conversations with people who use services, their families and others important in their care to establish needs and preferences.

Under the proposed revised new service delivery model, Rhondda Cynon Taf Council would need to continue to provide specialist day services in addition to its on-going commitment to support the development of community hubs and neighbourhood networks.

Community hubs and neighbourhood networks are community based and enable older people to live more independently and pro-actively participate in activities within their own communities. They would provide activities and services that reduce social isolation and provide a gateway to advice, information and services for older people and their carers and promote health and wellbeing aimed at improving quality of life. Community hubs and neighbourhood networks work to support the development of preventive services and extend the range of activities provided using, for example, new funding available through direct payments.

Specialist services would in future focus on older people and their carers with high level care needs and for older people with dementia. Targeting services in this way not only makes best use of day care resources but also supports family carers and prevents, for example, premature admissions into hospital and long term care.

The specialist day services are proposed to be building based, but it is intended for these to be developed as hubs themselves whereby services extend into the wider community in which they are located. This model of community based day support offers the route to ensuring a flexible response to meeting individual need.

 It was recognised that more people with dementia would in the future need care and support both in the community and in residential care and that it was important to provide them with appropriate responses. A common theme both in care home and day centre consultations was the need to achieve a workable mix and arrangements with people who did and did not lack capacity and a community ethos developed in all locations.

Dementia affects every individual differently and uniquely and Rhondda Cynon Taf Council would continue to support people using best practice guidance appropriately, e.g. Dementia Care Matters "Butterfly Project".

The Council is clear that for people with complex needs such as dementia, there would be need for more dedicated community based day services and care home places to cater for the increase numbers of people needing care and support. The Council would continue to work with Care Providers to ensure any emerging dementia needs are met in Rhondda Cynon Taf.

Officers consider the proposed new service delivery models for residential and day services care would result in improved individualised services for people with dementia and their carers with improved outcomes.

The commissioning of services would be informed by assessment of individuals, including their families and others important in their care to establish needs and preferences. The needs of the carer would also be assessed and taken into consideration as part of the process.

 A range of Human Resources issues were raised by staff on the implications of the proposed changes and there was a call for honesty and openness and more information from the Council regarding their jobs and conditions of service.

Rhondda Cynon Taf Council is proud of the level of care its staff provides. There has been investment in the workforce and their skills and capabilities are valued.

As is clear in the consultation material, Rhondda Cynon Taf Council has presented preferred options for the future service delivery model for its Residential Care Homes and Day Care Services. However, it must be stressed that no decision has been made. The views expressed by those who have responded during the consultation exercise will be made known to the Cabinet for consideration prior to a decision on the future service delivery model.

Any workforce implications arising from the feedback of the public consultation, and any subsequent decision(s) taken by Cabinet, would be subject to further consultation with staff and trade unions in accordance with the Councils statutory obligations and Managing Change policy.

5.9 Officers have addressed above each of the key themes collated from the consultation feedback and provided mitigation where possible. The Equality Impact Assessment, appended at Appendix 2 to the report, should also be taken into consideration by Members when considering the above themes arising from the consultation exercise.

Overview and Scrutiny Committee

- 5.10 The Overview and Scrutiny Committee has played an active role in the consultation process for the future service delivery model for the Council's residential care homes and day care services.
- 5.11 Prior to the start of the public consultation, Overview and Scrutiny Committee, on 13th December 2018, reviewed the recommendations in relation to the future service delivery model for the Council's residential care homes and day care services. The Committee requested that they be given the opportunity to pre-scrutinise the results of the consultation and make any recommendations ahead of a final decision being taken by Cabinet.

6. ADDITIONAL INFORMATION

Demand and Supply

6.1 Work has been undertaken to gain a better understanding of the forecast demand for extra care housing and care home provision in Rhondda Cynon Taf and compare this to the existing provision. To do this, the "More Choice, Greater Voice" forecast model has been used as the baseline model for predicting demand.

Extra Care

- 6.2 There is currently one extra care housing scheme (40 apartments) available in Rhondda Cynon Taf (Ty Heulog, Talbot Green). A second scheme (again with 40 apartments) is due to open in November 2019 in Aberaman.
- 6.3 The "More Choice, Greater Voice" model suggests an area should provide 25 extra care places for every 1000 people over 75 years. The current supply of extra care in Rhondda Cynon Taf provides for only 2.04 places per 1000; increasing to 4.1 places per 1000 when the new Aberaman extra care housing scheme opens later in 2019. To meet the volume suggested by the model an additional 419 places would be required in Rhondda Cynon Taf. The forecast demand for extra care places is shown in the table below:

	Current		2025	2030
	Actual	Suggested	Forecasted	Forecasted
Rhondda	0	153	199	216
Cynon	40*	179	168	182
Taf	40	217	283	307
Total	80	499	650	705

*Includes Aberaman Extra Care due to open in 2019

- 6.4 There are a number of extra care developments planned that will increase the supply over the coming years in Rhondda Cynon Taf. During 2021, a further 60 apartments are expected with the opening of the new extra care housing scheme in Pontypridd. During 2022, it is expected that there will be a further development in Porth providing 60 apartments followed by another development in Treorchy providing 60 apartments in 2023 and a further development in Mountain Ash providing 40 apartments by 2025.
- 6.5 By 2025, based on current development plans, Rhondda Cynon Taf will be providing 300 extra care beds (11.5 places per 1000), which will be 350 places below the recommended number forecasted by "More Choice, Greater Voice".
- 6.6 It will be important to continue to stimulate growth if the supply is to keep pace with the demand from an increasing older population. The demand for extra care can be expected to continue to rise and it will be important to maintain the momentum of market development.

Care Homes

6.7 There are currently 1429 care home places available in Rhondda Cynon Taf of which approximately 782 are residential homes and approximately 647 are nursing homes. However, these are not spread equitably as illustrated in the table below:

	Rhondda	Cynon	Taf	Total
Population Over 75 (2017)	6112	5161	8677	19950
Number of Residential Care Home places	282	202	298	782
Places per 1000 people over 75	46.1	39.1	34.3	39.2
Number of Nursing Care Home places	165	257	225	647
Places per 1000 people over 75	27.0	49.8	25.9	32.4
Total number of Residential and Nursing Care Home places	447	459	523	1429
Places per 1000 people over 75	73.1	88.9	60.3	71.6

- 6.8 According to the "More Choice, Greater Voice" forecast model an area should provide 65 residential care home places and 45 nursing care home places per 1000 people over 75. However, currently Rhondda Cynon Taf provides for 39 residential care home places per 1000 and 32 nursing care home places per 1000. This represents a shortfall, according to the model, of 515 residential care home places and 251 nursing care home places.
- 6.9 However, whilst there are occasional difficulties finding places for people in local care homes, there are no significant shortfalls in provision overall. Bed occupancy currently across residential care beds is 86% and 94% across nursing. This suggests there is an excess in the current level of provision for residential beds; whilst nursing bed levels are more widely occupied.
- 6.10 There is also a clear strategic intention to move away from institutional care and for care home services to focus on supporting people with more complex needs and severe levels of dementia. The "More Choice, Greater Voice" forecast assumptions of 65 places per 1000 for residential care and 45 places per 1000 for nursing care could therefore be seen as excessive, given the current balance of demand and supply in Rhondda Cynon Taf. Therefore, for the purposes of this analysis the current level of provision per 1000 people over 75 has been used as a starting point for estimating future demand across Rhondda Cynon Taf (39 residential care home places per 1000 and 32 nursing care home places per 1000).
- 6.11 The planned development of extra care homes will provide more choice to people that require increasing levels of personal care. Such choice will be expected to reduce the demand for residential care. It is not, however, expected to have such an impact on the demand for nursing care provision. Given the lack of extra care homes in Rhondda Cynon Taf, it has been assumed that 35% of people placed into a residential care home might have been suitable for extra care. The availability of extra care may also prompt people to choose this type of accommodation before a crisis situation stimulates a need for a care home placement. This effect would suggest the demand for residential care will fall as the availability of extra care increases.
- 6.12 If it is assumed that 35% of people currently taking a place in a residential care home were instead to take up extra care then this would reduce the number of places per 1000 people over 75 from the current 39 to 26. Since the availability of extra care is not expected to approach the planned 300 places until 2025 the reduction in residential demand would not be achieved until this time. To reflect this reduction the demand model has estimated a residential care home need for 26 places per 1000 for 2025 and beyond. Nursing care need is estimated to remain at the current 32 places per 1000 for 2025 and beyond. For

the purposes of this analysis the current supply of residential and nursing care is estimated to be the same as current:

	Current	2025	2030
Population over 75	19950	25990	28190
Residential demand	598	676	705
Nursing demand	668	858	930
Total Care Home demand	1266	1534	1635
Residential supply	782	782	782
Nursing supply	647	647	647
Total Care Home supply	1429	1429	1429

- 6.13 If these planning assumptions are used in the model the demand for residential care home places across Rhondda Cynon Taf could be expected to fall to 676 by 2025 creating a surplus of 106 residential care places. Whilst the demand for nursing home places would rise to 858 by 2025 creating a deficit of 211 nursing places.
- 6.14 The Council's drive to increase the provision of extra care will be key to shifting the balance away from institutional residential care and allow some of the existing Council-owned care homes to be replaced due to projected residential care home surplus capacity by 2025. However, the above analysis also highlights the need to continue to stimulate the market to provide additional extra care and nursing care home services if overall projected shortfalls in provision are to be avoided into the future to meet the needs of the rising older population.

Physical Care Home Environment

- 6.15 The Council's in-house care homes are dated buildings, and whilst the quality of the care by staff is good, the facilities no longer meet modern standards. The homes were built over 30 years ago and were not designed to meet the current expectations of accommodation and were built for a different generation of older people than is now the case. Modern purpose-built care homes are designed to be dementia-friendly and have a bigger space standard to support mobility / hoisting needs. They also have ensuite facilities, so people are more able to toilet themselves. This is clearly a very important part of maintaining someone's sense of dignity and independence.
- 6.16 However, the Council continues to maintain each home in accordance with normal industry practice and requirements and each home is routinely inspected by Care Inspectorate Wales who independently validate ongoing compliance with requirements.

- 6.17 Work has recently been undertaken, by Bruton Knowles, who are independent property consultants, to consider opportunities to remodel each existing home to meet current new home standards set by Care Inspectorate Wales. This desktop analysis has identified that any significant redevelopment of the existing buildings would require significant investment. It would mean fewer people could be supported in the Council in-house homes and some people currently living there would have to move into alternative accommodation, whilst others would experience disruption whilst the works were being completed requiring the temporary relocating of residents as the nature and extent of the remodelling work may require temporary closure.
- 6.18 A summary of this analysis in provided in Appendix 3 to this report.

Local Provision and Choice

- 6.19 It is important that there is choice locally for those who want to stay in the area and therefore an assessment of the market has been carried out, based on the availability of care home provision within 5 miles of each of the Council in-house homes. The 5 mile radius has been used as the Council is aware that while services do provide for local people, residents have come from further afield than the immediate area in which the home is based and crucially their relatives also travel from outside this local area to visit them.
- 6.20 The analysis indicates that overall there are other care home providers locally within a 5 mile radius of the Council in-house residential care homes who are able to support people who need good quality residential care. The analysis is summarised below with more detail provided in Appendix 4.
- 6.21 It is also worth noting that with the exception of Ferndale House (5.2 miles) all other Council in-house residential care homes are within a 5 mile radius of an existing or proposed future extra care home.

Rhondda

Within 5 miles of **Bronllwyn**: there are 3 Council residential care homes providing 88 care beds (including 43 dementia beds) and 8 Independent Care Homes providing 291 beds (including 66 residential and 65 dementia residential beds).

Within 5 miles of **Pentre House**: there are 3 Council residential care homes providing 71 care beds (including 43 dementia beds) and 7 Independent Care Homes providing 210 beds (including 50 residential and 44 dementia residential beds).

Within 5 miles of **Ystrad Fechan**: there are 3 Council residential care homes providing 76 care beds (including 35 dementia beds) and 5 Independent Care Homes providing 147 beds (including 34 residential and 9 dementia residential beds).

Within 5 miles of **Ferndale House**: there are no Council residential care homes and 3 Independent Care Homes providing 135 beds (including 20 residential and 26 dementia residential beds).

Within 5 miles of **Clydach Court**: there are 4 Council residential care homes providing 95 care beds (including 38 dementia beds) and 7 Independent Care Homes providing 251 beds (including 56 residential and 55 dementia residential beds).

Within 5 miles of **Dan Y Mynydd**: there is 1 Council residential care home providing 35 residential dementia care beds and 6 Independent Care Homes providing 216 beds (including 48 residential and 55 dementia residential beds).

Cynon

Within 5 miles of **Tegfan**: there are no Council residential care homes and 6 Independent Care Homes providing 281 beds (including 47 residential and 55 dementia residential beds).

Within 5 miles of **Troed Y Rhiw**: there are no Council residential care homes and 7 Independent Care Homes providing 266 beds (including 59 residential and 38 dementia residential beds).

Taf

Within 5 miles of **Caeglas**: there is 1 Council residential care home providing 30 standard residential care beds only and 6 Independent Care Homes providing 294 beds (including 98 residential and 49 dementia residential beds).

Within 5 miles of **Garth Olwg**: there are 2 Council residential care homes providing 75 care beds (including 39 dementia) and 6 Independent Care Homes providing 294 beds (including 98 residential and 49 dementia residential beds).

Within 5 miles of **Parc Newydd**: there is 1 Council residential care home providing 30 standard residential care beds only and 2 Independent Care Homes providing 56 beds (including 15 residential and 9 dementia residential beds).

7. PREFERRED OPTION FOR FUTURE SERVICE DELIVERY MODEL FOR THE COUNCIL'S RESIDENTIAL CARE HOMES

7.1 At its meeting on 21st November 2018, Cabinet agreed to consult on the following preferred option for residential care:

The Council retains a level of provision of residential care homes which are focussed on providing complex care, short term residential reablement and respite and commission standard residential care and nursing care from the external market. The level of provision retained would be based on a determination of the market share and need required in each of the Rhondda, Cynon and Taf geographical areas

- 7.2 By retaining its provider role, the Council maintains a strategic market share in each of the Rhondda, Cynon and Taf geographical areas and would:
 - provide choice: The Council wish to ensure that people, wherever possible, should be offered the opportunity to live in a local authority residential care home;
 - protect against market failure: The Social Services and Wellbeing (Wales) Act 2014 requires the local authority to manage provider failure and market oversight. Adult Social Care has an important role to play in ensuring a contingency service for the Local Authority should there be any independent sector provider failure;
 - maintain quality of care: Whilst the independent sector offers quality care, Rhondda Cynon Taf's in-house residential care homes have consistently achieved high-quality care over the decades. This has been externally acknowledged by consistently good regulatory inspection reports from the Care Inspectorate Wales (CIW). In addition, two homes have the Butterfly Model of Care Quality of Life Accreditation Award issued by Dementia Care Matters; and
 - provide specialist integrated provision: Rhondda Cynon Taf Adult Social Care has a reputation for providing integrated, flexible services with Health Partners and others within its residential care homes. This is specifically beneficial to facilitate timely hospital discharge such as during times of winter pressures in the hospitals, and to respond to clients in crisis and prevent breakdown in family based care by providing regular and planned respite services.
- 7.3 In line with the key principle of better prevention, the Council would be able to designate the Council's residential care home beds as necessary for respite provision, which would allow carers greater certainty, helping them to keep their loved ones at home for longer by providing them with a much needed break.

- 7.4 Refocusing the Council's residential care homes so that they focus more on complex care would allow the Council to provide better care and support for people with complex needs such as dementia and have the right skills and knowledge to provide this type of care, with buildings set up in such a way to support more complex needs. It would also provide market certainty for the external market surrounding the commissioning of standard residential care but still be commissioned to provide complex care if they choose to access it in the external market.
- 7.5 By adopting the preferred options for the Council's residential care homes in this way it would allow the Council to strive to provide better services and care for its residents. It would also provide market certainty for the independent sector surrounding the commissioning of standard residential care. The independent sector already provides high levels of standard residential care placements in Rhondda Cynon Taf and to an equivalent standard to that provided by the Council.
- 7.6 Officers consider that by concentrating Council resources on fewer discreet specialisms, improvements would be made to the service for residents in Rhondda Cynon Taf with complex needs because it would be in a position to upskill staff to better meet the required needs and consequently provide a higher quality service. If the Council no longer focuses on the delivery of standard residential care the current level of internal beds would exceed those required to deliver a service based on current demand and projected future demand over the medium term; taking into account the Council's commitment to develop extra housing and support more people to live in their homes for longer.
- 7.7 The preferred option as consulted upon, provides a solution which would allow the Council to deliver a model that enables people to maximise their independence, remain in their own home for longer and meet the needs of vulnerable adults in line with the principles of the Social Services and Wellbeing (Wales) Act 2014 whilst at the same time achieving necessary improvements in service efficiency and effectiveness.
- 7.8 Officers have addressed each of the key themes collated from the consultation feedback and outlined possible mitigation, where required, as detailed in Section 5 above.
- 7.9 There is a level of risk in delivering the proposed model and there could be a negative impact on some residents because of the potential need to move from their current Council residential care homes. However, this risk could be mitigated as much as possible, for example, by ensuring:
 - the overarching model for residential care is phased over a period of years and any de-commissioning of a Council residential care home, following consultation and agreement by Cabinet, be predicated upon:

- finding alterative residential care home or extra care housing placement for permanent residents; and
- local extra care scheme developments opening in Aberaman, Pontypridd, Porth, Treorchy and Mountain Ash
- robust assessment processes implemented which would ensure all those affected are supported, before and after any move. Officers are confident alternative care home provision, extra care housing or other community based provision is available that meets the assessed needs of the person and can be secured in Rhondda Cynon Taf;
- that Council residential care home residents would not be at a financial disadvantage through the implementation of any proposal; and
- there would be no requirement for residents to move immediately from Council residential care homes. Residents would be able to remain in their current homes, until such a time as a suitable alternative placement became available.

Council residential care home – Proposed level of provision to be retained

- 7.10 As referenced above, detailed modelling has been undertaken using the "More Choice, Greater Voice" forecast model, which is used to forecast demand for care home beds (and extra care housing beds) in Rhondda Cynon Taf and compare this to the existing provision.
- 7.11 This modelling exercise indicated that the demand for residential care home beds across Rhondda Cynon Taf, could be expected to fall to 676 by 2025, and the Council's commitment to increase the provision of extra care will be key to shifting the balance away from institutional residential care. This could create a surplus of 106 residential care places and therefore allow some of the existing Council-owned care homes to be replaced due to projected residential care home surplus capacity by 2025.
- 7.12 An evaluation has been undertaken to determine the Council residential care homes that may no longer be required.
- 7.13 An evaluation matrix (attached at Appendix 5) was used which assessed each Council residential care home against the following criteria as follows:

Building suitability

Current building compliance assessment

 Redevelopment potential of existing home to meet Care Inspectorate Wales new build standards

Geographical areas

- Location
- Availability of internal residential provision in area
- Availability of alternative residential provision in area
- · Availability of extra care housing provision in area

Current level of use

- Current occupancy levels
- Current level of alignment with proposed future service

Current cost of placement

Actual Council cost per occupied bed per week

Each criteria attracted a score of up to 5 with a weighted average maximum score of 190, with the higher the score indicating that the residential care home was most fit for purpose to deliver the preferred future service model. The criteria are driven by location and the availability of accommodation with care provision in the geographical areas of Rhondda, Cynon and Taf. The outcome of the evaluation is summarised in the table below:

Summary of Council residential care home evaluation analysis

Care Home	Evaluation Summary Comments	Evaluation Score	Proposed Recommended Option
Ystrad Fechan	Home located towards top of Rhondda Fawr geographical area. Within 5 miles, there are 3 Council residential care homes providing 76 care beds and 5 Independent Care Homes providing 147 beds (including 43 residential beds). Planned new 60 bed extra care scheme to open on adjacent former Ysbyty George Thomas. Medium occupancy with some dedicated dementia capacity. Generally, the premises provides adequate accommodation and is compliant with the relevant guidance at the time of first registration. Around 45% reduction in bed capacity if developed to new build standards on the current footprint.	110.00	Decommission when Treorchy extra care scheme is opened - estimated early 2023.

Care	Evaluation Summary Comments	Evaluation	Proposed	
Home		Score	Recommended Option	
Pentre House			Retain	
	Medium occupancy with all standard registered beds – largest Council home in Rhondda Fawr.			
	Generally, the premises provide adequate accommodation and is compliant with the relevant guidance at the time of first registration. Around 45% reduction in bed capacity if developed to new build standards on the current footprint.			
Bronllwyn	Home located centrally in Rhondda Fawr geographical area. Within 5 miles, there are 3 Council residential care homes providing 88 care beds and 8 Independent Care Homes providing 291 beds (including 131 residential beds). Planned new extra care scheme to open within vicinity. Lowest occupancy – just 12 standard registered beds. High actual costs of	86.00	Decommission home when suitable alternative placements are available in area – estimated Summer 2020.	
	providing care (over £1300 per occupied bed). Considered an unviable and unsustainable option. Generally, the premises provide adequate accommodation and is compliant with the relevant guidance at the time of first registration. Around 41% reduction in bed capacity if developed to new build			
Ferndale House	standards on the current footprint. Only care home (Council and independent sector) within Rhondda Fach. No Council care home within 5 miles – just 3 Independent care homes providing 135 beds (including 46 residential beds). No planned new extra care scheme to open within vicinity.	148.50	Retain	
	Medium occupancy with some dedicated dementia capacity. The premises has been constructed in a tall and narrow configuration and provides very limited accommodation options, although generally is compliant with the relevant guidance at the time of first registration. Around 23% reduction in bed capacity if developed to new build			

Care	Evaluation Summary Comments	Evaluation	Proposed
Home		Score	Recommended Option
Dan-Y- Mynydd	One of two Council care homes located within Porth area. Within 5 miles, there is 1 Council residential care homes providing 35 care beds and 6 Independent Care Homes providing 216 beds (including 103 residential beds). Planned new 60 bed extra care scheme to open on adjacent Bronwydd Office site. Medium/high occupancy and all dedicated dementia capacity.	110.5	Decommission home when Porth extra care scheme is opened - estimated late 2022.
	Generally, the premises provide adequate accommodation and is compliant with the relevant guidance at the time of first registration. Around 30% reduction in bed capacity if developed to new build standards on the current footprint.		
Clydach Court	One of two Council care homes located within Porth area. Within 5 miles, there are 4 Council residential care homes providing 95 care beds and 7 Independent Care Homes providing 251 beds (including 111 residential beds). Planned new 60 bed extra care scheme to open within Porth vicinity. Medium/high occupancy and all dedicated dementia capacity.	112.00	Retain
	Generally, the premises provide adequate accommodation and is compliant with the relevant guidance at the time of first registration. Around 37% reduction in bed capacity if developed to new build standards on the current footprint.		
Tegfan	One of two Council care homes located within North of Cynon Valley. Within 5 miles, there are no Council residential care homes and 6 Independent Care Homes providing 281 beds (including 102 residential beds). Planned new 40 bed extra care scheme to open in Aberaman. High occupancy with some dedicated dementia capacity.	139.00	Retain
	Generally, the premises provide adequate accommodation and is compliant with the relevant guidance at the time of first registration. Around 37% reduction in bed capacity if developed to new build standards on the current footprint.		

Care			Proposed	
Home		Score	Recommended Option	
Troed-Y- Rhiw	One of two Council care homes located within South of Cynon Valley. Within 5 miles, there are no Council residential care homes and 7 Independent Care Homes providing 266 beds (including 97 residential beds). Planned new 40 bed extra care scheme to open in Mountain Ash in future. Medium occupancy with some dedicated	115.00	Retain	
	dementia capacity.			
	Generally, the premises provide adequate accommodation and is compliant with the relevant guidance at the time of first registration. Around 43% reduction in bed capacity if developed to new build standards on the current footprint.			
Cae Glas	One of three Council care homes located in the East of Taf Ely area. Within 5 miles, there is one Council residential care homes providing 30 care beds and 6 Independent Care Homes providing 294 beds (including 147 residential beds). Planned new extra care scheme to open within Pontypridd area.	125.00	Retain	
	Medium/high occupancy and all dedicated dementia capacity.			
	Generally, the premises provide adequate accommodation and is compliant with the relevant guidance at the time of first registration. Around 43% reduction in bed capacity if developed to new build standards on the current footprint.			
Garth Olwg	One of three Council care homes located in central Taf Ely. Within 5 miles, there are two Council residential care homes providing 75 care beds and 6 Independent Care Homes providing 294 beds (including 147 residential beds). Planned new extra care scheme to open within Pontypridd area.	106.00	Decommission home when Pontypridd extra care scheme is opened - estimated Summer 2021.	
	Medium occupancy and all standard capacity.			
	Generally, the premises provide adequate accommodation and is compliant with the relevant guidance at the time of first registration. Around 30% reduction in bed capacity if developed to new build standards on the current footprint.			

Care Home	Evaluation Summary Comments	Evaluation Score	Proposed Recommended Option
Parc Newydd	One of three Council care homes located in the West of Taf Ely area. Within 5 miles, there is one Council residential care homes providing 30 care beds and 2 Independent Care Homes providing 56 beds (including 24 residential beds). Extra care scheme open in Talbot Green. Medium/high occupancy and all standard capacity. Generally, the premises provide adequate accommodation and is compliant with the relevant guidance at the time of first registration. Around 41% reduction in bed capacity if developed to CIW new build standards on the current footprint.	125.00	Retain

7.14 Based on the outcome of the evaluation and results of the first consultation exercise, the following is therefore proposed:

CARE HOMES PROPOSED TO BE RETAINED

- Clydach Court Residential Care Home, Trealaw
- Ferndale House Residential Care Home, Ferndale
- Pentre House Residential Care Home, Pentre
- Tegfan Residential Care Home, Trecynon
- Troed Y Rhiw Residential Care Home, Mountain Ash
- Cae Glas Residential Care Home, Hawthorn
- Parc Newydd Residential Care Home, Talbot Green

CARE HOMES PROPOSED TO BE DECOMMISSIONED

- Bronllwyn Residential Care Home, Gelli
- Ystrad Fechan Residential Care Home, Treorchy
- Dan y Mynydd Residential Care Home, Porth
- Garth Olwg Residential Care Home, Church Village

It is also proposed that if any home(s) were decommissioned this would be done on a phased basis dependent on the prevalent circumstances at the time in relation to each home e.g. when alternative care placements become available or extra-care developments open. It is important to note that some residents may wish to relocate to another care home as other differing factors determine care home choice.

- 7.15 Should Cabinet determine to initiate a further consultation on a proposal to retain and/or decommission any of the Council's residential care homes it is recommended the Council continues to restrict admissions to all residential care homes, other than in exceptional circumstances where an alternative placement that can meet the assessed need is not available. This is in order to minimise any potential impact on residents until such time as Cabinet considers the results of the proposed consultation exercise and any decision(s) it may take in relation to the proposal.
- 7.16 Having due regard to the consultation, the Equality Impact Assessment and the supporting information included in this report, it is recommended that Cabinet initiate a further consultation on a proposed model of retaining the 7 care homes and decommission 4 care homes, as outlined in paragraph 7.14 above, with those homes proposed to be retained focussed on providing complex care, short term residential reablement and respite. Standard residential care and nursing care would be commissioned from the external market.

8. PREFERRED OPTION FOR FUTURE SERVICE DELIVERY MODEL FOR THE COUNCIL'S DAY CARE SERVICES FOR OLDER PEOPLE

8.1 At its meeting on 21st November 2018, Cabinet agreed to consult on the following preferred option for day care services:

The Council undertakes a phased decommissioning of the Council's day services as part of a planned programme of transformation in line with the proposed new service model

- 8.2 The new service model would enable the transformation of the service to provide enhanced day service opportunities and to contribute to the development of a day service better able to meet the changing needs and aspirations of the older people of Rhondda Cynon Taf. In order to secure an appropriate range of both care and day opportunities, in line with differing preferences and needs, a continuum of provision is required. This would include care and support for the most vulnerable older people.
- 8.3 The proposed new service would allow the Council to provide specialist day centre provision for those with more complex care and support needs, ultimately providing better care for its residents because again it would be able to up skill our staff to concentrate on providing this specialist service in a way that it is currently more difficult to do because of the range of complex and non-complex needs.

8.4 It is proposed the new model of service should have the following key elements:



- 8.5 There is no reason to expect that a one-way journey remains the only trajectory or choice for older people. Flexible services which would enable a person to access a community hub and then move to universal services or vice versa should be enabled as part of the support planning process. However, in the development of the proposed new service model, it has been recognised that planned development and investment in universal service provision and in Community Hubs and extra care housing would help to better reflect the patterns of actual choice people are now making and create capacity to change.
- 8.6 The proposed new service model would:
 - Offer a purposeful, outcome focused and flexible service. This
 means working out individual programmes with service users and
 agreeing the changes in the user's life which the service would
 promote. It also means the service having the capacity to support
 service users in different settings. In this way support follows the
 user into the situations where they need it.
 - Actively support service users in relation to day opportunities.
 This is more than providing a service on a particular day. It is about helping users to work out arrangements in relation to day opportunities across their week, in line with their needs and preferences.
 - Support recovery and independence. This would be a key feature
 of the service's overall approach. But it also means being able to
 provide a structured, time limited recovery and enablement service
 with an individual programme, goals and Care Manager and/or
 Therapist oversight. This would be the service normally offered first

to older people, unless this is not appropriate because of individual needs.

- Engage with partners. It is important to take advantage of opportunities for collaboration in relation to the care pathways which service users follow, more integrated service delivery, better use of buildings and improved access to services.
- Provide support to carers. As well as respite, this might be informal, ad hoc support, for example around day to day issues relating to the service user's care or through planned information sessions and groups.
- Provide specialist services. This is support for older people who
 are likely to have complex needs arising from long term conditions,
 including dementia. The day service may well provide one element
 in a more extensive care plan and/or meet needs relating to carer
 respite. As necessary long-term support can be provided.
- Depend less on building based routines. In order to achieve the
 flexibility to support service users in a wider range of settings staff
 would have to be deployed differently. This would mean moving
 away from the current fixed routine of that day's group of service
 users all coming in to the centre in the morning and going home
 together in the afternoon.
- Fit well with the development of Self Directed Support. The day service itself must be personalised and offer real choice, but it must also provide a supportive bridge to other Self Directed Support arrangements. In this context the potential role of an enablement service is being recognised in national guidance.
- 8.7 Officers have addressed each of the key themes collated from the consultation feedback and outlined possible mitigation, where required, as detailed in Section 5 above.
- 8.8 The development of the proposed new service model for older people day services represents a change in emphasis away from building based services, where the person is required to fit in with the services, towards a more personalised service that better responds to individual needs and outcomes.
- 8.9 For people who currently use the older people's day centres, there is a commitment that each person, with an assessed need, would continue to have the same level of service as they currently receive under the proposed new service model. This is important to stress as some people have interpreted the proposal around decommissioning as a service loss rather than a service change.

- 8.10 People with high level needs would, as now, be able to access specialist Council run day services. For other day centre users, Adult Services staff would work with them on an individual basis to identify alternative choices that would make for a stimulating and enjoyable day. Helping older people to remain independent and become involved in social activities in their own communities are key factors in improving a person's well-being and avoiding social isolation. In Rhondda Cynon Taf this has led to the development and investment in Community Hubs and Neighbourhood Networks that would start to provide a more comprehensive range of activities and services for older people across the County Borough.
- 8.11 Having due regard to the consultation, the Equality Impact Assessment and the supporting information included in this report, it is proposed that Cabinet:
 - agrees to implement the preferred option for the Council's day services for older people as consulted upon; namely that the Council develops a new day services model and change programme as part of the planned programme of transformation for adult services.
 - agree to the Director of Adult Services establishing an Older People's Day Services Programme Steering Group to oversee the phased implementation of new service model.

9. **EQUALITY AND DIVERSITY IMPLICATIONS**

- 9.1 Cabinet Members will be fully aware and mindful of the general equality duty introduced by the Equality Act 2010 and the specific public sector equality duties applicable to the Council as a local authority in Wales.
- 9.2 In accordance with the Equality Act, the Council (and consequently Cabinet) when exercising its functions has a general duty to have due regard to the need to:
 - eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act;
 - advance equality of opportunity between people who share a protected characteristic and those who do not; and
 - foster good relations between people who share a protected characteristic and those who do not.
- 9.3 The duty covers the following eight protected characteristics: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Public authorities also need to have due regard to the need to eliminate unlawful discrimination against someone because of their marriage or civil partnership status.

- 9.4 The Equality Act outlines that having due regard for advancing equality involves:
 - removing or minimising disadvantages suffered by people due to their protected characteristics;
 - taking steps to meet the needs of people from protected groups where these are different from the needs of other people; or
 - encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.
- 9.5 In addition to the general duty the Council must:
 - assess the likely impact of proposed policies and practices on its ability to comply with the general duty;
 - assess the impact of any policy which is being reviewed and of any proposed revision;
 - publish reports of the assessments where they show a substantial impact (or likely impact) on an authority's ability to meet the general duty; and
 - monitor the impact of policies and practices on its ability to meet that duty.
- 9.6 It was acknowledged previously that proceeding with the preferred options for the overarching future service delivery model for the Council's residential care homes and day care services within Rhondda Cynon Taf, would clearly have an impact on existing and future residential care home residents and day service participants. Due to the nature of the people group, there would be a disproportionate impact on older people and people with a range of disabilities.
- 9.7 An Equality Impact Assessment (EIA), informed by the consultation feedback, for overarching preferred service model options for the Council's residential care homes and day care services has been completed and has informed the final recommendations set out in this report. A copy of the EIA is included at Appendix 2.
- 9.8 The key potential adverse impacts of the preferred options for the overarching future service delivery model for the Council's residential care homes and day care services on people with protected characteristics particularly older people and carers are set out in the EIA. Alongside these, possible mitigation has been put forward.

9.9 It is also acknowledged that if a further consultation process is initiated in relation to the proposals as recommended in Section 2 of this report, separate EIAs for each of the Council residential care homes evaluating the impact of the recommendations emerging from the consultation would be completed, informed by the consultation feedback, and included in a subsequent report to Cabinet prior to any decision being made on the proposals.

10. CONSULTATION

- 10.1 At its meeting on 21st November 2018, Cabinet gave approval for a period of public consultation on the preferred options for the future service delivery model for the Council's residential care homes and day care services within Rhondda Cynon Taf.
- 10.2 The consultation took place over a period from 14th January 2019 to 8th April 2019. The aim of the consultation was to gather as many views as possible from interested stakeholders to inform the Council in its decision making as to the future model of residential and day services for older people in Rhondda Cynon Taf.
- 10.3 Detailed consultation reports are available at Appendix 1. A summary of the main themes that emerged in the consultation, including Officer responses, is set out in the main body of the report.
- 10.4 If Cabinet agree to initiate a consultation in relation to the recommendations outlined in section 2 above it is proposed that a 12 week consultation process is carried out, commencing on 30th September 2019 and ending 5p.m. 20th December 2019.

11. FINANCIAL IMPLICATIONS

- 11.1 The proposals set out in this report have the primary focus on delivering improved quality of care and support outcomes for Rhondda Cynon Taf residents. Whilst the financial implications are a secondary consideration, the proposals for change should provide more cost effective solutions to the current arrangements and these would be explored post consultation and when Cabinet takes a final decision on a way forward.
- 11.2 Notwithstanding this, there is a growing demand for and pressure on adult social care services and any potential financial contribution these proposals would make to the Council's Medium Term Financial Plan would be used to maintain these essential care and support services.

12. <u>LEGAL IMPLICATIONS AND LEGISLATION CONSIDERED</u>

- 12.1 There is a legal requirement to publicly consult and consult with staff affected by proposals resulting in changes to current and future provision of services.
- 12.2 Where consultation is undertaken it should be done when proposals are at a formative stage; give sufficient reasons for any proposal so that respondents can make an informed response, and allow adequate time for consideration and response. Cabinet would then be required to give consideration to the outcome of the consultation process prior to any decision(s) being made on any proposals.
- 12.3 Any future provision of services would need to be considered in accordance with the Social Services and Wellbeing (Wales) Act 2014. Local Authorities have a general duty under the Act to promote wellbeing. This duty applies when considering decisions in respect of an individual but also when considering broader strategic issues that do not relate to an individual. In doing so, the overall purpose is to produce a sustainable and diverse range of care and support services to deliver better, innovative and cost-effective services and support and promote the wellbeing of every person, and carer, with the need of care and support. The recommendations made in section 2 above and consideration of future options aims to deliver the highest standards of care and support, and is consistent with the above duty.
- 12.4 In addition, the Social Services and Wellbeing (Wales) Act 2014 and accompanying Part 4 Code of Practice sets out that where an Authority has carried out an assessment which has revealed that the person has needs for care and support then the local authority must decide if those needs meet the eligibility criteria, and if they do, it must meet those needs. The recommendations put forward in this report will allow the Council to ensure that going forward Rhondda Cynon Taf can meet all eligible needs.
- 12.5 Any employment issues that arise would need to be considered in conjunction with Human Resources, and in accordance with any relevant policies and legislative provisions.

13. <u>LINKS TO CORPORATE AND NATIONAL PRIORITIES AND THE WELLBEING OF FUTURE GENERATIONS ACT</u>

- 13.1 This report supports two of the Council's corporate priorities, namely:
 - People promoting independence and positive lives for everyone;
 and
 - Living within our means where services are delivered efficiently to achieve value for money for the taxpayer.

- 13.2 The proposals outlined in this report are consistent with the priorities set out in the Statement of Commissioning Intent for Older People; Accommodation and Extra Care Strategy and Care Home Market Position Statement.
- 13.3 The proposals in this report would allow the Council to effectively meet the requirements of both the Social Services and Wellbeing (Wales) Act 2014 and Wellbeing of Future Generations (Wales) Act by providing a model of care that is sustainable for the future and effectively meets the needs of an ageing population with more complex needs.

14. CONCLUSION

- 14.1 Officers consider that doing nothing in respect of each proposal is not a viable option. Without exploring the potential for re-designing the way that adult care is provided, it will not be possible to meet people's changing expectations and increasing demand within the resources available. It is imperative, within the context of the Social Services and Wellbeing Act (Wales) 2014, that the Council continues to reduce reliance on traditional services such as residential home and day centre care and moves to a model focussing on preventative services, which promote choice, independence and wellbeing.
- 14.2 Officers consider that the recommendations put forward in this report are appropriate when taking into consideration all relevant factors and themes arising from the consultation process and EIA.
- 14.3 For the reasons outlined in this report it is therefore recommended that a further 12 week period of public, staff and resident consultation on the preferred option for the future of the Council's residential care homes be undertaken, namely that the Council retains the level of provision of residential care homes, as detailed below, focussed on complex needs, residential reablement and respite care.

CARE HOMES PROPOSED TO BE RETAINED

- Clydach Court Residential Care Home, Trealaw
- Ferndale House Residential Care Home, Ferndale
- Pentre House Residential Care Home, Pentre
- Tegfan Residential Care Home, Trecynon
- Troed Y Rhiw Residential Care Home, Mountain Ash
- Cae Glas Residential Care Home, Hawthorn
- Parc Newydd Residential Care Home, Talbot Green

CARE HOMES PROPOSED TO BE DECOMMISSIONED

- Bronllwyn Residential Care Home, Gelli
- Ystradfechan Residential Care Home, Treorchy
- Dan Y Mynydd Residential Care Home, Porth
- Garth Olwg Residential Care Home, Church Village

14.4 In terms of Day Services it is recommended that further work is undertaken to co-produce the new day services model and change programme as part of the planned programme of transformation for adult services. To support this the Director of Adult Services should establish an Older People's Day Services Programme Steering Group to develop and oversee the phased develop and implementation of the new service model.

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

11[™] SEPTEMBER 2019

MODERNISATION OF RESIDENTIAL CARE AND DAY CARE FOR OLDER PEOPLE

REPORT OF THE GROUP DIRECTOR, COMMUNITY & CHILDREN'S SERVICES, IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR GERAINT HOPKINS

Background Papers

Cabinet 18th February 2016
Cabinet 21st November 2017

Cabinet 21st November 2018

Overview and Scrutiny Committee 13th December 2018

Overview and Scrutiny Committee 22nd July 2019

Officer to contact: Neil Elliott, Director Adult Services. Tel. 01443 444603

APPENDIX 1



MODERNISATION OF RESIDENTIAL CARE AND DAY CARE FOR OLDER PEOPLE

AN ANALYSIS OF CONSULTATION BY RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

Practice Solutions Ltd

Geoff Sherlock, Glenda George and Steve Milsom April 2019

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1. Introduction

- 1.1 This Report provides an initial analysis of findings from the consultation on Rhondda Cynon Taf County Borough Council's (the Council) proposals to modernise the residential care and day care services it provides itself to older people. This report covers the consultation undertaken between 14 January, and 8 April 2019 with care home residents and day care service users, relatives of both groups Council staff directly involved in service delivery and through a public consultation exercise.
- 1.2 The views expressed in this report directly represent the views of those attending the series of consultation meetings and responding to the consultation with the public.

2. Background and Rationale

- 2.1 The need to modernise and continually improve Adult Social Care Services is a published key priority for Rhondda Cynon Taf Council. A number of factors have influenced the development of this policy including:
 - Welsh Government Policy including the Social Services and Wellbeing (Wales)
 Act 2014 and Regulation and Inspection (Wales) Act 2016
 - Cwm Taf Regional Plan 2018 to 2023 (specifically chapter 5)
- 2.2 The Council developed its Strategy to modernise accommodation options for older people and deliver extra care housing in Rhondda Cynon Taf which was approved by Cabinet in November 2016 and gave a commitment to review and reshape the care market to:
 - Increase the options available for people needing accommodation with care and support; and
 - Deliver a viable alternative for people who are able to remain independent with support.
- 2.3 An independent review of residential and day care services for older people was commissioned in 2018 and undertaken by Practice Solutions Ltd, Abercynon. In the light of the independent Report, the Council's Cabinet agreed at a meeting on 19 November 2018 that officers should, for Residential Care:
 - Initiate a 12-week public, resident and staff consultation on future options for the Council's Residential Care Homes. The three options being considered by the Council and the subject of the consultation were:

Option 1:

Continue with existing arrangements

Option 2:

Phased closure of council Care Homes, with residents moving to Extra Care or the independent sector

Option 3: (The Council's preferred option)

Retain a level of provision of Residential Care Homes which are focussed on providing complex care and respite.

The level of provision retained would be based on a determination of the market

share and need required in each of the Rhondda Cynon and Taf geographical areas.

For Day Care Services

 Initiates a 12-week public and staff consultation on the options regarding the future of the Council's day service provisions for older people. The two options being considered by the Council and the subject of the consultation were

Option 1:

Continue with existing arrangements

Option 2: Preferred Option

Phased decommissioning of the Council's day services as part of a planned programme of transformation in line with the proposed new service model

3 Consultation Methodology

- 3.1 The Council's Research and Consultation Unit developed in liaison with Practice Solutions Ltd, a comprehensive methodology to implement the Cabinet decisions on a 12-week consultation on modernising residential care and day care services. Almost all of the meetings were attended by Senior members of Council staff including the Group Director and Director of Adult Services
- 3.2 The aim of the consultation was to gather as many views as possible from interested stakeholders to inform the Council in its decision making as to the future structure of residential and day services for Older people in Rhondda Cynon Taf. The consultation was planned to take place over a period from 14 January to 8 April 2019. The main features of the approach to consultation were;
 - Letter and Information pack sent to a database of all Council Care Home Residents/relatives (11 homes)
 - 5 Day Care centres (approx. 180 users) letter/information pack sent to all current users/families.
 - Presentations and Question and Answer Sessions at all Council run Care homes and Day Centres for residents, day services users and families
 - 7 events for consultation with staff, some attended by the Trade Union representative
 - "Frequently Asked Questions" sheets available at events
 - Information Pack also contains Questionnaire to be returned to Council
 - Easy Read version of Information pack produced
 - Consultation by the Council with a wide range of stakeholders
 - Dedicated consultation email address and free post facility
 - "Have Your Say" Public Consultation on Council's Web Site
 - Public "Drop in" Events at 3 venues 2-8 PM
 - Advocacy service promoted and available to all service users and their families
- 3.3 Practice Solutions Ltd, Abercynon, were commissioned to undertake an independent consultation with residential and day service staff, care home residents and their families and day centre users. These events were deigned to provide more information about the proposals for change and give an opportunity for discussion and debate in group sessions. Members of the Councils Senior Adult Social Services Management Team including the Group Director (Director of Social Services) and Director for Adult Services attended the events to ensure the details of the proposed changes were reflected and queries answered directly. Details of the events held during the period from 14 January to 8 April 2019 including the numbers of people attending each event is set out below.

Week	Date	Venue	No of Attendees
	22nd Jan	Abercynon Leisure Centre	19
Week 1	23rd Jan	Ystrad Sports Centre	16
Staff	24th Jan	Llantrisant Leisure Centre	19
	25th Jan	Sobell Sports Centre	15
	28th Jan	Parc Newydd	14
Week 2	29th Jan	Pentre House	18
	30th Jan	Tegfan	26
	4th Feb	Ystrad Fechan	20
Week 3	5th Feb	Bronllwyn	20
week 3	6th Feb	Cae Glas	13
	7th Feb	Clydach Court	16
	12th Feb	Dan Y Mynydd	6
Week 4	13th Feb	Ferndale House	25
	14th Feb	Garth Olwg	19
Week 5 -			
Staff	19th Feb	Troed Y Rhiw	33
	25th Feb	Bronllwyn- staff	4
	26th Feb	Riverside-Pontypridd	20
	26th Feb	Tonyrefail	
Week 6	27th Feb	Ferndale	15
	27th Feb	Bronllwyn	30
	28th Feb	Trecynon	
	28th Feb	Ferndale - staff	3
Week 7 - Additional	7th March	Ty Elai	
Dates - Staff			2
	1		
	11th March	Llantrisant Leisure Centre	0
Week 8-			
Additional			
Dates -Staff	14th March	Aberdare	3
	All "drop in" 2-		
	8pm		
Public		Ystrad Leisure Centre	6
Consultation		Llantrisant Leisure Centre	8
Events		Aberdare Leisure Centre	6

4. Summary

- 4.1 This consultation on modernising care home and day care services run by the council has been completed over a 3-month period and covered all of the relevant Council settings in which care and support is currently provided. It has engaged a significant number of care home residents, day centre service users, families and staff members as well as members of the public i.e. including those who are most directly interested in the changes proposed. It is clear that people feel passionately about the services they or their relative receive and the staff provide.
- 4.2 Whilst recognising the changing and ageing society in which we live and the need for services and facilities to be modernised for the future, there was a dominant response from all groups. It was telling the Council how very much they appreciated the care and support currently provided and that they wanted to maintain continuity and the least change as was possible. As could be expected, there was resistance to closure of facilities and a call for existing facilities to be improved where feasible.
- 4.3 A summary of the main themes that emerged in the consultation covers:
 - a common theme across all the consultation events was that the quality of care and support provided and the contribution and commitment of staff was regarded very highly.
 - whilst there was general recognition about the need to improve care facilities for the future, in each case – Care Home or Day Centre – no one wanted theirs to be decommissioned.
 - reassurance was sought regarding closing of any homes and more information about the process that would be followed to determine any future decision.
 - the higher standards of environment and facilities provided by Extra Care were
 welcomed and advice was given on a range of practical issues about the operation
 of Extra Care, staffing, care and support provided, the living conditions, care
 provided and funding, costs etc. The offer of visits to an extra care facility was
 positively received. The statement that couples could be accommodated together
 was welcomed
 - the determination of the location of care facilities for the future was seen as of critical importance and that residents still had access to a range of facilities in their locality to meet their changing needs so that family and friends could continue to visit or be involved. Residents and centre users wanted to continue to live in their chosen community and to "age in place". Staff equally saw the importance of location in relation to care options, support services, transportation, resident/service user wellbeing, travel to work etc. Strong representations were made by residents, families and staff for Rhondda Fach to continue to have a facility in their community. It has to be said that this was true of all the Homes and Centres visited but was particularly emphasised in Rhondda Fach.

- clarity was sought about what the term "complex care" means in the consultation papers and requests for a more detailed explanation and transparency about how the definition would be used in determining individuals care needs.
- there were concerns about care being transferred to the private sector market as a
 result of the plans being consulted about. The view expressed by some attendees
 was that Council run care homes were much better than private care homes. The
 financial implications for individuals moving into a private care home were a worry for
 some i.e. more expensive potentially and uncertainty about fee levels.
- greater clarity was sought about how the Day Centres would focus on complex needs and compliment the role of the new Community Hubs. More information about how any change would be achieved was requested alongside details of the transitional arrangements for any service user/family who may be affected.
- A range of Human Resources issues were raised by staff on the implications of the proposed changes and there was a call for honesty and openness and more information from the Council regarding their jobs and conditions of service.
- It was recognised that more people with dementia would in the future need care and support both in the community and in residential care and that it was important to provide them with appropriate responses. A common theme both in care home and day centre consultations was the need to achieve a workable mix and arrangements with people who did and did not lack capacity and a community ethos developed in all locations.

5 Care Home Residents and their Relatives

5.1. Events were organised at each of the 11 Council run Care Homes for residents and their relatives. They were all well attended by both residents and relatives. Following a short presentation from Practice Solutions Ltd to set the scene an "open question and answer" session was undertaken on each occasion. The main themes that emerged in discussion were:

Comments made by family members and residents

- Despite reassurances to the contrary, there were concerns that decisions have already been made on home closures, "it is cut and dried, tell me this is not the case".
- Residents and relatives said that they needed reassurance regarding closing
 of any homes and the timescales involved and that the residents assessed
 need would be "honored" and that the need for residents to live under
 uncertainty would be mitigated.
- Concerns were raised about choice and who makes the final decision whether a move is needed – some relatives and residents were worried a decision would be taken out of their hands.
- Concerns were expressed about moving existing residents to new locations and the impact that would have, particularly those with dementia. Some people could have to move again to an environment they don't know in a different district not near their homes. A common theme raised was that if anything needed to change then the change must be gradual taking into account residents needs and individual's reaction to change. Some residents have moved in the last 3 years and it would be seen as unacceptable to move them again. "I wouldn't want to be alive if I had to move again"
- Concerns were raised by relatives for the future employment of the staff at a number of events who regarded them and the care they gave highly.
- There was general recognition about the need to improve care homes for the future but in many cases the current arrangements were praised and residents and relatives did not want to see the particular care home closed. A repeated comment was that people and friendships made are more important than the buildings.

I'm 99 in a day or two, don't do anything to me.... Can I stay?

"Why make changes when they are all happy here, I've had a second chance of a life here".

"I understand that things need to move forward, but my Mum would hate to leave here. This place is an absolute haven, staff are amazing here in the centre".

"Care is wonderful, everything is well organised, can't find fault with it".

The staff are like family, a lot of people here haven't got a family who visit.

"The care my mother receives at the residential care home is superb. If it's not broke why try and fix it"

"We're all here because we've got a relative here. The staff are excellent, the residents worship the staff"

It would be lovely for this building to be modernised but at the heart of this is the staff. You feel like you're coming home because of the staff.

- The "Butterfly" Dementia model of care was praised by relatives whose kin had dementia; it was seen as a positive and successful approach that could be replicated more widely.
- Some relatives were unclear as to why there was not enough demand for places in Council homes with an ageing population, publicity about "bed blocking" and increasing levels of dementia.
- Some residents might be assessed as not having complex needs but their families thought that extra care isn't the right place for them and that they'd be much happier in a residential home. For these people the only perceived options could be in the private sector.

"A lot of older people will probably say that they would like to try and live more independently but realistically they won't be able to cope."

- It was contended that if there are any closures planned in the future, relatives
 and residents must be part of any decision-making process and to be
 consulted again and appropriate information provided on the specifics of the
 proposals. The criteria being used for any closure must be made clearly
 known and understood.
- Concerns were raised by some relatives about the emphasis on the requirement for modern facilities having en suite facilities in every room.

"Some residents would not want or could not use their own facilities unaided".

- There were also comments supporting en suite facilities as protecting the
 resident's dignity rather being "wheeled down the corridor" to use the
 bathroom. Also, it was recognised that the next generation of residents would
 expect en suite facilities as the norm.
- Concerns were raised about the rationale for commencing a temporary restriction on placements into the Council homes and whether this would just exacerbate the problem of unused capacity. Is this just a plan to run homes down by reducing numbers so they're not a viable option to keep open? The explanation provided for this policy was generally accepted.

- The operation of the assessment panel that decides if a person needs to go
 into residential care was questioned by some. Examples were given where
 the process took too long or the rationale for the decision was unclear. The
 suggestion was made that financial issues for the Council were leading to
 fewer people entering care homes. There were also examples given of where
 this had worked well.
- Where specific cases and circumstances were raised, the presence of the Group Director and Director of Adult Services was helpful as conversations with those people were able to be had following the meetings.

Geographic Location

- There was strong commenting on the need to look carefully at the geographic location of Extra Care Housing and any homes that would provide for people with complex care needs including dementia. It was felt important that residents still had access to facilities in their locality so that family and friends could continue to visit. There were strong views that each of the Valleys is a Community in its own right and with its own identity, and that any future decisions should reflect the needs of each of those communities.
- The case for including provision in the Rhondda Fach valley was made passionately. The locations chosen should not create longer journeys for families and staff, particularly where Public Transport was difficult.

Complex Care

• There was uncertainty about what "complex care" means in the consultation papers and how that would be defined and affect the decision-making process as to what level of service would be provided to individual people and recognition that it would be a crucial factor in determining where they/their relative would be placed. There was explanation about how the definition would be used in determining individuals care needs. It was made clear that people need to see the complexities of the "professional narrative" expressed in plain language.

Concerns that this was about financial savings.

The impact of austerity and the pressures on Council budgets were well
understood and this led a number of relatives to express concerns that
despite the investment in Extra Care, that the potential decommissioning of
Council run care homes was all about saving money. There were also worries
expressed about transferring some people to Private Sector homes and the
loss of control and possible higher fees that could mean for relatives.

Continuity of care.

There were concerns expressed about the continuity of care being disrupted
where individuals needed to be transferred. Residents had built up strong
relationships with and trusted care staff who supported them. This was seen
as particularly relevant where a resident was assessed as not having complex
care needs and where lower intensity of support might result. More
explanation of the processes that would be put in place to manage continuity
of care was requested

Concerns about private sector.

• There were some concerns about care being transferred to the private market as a result of the plans being consulted about. The public image of private care homes and their alleged poor reputation for providing low quality care as well as their strong profit motives were all mentioned as reasons for retaining Council run homes. Examples were given of where this had been experienced and related issues such as poor care, smells, a lower level of staffing and short notice closures. There were worries that the private sector would "cherry pick" the residents who were easier to care for leaving less choice for those with more significant care needs. The financial implications for any individuals moving into a private care home need further explanation. The experience of Council run care homes was much better than private care homes.

Extra Care

5.2 There was a generally positive response to the Council's investment in 300 Extra Care beds and the higher standards of environment and facilities they provided. However, this was a new concept for many of the relatives and residents and a range of issues were raised about the operation of Extra Care, the living conditions, care provided and costs etc. The main common issues raised were:

- A number of relatives supported the development of extra care as an important alternative option for the current and next generation and praised the Council for looking ahead. It was the implications for their relatives in care homes now where most concerns were raised.
- More information about the concept of Extra Care and why it is beneficial was needed. Examples of where and why it has worked elsewhere in Wales, what were its limitations etc. was requested. The offer of visits to an extra care facility was positively received. The statement that couples could be accommodated together was welcomed.
- The location and the timescales for the extra care facilities being built and opened was seen as crucial information to publicise and in particular ensuring different parts of the Council area had an extra care facility within reasonable travelling distance. The lack of a plan to build a facility in Rhondda Fach was criticized – Porth was considered to be outside of the valley.

- The staffing arrangements generally for extra care was raised including numbers and grades and in particular the availability and terms and conditions of staff who were providing domiciliary care. The experience of private sector home care staff on minimum wage, with a high turnover of staff and no continuity for individuals receiving support was not wanted by relatives for Extra Care. The explanation that Council or Third Sector staff would provide care was generally well received.
- The regime in extra care facilities should be made clear including availability of communal dining, help with laundry, help alarm calls, staff on duty at night, managers in post, GP arrangements, decoration of flat, own furniture etc.
- The extent to which an individual needed to be independent to live in an extra care facility was questioned and how particular needs such as help with medication, early stage dementia etc. would be capable of being managed as well as the person safeguarded. Concern about pressure on residents to run their own households were voiced. "My mother would not be safe in extra care, she can't boil a kettle herself, and how can she be expected to cook for herself."
- The proposed partnership with the not for profit organisations for running extra care facilities and providing the in-house care was explained including what the benefits of this model are for residents but further information was requested by some respondents.
- It was suggested that there is potential for loneliness and isolation to exist in extra care homes where individuals could remain all day in their own flats. Measures and activities must be available to ensure a good quality of life and a communitybased environment created and the "ethos" that existed in the care homes replicated.
- The anticipated age range and care needs of residents in extra care was a concern and how a balanced community of people would be created including how far people from the locality would be included
- The financial implications of moving into extra care for residents were a concern for some including the charging arrangements for home care, communal costs, own budget management etc. The rules on savings levels, income from pensions, benefits etc. and how that compared to care homes were explained

Alternative Proposals

 The Council should Invest in the current homes in phased approach to upgrade them and to add in en-suites to avoid the upset of closing and changes for residents.

"As the Council are investing £50m for extra care can't a percentage of this be used for modernisation instead? Most already have good facilities here like laundry, hair salon. There's not so much of a difference already to extra care".

- Unoccupied beds should be utilised more for respite care which is essential for carers and more provision is needed.
- Focus on a good geographical spread for homes providing complex care across the whole of the area and ensure that the level of care is appropriate and environment modernised.
- Re-develop existing care homes by making less bedrooms, but with en-suite and other improved facilities
- Make smaller extra care homes and keep the existing residential homes.
- Combine 2 extra care homes planned and make an investment in an existing home, and allow more residential care homes to stay open.

6 Residential Care Services - Staff

6.1. A total of 7 events were held for residential care staff at venues across the Council area to consult them on the proposals for modernising services. Following a short presentation from Practice Solutions Ltd to set the scene an "open question and answer" session was undertaken on each occasion. The main themes that emerged in discussion were:

General Comments from staff

- Despite reassurances to the contrary, a consensus amongst some staff had formed that the decisions about the future of the care homes had already been taken. The consultation process had led to feelings of anxiety and uncertainty for staff regarding their residents. It was unsettling time for everyone. Managers time has, quite rightly, been taken up reassuring residents, family members.
- Whilst staff generally agreed that the buildings aren't fit for purpose, many wanted to keep their residential home open and for them to be modernised.
 - "We are talking about the current generation that are being looked after, but we need to be concerned that they are being overlooked while planning for the future".
- Option 2 and 3 were seen by staff member as options that will mean closures for some or all Residential homes and they were concerned to have firm information about the timelines for decisions, particularly where a home closure was involved.
- There was some appreciation that it may not be financially viable to refurbish all
 existing Residential homes and that the homes needed to operate on a sound
 resource basis and within the Councils budgets. However, the feasibility of
 modernising homes with en-suite facilities and a smaller number of bedrooms should
 be examined.
- There was some agreement that society's expectations of a care home are changing and higher quality of facilities are sought but a common comment was that the current cohort of residents are generally content with the homes (their home) and for example, en-suite facilities were not a high priority for them.
 - "They (the residents) want to stay local and don't like change, these (care homes) have been their own homes for so long".
- Staff were in agreement that there is capacity in the market in the area but that
 quality of life and care was important to residents and needed to be assured if
 privately run homes were substituted for Council homes.

Potential Residential Care Home Closures

- There were concerns expressed that the temporary halt to new entrants introduced by the Council meant that homes are being earmarked for closure and that the numbers of residents would reduce so the homes are no longer financially or operationally viable. Staff in Ferndale House in particular were worried that the home would close and this had been fueled by rumors on social media. This was very upsetting for staff and families and the community.
- It was considered essential that residents in all homes were given a meaningful
 choice if their home was to be closed and that the timescales for decommissioning
 homes should be made widely available. It would not be possible to place most
 current residents back into their own home as many had already sold them and in
 any case, they were unable to look after themselves.
- It was seen as important that plans for the transition for residents were drawn up that minimised the levels of disruption and managed the emotional impacts for them.
 There should be assurances given that married couples will be allowed to stay together
- The need for Residential homes providing care for those with complex and specialist care needs will always be required and there must always be a provision available including some run by the Council. There should be clear criteria drawn up for deciding the number, location and facilities required for care home retained by the Council under option 3.
- Managers found themselves in a difficult position to provide an opinion on a way forward as they are there to support their own home but know that the homes and services do need modernising.

Geographical locations of proposed facilities

- The proposed sites for the 5 new Extra Care housing complex have been identified (Mountain Ash, Porth, Aberaman, Treorchy and Pontypridd) however there are other suitable sites which should be considered. Staff from Rhondda Fach made strong representations that a facility either care home or extra care should be available in their valley e.g. The Rest Assured factory site in Pontygwaith. The residents in Ferndale House want to stay in their valley where they have strong links with the community.
- Concerns from staff were expressed about any re-location of residents that may be needed and the logistics of a move causing upset to vulnerable older people.
 Residents had already moved from their own home – some also had a care home move as well - and any future moves should be minimised so that a "double move" was not necessary.
- The location of any facilities extra care or care home needed careful and balanced consideration. A sufficiency of nursing, complex care, extra care and day care was needed in each sub area of the Council area Relatives of residents are

getting older and expecting them to travel longer distances should be avoided. Not everyone can drive and some relatives were dependent on public transport. Many members of staff also live local to the site of their care home and walk to work; having to travel would cut into their personal time and increase expenses.

 Care homes work closely with a range of local stakeholders such as local pharmacists, GP surgeries, dentists etc. and re-location would require availability of these support services reasonably near at hand.

Complex care and Respite

- Whilst the role of assessment was well understood, there was a call for clarification
 on the general criteria that would be utilised to determine whether an individual had
 complex care needs or not. Explanation was provided that this included for example,
 people who are bed bound, and/or i. have dementia, ii. where manual handling was
 needed, iii. require feeding or iv. have complex medication regimes. The opinion was
 voiced that many of the current residents would fall into this category
- The predicted increase in the numbers of people with Dementia must be taken into
 account in determining the provision of Council run care homes for complex care
 needs, as well as levels of frailty. In particular the numbers of people with a Learning
 Disability surviving longer than their parents and needing complex care had to be
 taken into account.
- The Butterfly model had been successfully introduced in a few homes and should be implemented more widely. It was claimed to be easier to put into practice in the case of dementia, but the frail and very elderly find it more difficult

Independence of people receiving care

 There was recognition that in some homes, services and support are making people too dependent and de-skilling them, whereas in the future the aim should be to make people independent whether in a care home or extra care. There is a need to future proof what is delivered and for the culture to be changed over time.

Human Resource issues

- Staff raised a number of questions about their own employment by the Council as a result of services being modernised:
 - What are the shift patterns of staff in extra care? Would all the shifts on offer be 12-hour shifts?
 - Would those who currently have contracts have them transferred to work in extra care?
 - Would the current staff employed by RCT have the first option to go and work at the extra care facilities?
 - Would the extra care staff be employees of RCT?
 - What are the staffing arrangements for the extra care in Aberaman?
 - Are the current employees guaranteed to keep their jobs?
 - Will the current employed staff have options around redundancy?

- Will current hours be reduced due to the reduction in residents and the current 'block' of residents entering the care homes?
- What would happen to staff members if their place of work closes?
- Would any the proposed extra care homes be staffed by current RCT Care employees?
- Would staff be offered different roles within care facilities in the future if wanted
- In general terms there was concern for their future employment and income and a call for honesty and openness and more information from the Council regarding their jobs and conditions of service and for the involvement of Trade Union representation to continue.

Extra Care

"It's not just about the care - it's about the facility as well - it's positive that the concept (Extra Care) is looking to improve the lives of people but it's an area of uncertainty for many (staff and residents)"

Timescales

 There was a need for greater clarity and as much certainty as possible about the timescales for developing and opening Extra Care housing facilities and any decisions about which care homes might close as a result. Information at an early stage to counter "rumors" was essential.

Private/Third sector

- There was a need for greater clarity from reading the consultation papers as to what private sector involvement there would be in the development proposals. There was a lack of appreciation about the scope and nature of third sector "not for profit" organisations and how they differed from private care companies.
- Further details about how the Extra Care development is being funded between the Council and the Third Sector was requested, as well as information about how each would be involved in managing, staffing and running services.

Financial Concerns for Extra Care

Residents and their families needed to know what the costs and financial
implications are for moving to Extra Care accommodation. This included charging
for domiciliary care, rental, utility and other accommodation costs and how these
interacted with the benefits system. Comparisons with the current costs and
charging arrangements would be helpful for residents in different
situations/categories of funding their care. Money management skills may be an
issue for some residents.

Staffing

 It was seen as important that the extra care facilities are run by experienced care staff and that a quality service is provided at least to the excellent standard currently provided by Residential Care staff. The right staffing levels and management regime was central to achieving that.

Concerns for Residents

- It is good that staff; residents and their families have the opportunity to visit an Extra Care facility before any decision impacting on them are made. Discussions with the staff and residents at the Ty Heulog site would be advantageous. This needed to be arranged fairly soon to allay any unnecessary fears.
- There needed to be clear information made available about the process and timing for resident's care and other needs to be assessed and suitability judgements made in respect of placement in extra care or complex care. Individuals needed to be offered meaningful choice.
- There were concerns that Extra Care would not be suitable for a number of current residents "Some residents cannot do basic tasks, open doors for themselves, cook a meal on their own, they would not be able to walk (unaided) to the facilities' or restaurant"
- Staff felt that Extra Care facilities would need to ensure plans were in place to avoid isolation and loneliness – residents staying in their flats – and to build a "homely" and inclusive culture that existed in the care homes and where resident's confidence and condition were improved.

Extra Care Services and Facilities

- Staff said they needed a better understanding about the concept of Extra Care and its benefits and examples of how it has worked elsewhere to the benefit of people receiving care and support.
- Further information was requested about the services and facilities that would be available in the Extra care housing facilities:
 - What are the additional facilities above that currently provided in Council care homes?
 - Would there be a carer on hand to help people to the toilet?
 - Will extra care provide for people with learning disabilities or dementia?
 - What level of disability do those who are currently in extra care have?
 - Does extra care provide respite?
 - What are the care needs of those going into extra care and is there an age limit to qualify?
 - Are there people already waiting to go into the proposed facilities
 - Did any of the residents in Ty Heulog move there from a residential care home?

 What would be the availability of primary care services – doctors, nurses, physios etc.

Positives - Extra Care Housing

- The facilities and quality of environment offered by Extra Care was seen as very
 positive and the move forward to meet the changing expectations of older people
 welcomed. "I would be happy to see my own parents in an Extra Care Facility"
- Extra Care is capable of more than care homes and these facilities encourage independence and socialisation but it is important that to get right the mix of age and care needs of residents. These new facilities should also be operated alongside and complimentary to other accommodation and care provision.
- The inclusion of respite and family rooms for those travelling from distance was welcomed. There was a need to get the local community "on board" with the development of Extra Care through awareness raising.

7 Summary of Day Care Services Consultation

7.1 Two events were organised at each of the Council Day Centres, one for service users and relatives and separate meetings for staff. They were both well attended. Following a short presentation from Practice Solutions Ltd to set the scene an "open question and answer" session was undertaken on each occasion. The main themes that emerged in discussion were

Day Centre Service Users and their Families

Future of Day Centres

In each case strong concerns were raised about the possible closure of Day Centres
and the detrimental effects that would have for the people cared for and for the staff.
Greater clarity was needed about how the Day Centres would focus on complex
needs and compliment the role of the new Community Hubs. More information about
how any change would be achieved was requested alongside details of the
transitional arrangements for any service user/family who may be affected.

"if it closed, dad says he'd become so withdrawn he wouldn't want to live"

Value of the Day Centres

- The Day Centres are seen as valuable assets that provide much needed care and support. For the majority of people this is the only way to meet others, socialise and get the support they need. The centres are relied upon to enable people to be able to continue to live at home. There should be investment in the existing facilities to make them even better.
- Friendships have been formed at the Centres that would not be possible to maintain
 if the service was withdrawn. Some people had been helped to mix with others and
 to socialise by the staff and this had made a significant difference to their lives. The
 relationships that staff had built up with the Centre users was exceptional and critical
 to the high standards of care.
- Families also relied on the Day Centres for care and support to be provided to their relative so that employment could continue and wages earnt. Examples were given of families welcoming the day centre support, which provided part of the mix of care their relative received alongside family (unpaid) care and paid domiciliary care. This enriched their relatives lives but also allowed them to contribute to society through working or volunteering. The Centres often provided that essential ingredient in the management ("juggling") of their relatives care that made the arrangements acceptable.

"What most of us want for our family members with memory issues is continuity; it's what they get here. They like to continue to go to the same place, change can be very upsetting for them

- The Day Centres are also seen as providing a preventative service as they help maintain independence and avoid the need for placement in a care home for some. It was seen as a false economy to reduce these services as people would decline and they would end up needing a higher level of and more expensive care and support. For people with dementia or memory loss the Centres were often the only familiar places they enjoyed and were irreplaceable.
- The Tonyrefail Day Centre was already providing exceptional care and support which
 matched the type of service being aspired to. With more investment it could be
 further improved and become a centre of excellence.

Accessing Day Centre services/ assessments

- Concerns were raised about restrictions on gaining access to Day Centre support
 only through full assessments by a social worker and decision by a Panel. This was
 contrasted with the statement in the consultation document about usage of Day
 Centres declining; this was due to Council reducing capacity for financial reasons, it
 was alleged, rather than any under use by residents and their families.
- Better communications and clearer information about the criteria for access to a Day Centre and for support was needed in a modernised day service that included Community Hubs. Visits to the facilities before placement started was requested by some service users/families. A more timely and responsive process involving fewer people and a key social worker was requested.

Dementia

- Concerns were raised that Day Centres would in future focus on those with more complex needs including dementia. If a higher number of places were dedicated to people with dementia, families wondered how that would work on a practical basis mixing with other people who had capacity but had physical care needs.
- The question was raised about looking after people with other conditions e.g. neurological conditions, learning disability, brain injuries etc. and whether they could also be provided with care and support at the Day Centres.

Loneliness and isolation

• The Day Centres were seen as providing one solution to combating isolation and loneliness and help to get through difficult experiences in people's lives. The staff were praised for their role in providing this emotional support as well as encouragement to participate in activities. They also played an important role in rehabilitation "getting people back on their feet" in life when they first come into a Day Centre and assessing and planning to meet a range of complex problems.

Staff

 Extremely positive comments were made about the quality of the staff, their dedication and the high standard of the care and support as well as the food provided.

Transportation and Location

- The transportation to the current and future day centre facilities was seen as vitally
 important. For those with physical disabilities it was often the only means of getting
 to the Centre. Whilst some people used Public Transport, this was problematic and
 something of a struggle for those using walking aids. Taxis were used by some but
 that depended on levels of income as it was expensive.
- The location of the Day Centres was seen as an issue to get right for the future. If facilities were not in reasonable travelling distance, it would be difficult for the families to travel if reliant on public transport. For service users travelling a substantial distance from their homes to the centre by Centre mini bus would be uncomfortable and eat into their time at the day centre.

General Questions

- Intergenerational programmes with children in the facilities to work alongside older people to undertake activities would be beneficial for both groups and help develop community ethos at the Centres.
- The consultation will reveal different opinions from people who have a stake in the homes and centres at the moment as opposed to those thinking of the future, the Council needs to take a balanced response.
- The statement that no decisions had been taken was viewed with some skepticism and opinions that phased de-commissioning means closure.

Day Centre Staff

7.2 The main themes raised in events for Day Centre Staff were:

Community Hubs

- There were rumors and uncertainty about the function and operation of the new Community Hubs and how they would fit in with Day Centres who are looking after older people with more complex needs. Further information and discussion with staff were requested. "I don't think that staff members can visualise what it's all going to look like".
- The timetable for deciding the location and opening of the new Community Hubs and details of staffing arrangements, impact on the role and number/location of Day Centres, jobs and conditions of service etc. all needed to be made clear. The consequences for the future provision for their clients attending the Day Centres was a priority concern for staff because of their level of need and vulnerability and how they do not cope well with change.

"The people who visit Bronllwyn, although they have a choice of where to sit, they sit in the same seat, a new person will come in and ask if they are sat in someone's seat. Familiarity is a comfort to them."

 Community Hubs are important but are not suitable for Service Users that come into the Day Centres who have more complex needs which change. Disability transport was also essential for Day Centre users.

Dementia

With an increase of people with Dementia in Society and needing Day Care, staff
wanted to know how far they would need to become experts in the condition and
what training and skills development they would receive. The Butterfly Project was
mentioned as an approach they had heard about and some staff had experience
with.

Modernisation

 As a staff group there was recognition that things needed to change and day services should be modernised. There was a positive response to the proposals for new Extra Care housing facilities and those who had visited Talbot Green had been impressed with it.

"if my mother ever had to go into care it's the type of place, I would like her to go"

 The new facilities would be welcomed if they can offer more space and more choice of activities. Currently staff in some centres were restricted on activities for example there was not enough room for carpet bowls

Location

- The importance of the location of Day Centres, Extra Care and Community Hubs in the future was a critical issue for staff. Issues around transport and logistics of providing day care were influenced by the location of the Day Centre.
- There was strong concern expressed about the situation in the Rhondda Fach where the Day Centre was attached to the Residential Home and there were no alternatives for older people available in the Valley. Rumors persisted about the closure of the care home and day centre despite statements by the Council that no decisions had been taken. Because staff live locally and could walk into work there was a guarantee of continuity of service and good links with the local community.

Assessment and Care Management

- It was suggested that the Assessment and Care Management for people using Day Centres needed to be revisited. The need to offer more flexibility in what was provided to meet the "What Matters to me" requirement was evident, for example when additional days/support were required. The need to go back for Panel agreement for minor changes in the care plan was felt to be unnecessary and caused delays.
- Pre assessment had been introduced into the day centres successfully to assess
 when clients should come into the centre and the support needed but greater clarity
 was required on conducting the review processes i.e. not over the telephone.
- Day centres were still not regulated by Care Inspectorate Wales and this was considered detrimental.

Flexibility of Day Centres

- A more flexible approach to opening times for Day Centres was needed in the future e.g. 9am – 10 pm and on weekend and for respite services. This would increase demand for Day Centre support particularly from Carers of people with complex needs. This was supported by a detailed written submission from the Trade Union during the consultation period.
- Intergenerational programmes operated in some Day Centres with great benefits and should be built on across the Council area e.g. young people showing older people how to use iPad.

General Comments

- Concern that the Council had already made their decision despite reassurance to the contrary
- Specific rumor is that one of the day centres would be closing in July
- A need to consider that the Valley communities are different
- Lots of Day centres had closed in the past conflicting with consultation which appeared to be putting community services back in place

Public Consultation

8.1 The Public Consultation period ran for 12 weeks from the 14th January to the 8th April 2019 and was undertaken by the Council's Consultation Unit. The questionnaire was designed by the Consultation Unit in liaison with Practice Solutions Ltd and members of senior Adult Social Services staff. It was promoted online and through social media and a paper copy was sent to all of the key stakeholders, including, residents, service users, relatives and staff. Paper copies were also available at the events in the homes and day centres, as well as the public events and on request through a dedicated contact number. A freepost address was also provided. A dedicated email address was set up. 372 responses to the Residential Services questionnaire were received and 125 responses to the Day Care Services questionnaire were received as follows.

8.2 For Care Homes, 33.5% of respondents to the questionnaire were members of the public, 26.9% were relatives of the residents, 24.2% were staff and 8.5% were residents. For Day Care, 26% of respondents were users of the service, with 38.4% of respondents being relatives, 16.8% members of the public and 8.8% staff.

8.3 Written responses were received in addition to the questionnaire responses and discussions at the various meetings. For residential care there were 19 responses and 9 for Day Care. A comprehensive analysis of the questionnaire and written responses received has been produced by the Council's Consultation Unit and is available at Appendix 3 (i). The Executive Summary of the Report is set out below.

Residential Care

<u>Preferred Option 3:</u> Retain a level of provision of Residential Care Homes which are focussed on providing complex care and respite.

- 47.3% of respondents agreed with the Council's preferred option to retain a level of provision of residential care homes which are focused on providing complex care and respite. Only 34.9% disagreed with the Council's preferred option and the others unsure.
- Members of the public were more likely to agree with the preferred option 3 than other respondents, with 56.7% of the public in agreement. 39.5% of staff respondents were in agreement, with a fairly high 29.1 % unsure. 44.2% of relatives agreed with the preferred option, with 40% disagreeing.

The comments received on the preferred option 3 can be summarised under a number of key themes;

- Geographical Location (n =15) There was concern about the geographical provision
 of residential care and that the Council must ensure that there are sufficient places in
 local areas across RCT.
- Rhondda Fach (n=30) Although there were comments in relation to specific homes and areas, this theme was most prevalent for the Rhondda Fach area, where a number of comments were made highlighting the need for provision in this area.
- Support for Option 3 (n=62) There were a number of comments in support of the Councils preferred option.
- Concerns about impact of change on residents (n=38) concerns about the impact change could have on current residents.
- **Disagree No changes to current model (n=28) -** These comments largely focused on the current care provided to relatives and residents own satisfaction with the homes.
- Concerns over private sector / Extra Care (n=36) concerns over the level of care provided by extra care facilities. There were also a number of comments concerning the level of care provided by the Private Sector.
- Recognition change is needed Re-invest in current homes (n=21) a change is needed. However, these focused-on reinvesting in the current homes in RCT and suggested that the provision should be extended
- **Need more information (n=20)** Some respondents suggested that there was a lack of information provided that made it difficult to make a decision.
- **Praise for current homes (n=17)** Throughout this section there were comments made praising the care and service provided by the councils' current residential homes and the staff that work there.

Respondents were asked what impact option 3 would have upon themselves or their family if it was to go ahead.

- Impact on Resident (n=100) Impact on Relative (n=52) There were concerns that
 they would find it difficult to cope with change and this could have a negative impact on
 their health and well-being. Alongside this, there were concerns about the impact the
 proposals could have on relatives
- **Impact to Staff (n=52)** The prospect of potential job losses was highlighted as an area of concern for staff with effects on their financial circumstances.

Option 1 – Continue Existing arrangements – Do Nothing

- 46.5% of respondents stated that they agreed that this should be the preferred option.
- Change is needed (n=64) agreement that there needed to be a change to the current system. There was a recognition that to do nothing would not benefit future generations and showed agreement for the preferred option
- Change needed Modernise current homes (n=44) often caveated with the preference that the homes would not be closed.
- No change is needed (n=46) the current homes were suitable as they were and were meeting the needs of current residents.
- No Change Don't like change / Disruption (n=23) potential disruption any changes
 to the current provision may lead to and the effect this would have on residents and their
 families.
- No change- Care is good (n=27) Coupled with the above theme, there were a number of comments made giving praise to the high level of care

Option 2 – Phased decommissioning of all the Council's care homes as part of planned programme of transformation in line with the implementation of the Council's extra care development programme and Cwm Taf care home market position.

- 82.9% of respondents said that this should <u>not</u> have been the preferred option.
- **Disagreement with Option 2 (n=78) -** there was a need for some level of council run residential care homes to remain as an alternative to private sector homes.
- **Disruption to residents (n=62)** Similar to the proposals with Option 3, there were a number of comments made opposing option 2 based on the potential disruption any closures or move would have on current residents.
- Concerns about Private Sector (n=29) There were also a number of comments made concerning the level of care provided by the Private Sector.

Respondents were given the opportunity to provide any other comments or provide alternative proposals or suggestions.

- Modernise current buildings (n=20) the current residential care homes should be modernised.
- Modernise current buildings- Rhondda Fach suggestions (n=29) There were a number of suggestions for a new build home to be built on land identified in Pontygwaith as well as other sites identified as suitable.
- Agreement with proposal- Change is needed (n=23) In favor of modernization of facilities and the provision of choice to residents.
- **Disagreement with proposals (n=26) -** There were comments made against the preferred option.
- Concerns about staff / jobs (n=7) Once again there were further comments made regarding the future of jobs within residential homes.

Day Care Services

<u>Preferred Option: Phased decommissioning of the Council's day services as part of a planned programme of transformation in line with the proposed new service model.</u>

- 53% of respondents disagreed with the preferred option.
- **Disruption for service users (n=22) -** Current attendees of the centres commented how they are satisfied with the current service and it meets their needs
- **Need more information (n=14) -** There were concerns that the level of detail regarding the preferred option was not sufficient
- Praise for current Day Centres (n=14) In general there was praise for the services provided, the staff and the level of care received.
- Agree with proposal (n=10) There was some support for the preferred option in comments that stated the proposals could open up more opportunities to people within the community to access services.
- Agree with change Day Centres to remain open (n=12) in support of a change to modernise the current system however they were opposed to closing the day centres
- **Disagree with proposal (n=9)** the service is of benefit to users currently and uncertainty over the proposed benefits of any changes to the system.

Respondents were asked what impact option 2 would have upon themselves or their family if it was to go ahead.

- Impact on service user (n=52) potential impact on the service user would be detrimental to their health and well-being.
- Impact on relatives (n=28) The respite that is afforded to relatives whilst family members attend the day centre was evidently an important factor and comments indicated that this was a vital service in ensuring they were able to continue with their caring responsibilities at home.
- No Impact (n=12) the proposals would have minimal or no impact
- **More information needed (n=9)** Some respondents felt that the proposals did not provide enough information to be able to make a judgement on the options.
- Impact to Staff (n=7) possible impact and changes would have on staff.

Option 1 - Alternative Options - Continue Existing Arrangements - Do Nothing

- Respondents were asked if option 1 should have been the preferred option. 48.3% of people agreed and 36.4% disagreed with the proposal to do nothing.
- Agree- No need to change (n=35) the service is currently meeting the needs of its users and therefore no change is required.
- Disagree Change needed (without closing day centres) (n=22) There were suggestions made to modernise the current day centres and amend opening hours

This report was produced for the Council by:

Practice Solutions Ltd

Abercynon

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The Modernisation of Residential Care and Day Care services for older people Consultation

An Analysis of the questionnaire & written responses

April 2019





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EXECUTIVE SUMMARY

- This section provides a summary of the main findings.
- The report presents the findings of a consultation on proposals to modernise Rhondda Cynon Taf residential care and day care services for older people. The report covers the questionnaire responses that were received online or in paper format, as well as any other written submissions.
- The consultation period ran for 12 weeks from the 14th January to 8th April.
- 372 responses to the Residential Services questionnaire were received and 125 responses to the Day Care Services questionnaire were received.

Residential Care

- 47.3% of respondents agreed with the Council's preferred option to retain a level of provision of residential care homes which are focused on providing complex care and respite. Only 34.9% disagreed with the Council's preferred option and the others unsure.
- Members of the public were more likely to agree with the preferred option 3 than other respondents, with 56.7% of the public in agreement. 39.5% of staff respondents were in agreement, with a fairly high 29.1 % unsure. 44.2% of relatives agreed with the preferred option, with 40% disagreeing.

The comments received on option 3 (the preferred option) can be summarised under a number of key themes, as follows;

- Geographical Location (n =15) There was concern about the geographical provision of residential care and that the Council must ensure that there are sufficient places in local areas across RCT.
- Rhondda Fach (n=30) Although there were comments in relation to specific homes and areas, this theme was most prevalent for the Rhondda Fach area, where a number of comments were made highlighting the need for provision in this area.
- Support for Option 3 (n=62) There were a number of comments in support of the Councils preferred option.
- Concerns about impact of change on residents (n=38) concerns about the impact change could have on current residents.

- **Disagree No changes to current model (n=28) -** These comments largely focused on the current care provided to relatives and residents own satisfaction with the homes.
- Concerns over private sector / Extra Care (n=36) concerns over the level of care provided by extra care facilities. There were also a number of comments concerning the level of care provided by the Private Sector.
- Recognition change is needed Re-invest in current homes (n=21) a change is needed. However, these focused on reinvesting in the current
 homes in RCT and suggested that the provision should be extended
- **Need more information (n=20) -** Some respondents suggested that there was a lack of information provided that made it difficult to make a decision.
- **Praise for current homes (n=17)** Throughout this section there were comments made praising the care and service provided by the councils' current residential homes and the staff that work there.

Respondents were asked what impact option 3 would have upon themselves or their family if it was to go ahead.

- Impact on Resident (n=100) Impact on Relative (n=52) There were concerns that they would find it difficult to cope with change and this could have a negative impact on their health and well-being. Alongside this, there were concerns about the impact the proposals could have on relatives
- Impact to Staff (n=52) The prospect of potential job losses was highlighted as an area of concern for staff with effects on their financial circumstances.

Option 1 – Continue Existing arrangements – Do Nothing

46.5% of respondents stated that they agreed that this should be the preferred option. The comments received on this option can be summarised into the following key themes:

- Change is needed (n=64) agreement that there needed to be a change to the current system. There was a recognition that to do nothing would not benefit future generations and showed agreement for the preferred option
- Change needed Modernise current homes (n=44) often caveated with the preference that the homes would not be closed.
- No change is needed (n=46) the current homes were suitable as they were and meeting the needs of current residents.
- No Change Don't like change / Disruption (n=23) potential disruption any changes to the current provision may lead to and the effect this would have on residents and their families.

• No change- Care is good (n=27) - Coupled with the above theme, there were a number of comments made giving praise to the high level of care.

Option 2 – Phased decommissioning of all the Council's care homes as part of planned programme of transformation in line with the implementation of the Council's extra care development programme and Cwm Taf care home market position.

- 82.9% of respondents said that this should <u>not</u> have been the preferred option.
- Disagreement with Option 2 (n=78) there was a need for some level of council run residential care homes to remain as an alternative to private sector homes.
- **Disruption to residents (n=62)** Similar to the proposals with Option 3, there were a number of comments made opposing option 2 based on the potential disruption any closures or move would have on current residents.
- Concerns about Private Sector (n=29) There were also a number of comments made concerning the level of care provided by the Private Sector.

Respondents were given the opportunity to provide any other comments or provide alternative proposals or suggestions.

- Modernise current buildings (n=20) the current residential care homes should be modernised.
- Modernise current buildings- Rhondda Fach suggestions (n=29) There were a number of suggestions for a new build home to be built on land identified in Pontygwaith as well as other sites identified as suitable.
- Agreement with proposal- Change is needed (n=23) In favour of modernization of facilities and the provision of choice to residents.
- **Disagreement with proposals (n=26) -** There were comments made against the preferred option.
- **Disruption for Residents (n=25)** Moving residents would cause distress and upheaval.
- Concerns about staff / jobs (n=7) Once again there were further comments made regarding the future of jobs within residential homes.

Day Care Services

Phased decommissioning of the Council's day services as part of a planned programme of transformation in line with the proposed new service model.

- 53% of respondents disagreed with the preferred option.
- **Disruption for service users (n=22)** Current attendees of the centres commented how they are satisfied with the current service and it meets their needs

- **Need more information (n=14)** There were concerns that the level of detail regarding the preferred option was not sufficient
- Praise for current Day Centres (n=14) In general there was praise for the services provided, the staff and the level of care received.
- Agree with proposal (n=10) There was some support for the preferred option in comments that stated the proposals could open up more opportunities to people within the community to access services.
- Agree with change Day Centres to remain open (n=12) In support of a change to modernise the current system however they were opposed to closing the day centres
- **Disagree with proposal (n=9)** The service is of benefit to users currently and uncertainty over the proposed benefits of any changes to the system.

Respondents were asked what impact option 2 would have upon themselves or their family if it was to go ahead.

- Impact on service user (n=52) Potential impact on the service user would be detrimental to their health and well-being.
- Impact on relatives (n=28) The respite that is afforded to relatives whilst family members attend the day centre was evidently an important factor and comments indicated that this was a vital service in ensuring they were able to continue with their caring responsibilities at home.
- **No Impact (n=12)** The proposals would have minimal or no impact
- More information needed (n=9) Some respondents felt that the proposals did not provide enough information to be able to make a judgement on the options.
- Impact to Staff (n=7) Possible impact and changes would have on staff.

<u>Option 1 - Alternative Options - Continue Existing Arrangements - Do Nothing</u>

- Respondents were asked if option 1 should have been the preferred option. 48.3% of people agreed and 36.4% disagreed with the proposal to do nothing.
- Agree- No need to change (n=35) the service is currently meeting the needs of its users and therefore no change is required.
- Disagree Change needed (without closing day centres) (n=22) There were suggestions made to modernise the current day centres and amend opening hours.

1. INTRODUCTION

- 1.1 This report presents the findings of a consultation on proposals to modernise Rhondda Cynon Taf residential care and day care services for older people. The report covers the questionnaire responses that were received online or in paper format, as well as any other written submissions.
- 1.2 Section 2 outlines a brief background to the reasons for the consultation.
- 1.3 Section 3 provides a brief methodology.
- 1.4 Section 4 presents the findings for the residential care proposals.
- 1.5 Section 5 presents for the findings for the day care services proposals.

2. BACKGROUND

- 2.1 An independent review of residential and day care services for older people was commissioned in 2018 and undertaken by Practice Solutions Ltd, Abercynon. In the light of the independent Report, the Council's Cabinet agreed at a meeting on 19 November 2018 that officers should, for Residential Care:
 - Initiate a 12-week public, resident and staff consultation on future options for the Council's Residential Care Homes. The three options being considered by the Council and the subject of the consultation were:

Option 1:

Continue with existing arrangements

Option 2:

Phased closure of council Care Homes, with residents moving to Extra Care or the independent sector

Option 3: (The Council's preferred option)

Retain a level of provision of Residential Care Homes which are focussed on providing complex care and respite.

2.2 For Day Care Services;

 Initiates a 12-week public and staff consultation on the options regarding the future of the Council's day service provisions for older people. The two options being considered by the Council and the subject of the consultation were:

Option 1:

Continue with existing arrangements

Option 2: Preferred Option

A Phased decommissioning of the Council's day services as part of a planned programme of transformation in line with the proposed new service model

3. METHODOLOGY

- 3.1 The consultation period ran for 12 weeks from the 14th January to the 8th April 2019.
- 3.2 The full consultation methodology is outlined in the main report (Practice Solutions).
- 3.3 The questionnaire was designed by the consultation team in liaison with Practice Solutions and senior Adult services staff.
- 3.4 The questionnaire was promoted online and through social media and a paper copy was sent to all of the key stakeholders, including, residents, service users, relatives and staff. Paper copies were also available at the events in the homes and day centres, as well as the public events and on request through a dedicated contact number. A freepost address was also provided.
- 3.5 A dedicated email address was set up and all written submissions were welcomed and are included in this report where relevant.
- 3.6 372 responses to the questionnaire were received to the residential care questionnaire and 125 responses were received for the day care services questionnaire. The results are outlined in this report. All of the written responses have been shared with Cabinet Members and Senior Managers to inform decision making.

4. RESIDENTIAL CARE

QUESTIONNAIRE RESULTS

4.1 33.5% of respondents to the questionnaire were members of the public, 26.9% were relatives of the residents and 24.2% were staff.

Break %	
Respondents	
Base	364
Q1 Are you a:	
Resident of a residential care home	8.5%
Relative/Partner/Friend of a resident in a Council run residential care home	26.9%
Advocate for a resident of a Council run residential care home	1.1%
Member of the general public	33.5%
Staff member	24.2%
Other (please state)	5.8%

Note: If totals do not equate to 100%, throughout the report, this is due to rounding.

4.2 Respondents were asked which residential care home their views related to. The table below shows that 24% of questionnaires received were providing general comments about the proposals, with Ferndale House (67 responses) and Troed y Rhiw (57 responses) receiving the most comments specific to their homes.

Counts		
Break %		
Respondents		
В	ase	366
Parc Newydd, Talbot Green		42
		11.5%
Pentre House, Pentre		24
		6.6%
Tegfan, Aberdare		18
		4.9%
Ystrad Fechan, Treorchy		11
		3.0%
Bronllwyn, Gelli		1
		0.3%
Cae Glas, Hawthorn		12
		3.3%
Clydach Court, Trealaw		13
		3.6%

Dan Y Mynydd, Porth	9 2.5%
Ferndale House, Ferndale	67 18.3%
Garth Olwg, Church Village	24 6.6%
Troed Y Rhiw, Mountain Ash	57 15.6%
No - these are general comments	88 24.0%

Recommended option 3 – The preferred option

- 4.3 The Councils recommended option was for the Council to retain a level of provision of residential care homes which are focused on providing complex care and respite.
- 4.4 47.3% of respondents agreed with the Council's preferred option to retain a level of provision of residential care homes which are focused on providing complex care and respite. Only 34.9% disagreed with the Council's preferred option and the others unsure.

Counts	
Break %	
Respondents	
Bas	se 364
Q3 Do you agree with option 3?	
Yes	172 47.3%
No	127 34.9%
Don't Know	65 17.9%

4.5 The table below shows that members of the public were more likely to agree with the preferred option 3 than other respondents, with 56.7% of the public in agreement. 39.5% of staff respondents were in agreement, with a fairly high 29.1 % unsure. 44.2% of relatives agreed with the preferred option, with 40% disagreeing.

Counts	Q3 Do you agree with option 3?			
Analysis % Respondents	Yes	No	Don't Know	
Q1 Are you a:				
Resident of a residential care home	9	12	9	
	30.0%	40.0%	30.0%	
Relative/Partner/Friend of a resident in a Council run residential care home	42 44.2%	38 40.0%	15 15.8%	
Advocate for a resident of a Council run residential care home	1	1	2	
	25.0%	25.0%	50.0%	
Member of the general public	68	41	11	
	56.7%	34.2%	9.2%	
Staff member	34	27	25	
	39.5%	31.4%	29.1%	
Other (please state)	14	5	2	
	66.7%	23.8%	9.5%	

4.6 The table below shows the levels of agreement (numbers of responses) split by each residential care home. The numbers are fairly low at this level, so caution should be used in interpreting the data.

Counts		Q3 Do you agree with option 3?		
Respondents	Total	Yes	No	Don't Know
Base	358	169	125	64
Parc Newydd, Talbot Green	42	15	20	7
Pentre House, Pentre	23	8	7	8
Tegfan, Aberdare	17	8	4	5
Ystrad Fechan, Treorchy	11	7	4	-
Bronllwyn, Gelli	1	-	1	-
Cae Glas, Hawthorn	11	6	1	4
Clydach Court, Trealaw	13	5	6	2
Dan Y Mynydd, Porth	9	7	1	1
Ferndale House, Ferndale	64	20	20	24
Garth Olwg, Church Village	23	13	9	1

Troed Y Rhiw, Mountain Ash	57	23	27	7
No - these are general comments	87	57	25	5

4.7 The comments received on option 3 can be summarised under a number of key themes, as follows;

Number	Theme	Detail	Number of comments
1	Geography / Location	Location of homes is important- equal share all over RCT.	15
1.a	Location – Rhondda Fach	Concern that Rhondda Fach could lose only care home if Ferndale House closed.	30
2	Re-build / re-invest in current homes	Investment should be made to current homes to re-build or renovate to ensure as little change as possible to residents.	21
3	Disagree – No Changes to current model	The system is working fine currently – why change this.	28
4	Support Option 3	Agreement that option 3 is a sensible approach to cover needs.	62
5	Concerns about impact of change on residents	Any change / move would have a negative effect on resident and concerns how big this impact could be.	38
6	Praise for current homes	Current care homes and staff provide excellent care.	17
7	Concerns over private sector/ Extra Care	Local authority care is better than Private sector / Extra care won't meet needs	36
8	Need more information on option 3	Concerns that 'complex needs' isn't defined and how this will impact on future service users.	20
10	Other	Miscellaneous Comments	25

Geographical Location (n =15)

4.8 There was concern about the geographical provision of residential care and that the Council must ensure that there are sufficient places in local areas across RCT. The location of homes in relation to transport access was also a concern with comments indicating a reliance on public transport for staff and visitors to the homes.

Some comments included:

"There is a need for complex care and respite to be provided locally in places that are easy to access on public transport."

"I think it's important to analyse provision across RCT in order to ensure any revision to the current model clearly demonstrates a fair & reasonable geographic distribution of homes & families".

"This should be at a provision that allows all family members to be able to visit without undue financial increase and should be ease of access i.e on transport routes for those who have to use public transport."

"I feel at Parc Newydd we provide a very high level of care to residents and respite with very good geographical location to local shops and amenities, bus routes and near to general hospital which benefits residents, family, friends and staff."

Rhondda Fach (n=30)

4.9 Although there were comments in relation to specific homes and areas, this theme was most prevalent for the Rhondda Fach area, where a number of comments were made highlighting the need for provision in this area. There were concerns that the area does not have adequate alternative provisions and travel to other areas would not be suitable.

Some comments included:

"Ferndale House is the only provider in the Upper Rhondda Fach for residential, respite and people with dementia. Closing Ferndale House will not only affect the residents and their families but will hit the community hard. I agree that investment is needed but Pontygwaith and Maerdy have yet again being treated as unimportant."

"Closing Ferndale House would have a devastating blow to Ferndale as a community."

"What about Maerdy to Porth there will be no residential or day centre!"

"Continued provision in Rhondda Fach i.e Ferndale as we are poorly served regarding vital services".

Support Option 3 (n=62)

4.10 There were a number of comments in support of the Councils preferred option. Some of the comments suggested that there needed to be a change to the current model and the proposed option would provide more choice to suit needs.

Some comments included:

"This option enables the Council to meet its obligations to those people who most need high standards of Care and Respite".

"I agree to the council's decision to actually improve the service of care provided as our homes at present have few or very little en-suite facilities and for what the clients pay I think this is now a necessity".

"I think it is vital that the council retain some control of the residential homes especially for the more complex cases."

"I think that option 3 is a considered option as long as there would be homes available for people to enter if their needs required them a place of safety."

"Believe this is the most realistic option despite the review suggesting that the council provided no residential facilities. Extra care housing is a reliable evidence based model for provision of service as the individual requires more care. Ideally most would wish to remain in their own homes, which means there needs to be investment in community provision and electronic or virtual solutions too."

Concerns about impact of change on residents (n=38)

4.11 Alongside the comments in support of change to the current system were concerns about the impact change could have on current residents. There was a concern that any change or move would have a negative effect on residents in homes currently. Whilst some comments state that if managed correctly this could be minimized, others felt that this would be too much change for the residents to cope with.

Some comments included:

"My mother is 94 this year and has settled into Garth Olwg very well. The staff are wonderful and all the residents appear very happy. To move all these old people would cause a lot of upset and confusion to many residents."

"I want as little change and upset for my mother as possible, dementia sufferers need simplicity and the same things to maintain their wellbeing and changes will not help her at all."

"Providing there is no disruption to the existing residents whilst maintaining the same care as provided by the staff at this present time."

"My mother has dementia which is slowly taking away her memory. Any changes to her surroundings will cause a lot of anxiety and confusion. She currently refers to her room as her home. I strongly feel that changes to her surroundings and routines (and with changes in staff) would not benefit Mum in any way."

Disagree – No changes to current model (n=28)

4.12 Another theme emerging in this section was the idea that 'if it's not broke, don't fix it'. These comments largely focused on the current care provided to relatives and residents own satisfaction with the homes. The comments highlight a feeling that the system is working adequately for these relatives and residents and that any changes to this would have a negative effect. The comments largely disagreed with any change.

Some comments included:

"Why change anything that is working as well for the community."

"I am happy where I am, everything I want is here for me. I have my room as I want it, I'm very happy where I am. I'm 91 years old I don't want the hassle and move about, I'm settled. If I was younger it would be different but a big move would be hard. Not for me — I wouldn't settle nowhere else."

"I would prefer option 1, maintaining status quo. This will cause the least disruption to all residents and their families."

"Why change something that works".

Concerns over private sector / Extra Care (n=36)

4.13 A number of comments were made regarding the Extra Care facilities discussed as part of the proposals. There were concerns over the level of care provided by these facilities and whether needs would sufficiently be met. Levels of isolation and well-being were also highlighted as an area for concern with Extra Care. There were also a number of comments concerning the level of care provided by the Private Sector and therefore in support of the Council retaining residential homes.

Some comments included:

"It is important that councils keep control of homes – for the safety of residents. Too many private firms have had problems with care."

"Private run homes in general do not have a good reputation. This covers staffing levels and 24/7 qualified supervision qualified training by independent certified individual's staff salary levels and turnover as well as inspection."

"I can see that Extra Care in a modern accommodation will provide an alternative to a care home and allow residents to be independent, but not everyone will be able to be independent."

"Working at the home our residents are cared for in a warm friendly environment, this is what they need at their time of life. Extra care does not work like this, a lot of people living in Extra care are isolated, it's quite sad."

"Extra care are large, cold buildings with no atmosphere. I know people living in Ty Heulog not suitable for everyone."

Recognition change is needed – Re-invest in current homes (n=21)

4.14 There were a number of comments that acknowledged that a change is needed to the current system. However, these focused on reinvesting in the current homes in RCT and suggested that the provision should be extended further.

Some comments included:

"Care homes could be refurbished and residents kept where they are, it could be done bit by bit avoiding much disruption."

"I believe existing residential homes should be adapted to encompass special needs – more staff and specialized training, plus extension of units on existing sites. Homes already available are geographically well places for local residents and families."

"All existing homes should be upgraded and kept open. Extra care facilities should be built as planned as demand will increase in the next few years."

"With a growing aging population, RCT should be maintaining its existing facilities and seeking to further extend the current level of provision."

Need more information (n=20)

4.15 Some respondents suggested that there was a lack of information provided that made it difficult to make a decision. Comments included questions regarding specific details outlined in the proposal and required further detail on the consequences of the proposals before they felt able to make a decision on their preference. There were also a number of requests to define complex care.

Some comments included:

"Would need a lot more information before my decision is made."

"One option was to do nothing; another to decommission all. This claims to be a middle ground but it's entirely unclear as to what would happen. Will some homes close? If so, which ones? Will newer homes be built to meet current standards? How can you expect people to provide their opinion when the options are so vague?"

"This option does not give any actual details of what will determine complex needs. All residents have different needs, not details of the costs of providing newer facilities no details of where the funding is coming from."

"There is not enough information to make an informed decision. Who will pay for the care of individuals who will be looked after by the

external market? What would the criteria be? Any who would make the decision?"

"We are being asked to make an informed choice with very little information!"

Praise for current homes (n=17)

4.16 Throughout this section there were comments made praising the care and service provided by the councils' current residential homes and the staff that work there.

Some comments included:

"Ferndale house is the only home in Rhondda Fach, excellent reputation and loyal staff. Rebuild in Pontygwaith on the old rest assured land."

"Keep Garth Olwg care home open, for clients and their families who need respite care and continue with the excellent reputation that we pride ourselves on, when it comes to supporting families and clients with the help and care they deserve."

"My mother-in-law was a resident at Bronwydd, followed by a private nursing home and the difference between both was huge. Well done to council run establishments."

"Cae Glas is a wonderful care home – please do not even consider closing it – staff are amazing. My mother is safe and happy."

"Pentre House HFE is exactly that a well run established home that provides all the care and attention that the residents of our home require. Pentre House is situated in a beautiful area and all the residents are extremely happy here".

4.17 Respondents were asked what impact option 3 would have upon themselves or their family if it was to go ahead. The following main themes emerged.

Number	Theme	Detail	Number of comments
11	Impact on Resident	Impact on their emotional and mental health as well as to their medical health. Unnecessary upset as they are happy where they are.	100
12	Impact to community	Loss of community ethos, services in area. Rhondda Fach – no alternatives in area.	14
13	Impact on Relative	Location of home may mean extra travel making visiting difficult. Extra care responsibilities adding burden to relatives and extra stress.	52
14	Staff	Job cuts leading to added financial strain / stress Travelling to work adding extra time / burden.	52
15	Positive / No direct impact	Minimal or no impact at present but potential for impact as become older and may need to access service.	51
16	Other	Miscellaneous Comments	32

Impact on Resident (n=100) / Impact on Relative (n=52)

4.18 One of the most common themes that emerged in this section was the impact that the proposals could have on the residents of the homes. There were concerns that they would find it difficult to cope with change and this could have a negative impact on their health and well-being. Alongside this, there were concerns about the impact the proposals could have on relatives. Possible home closures could mean increased travel time to visit relatives, extra caring responsibilities leading to added stress, concern for the well-being and safety of their relative outside of a residential home environment.

"I don't think my mother would deal with the change. It would also be more difficult for family to visit as regular as we do."

"I feel this will impact on families and service user's emotional wellbeing as they may not be able to live within the locality of their

family, they may not receive the respite as required due to lack of resources and availability within the service."

"The proposed consolidation of the care homes would have significant detrimental effects on my family with both parents reaching old age along with my in laws, the ever decreasing options of good high quality care provision in residential care will obviously limit their and my options when the time comes for them to access appropriate care".

"I truly believe that my mother would not survive the upheaval. She is settled and happy where she is, the care she receives is next to none. I have never met such a homely place and the staff are wonderful and completely dedicated. My mother has dementia and is extremely well looked after. Dementia patients seem to have less consideration for their wellbeing".

"It would cause undue worry and stress as the current arrangements suit my mother. She is comfortable and familiar in her surroundings. She would not cope physically or emotionally with another arrangement. It would have a detrimental effect on us all."

Impact to the Community – Rhondda Fach (n=14)

4.19 There were a number of comments made in relation to the impact the closure of Ferndale House would have on the communities in the Rhondda Fach area. The negative impact of moving residents from their local communities was highlighted through a number of comments as well as the suggestion that the local economy may also be impacted.

".....the impact on the community spirit where people who shop up Ferndale pop in for chats and the school children come weekly to do activities as they are all in walking distance. Staff are all in walking distance i.e walk to work in the snow to pull together as a good team to make sure they are there to give the care they need."

"My home is in Rhondda Fach, to move me to another valley would be heart breaking please build a home in Rhondda Fach, that's where I'm from. If I go somewhere else it would be a big impact on my family."

"I do not live in Ferndale but I would not visit Ferndale or surrounding areas therefore local businesses would suffer."

Impact to Staff (n=52)

4.20 There were a number of comments that indicated varying impacts to members of staff in residential care homes. The prospect of potential job losses was highlighted as an area of concern for staff with effects on their financial circumstances. There were also comments made regarding the uncertainty of the future with further information required regarding job security.

"On a personal level, if this proposal was to go ahead it would have a very negative impact on my family as I fear I may well find myself unemployed, and with three teenagers going through university and college at the moment it is a very concerning time for my family."

"If the care home I work in was closed this would have a massive impact on my financial situation and especially if I were to lose my job. This is obviously causing worry and stress to myself."

"Obviously we cannot recommend as we are going into the unknown the impact on myself as an employee is yet unknown as we haven't been told what is happening with our homes which ones will close."

4.21 Additionally there were comments from staff indicating that potential changes to the location of their jobs could have an impact on their home life.

"If home was to close I may need to be out of the house longer as I may need to travel further for work."

"If my home closes & I'm relocated to another home, I will be away from my family for longer each day."

"I have concerns about travelling to and from a new place of work (further distance) with a young family at home to consider. I find the whole situation very stressful having been through this before at Maesffynon".

4.22 However, there were also comments made by staff members indicating that should the decision be made to close homes they would welcome the opportunity to take early retirement or voluntary redundancy.

"I have already expressed an interest in taking early retirement as I am now 64 years old. Therefore the impact on my family if I was able to finish would be advantageous. Also this would make room for those who want to continue in this employment".

"I would be only too happy to ensure our elderly are cared for at the standard of what's needed and would apply for redundancy."

"As I am 56 I would like to be offered EVR as I have a long service with RCTCBC."

Positive / No Direct Impact (n= 51)

4.23 In contrast, there were also comments made indicating that the proposals would have a positive impact or no direct impact. There was also the suggestion that although there would be no impact at present, this was due to not requiring residential services for a family member or themselves.

"It would not impact directly on myself or my family."

"I would like to think there will be good care available for me in the future as I am getting older. No immediate impact."

"Not directly at this time but may in the future, and I hope it's positive".

"With my parents in mind (age 65+), in their later years I know they would still prefer to maintain a level of independence and would only move into a care home should their needs absolutely need it. This would give far more flexibility in their care and give them what they actually want/need."

"The option you are choosing might suit my family in years to come".

Option 1 – Continue Existing arrangements – Do Nothing

4.24 Respondents were asked if they thought that option 1 should be the preferred option. 46.5 % stated that they agreed that this should be the preferred option.

Counts	
Break %	
Respondents	
Base	342
Q6 Do you think this should have been the preferred option?	
Yes	159 46.5%
No	130 38.0%
Don't Know	53 15.5%

4.25 The table below shows that residents and relatives are more likely to agree with the option to do nothing, with members of the public having similar numbers who agree and disagree. More staff disagree with this option than agree.

Counts Analysis %		Q6 Do you think preferred option		been the
Respondents	Total	Yes	No	Don't Know
Base	337	157 46.6%	129 38.3%	51 15.1%
Q1 Are you a:				
Resident of a residential care home	26	21 80.8%	1 3.8%	4 15.4%
Relative/Partner/Friend of a resident in a Council run residential care home	90	50 55.6%	25 27.8%	15 16.7%
Advocate for a resident of a Council run residential care home	4	1 25.0%	2 50.0%	1 25.0%
Member of the general public	117	52 44.4%	52 44.4%	13 11.1%
Staff member	79	28 35.4%	35 44.3%	16 20.3%
Other (please state)	21	5 23.8%	14 66.7%	2 9.5%

4.26 The table below shows the levels of agreement with do nothing (numbers of responses) split by each residential care home. The numbers are fairly low at this level, so caution should be used in interpreting the data.

Counts Respondents		Q6 Do you think this should have been the preferred option?			
Respondents	Total	Yes	No	Don't Know	
Base	338	157	129	52	
Q2 Do your views relate to any residential care home in p					
Parc Newydd, Talbot Green	41	22	15	4	
Pentre House, Pentre	21	9	8	4	
Tegfan, Aberdare	16	11	3	2	
Ystrad Fechan, Treorchy	11	4	3	4	
Bronllwyn, Gelli	1	1	-	-	
Cae Glas, Hawthorn	11	3	7	1	
Clydach Court, Trealaw	13	8	3	2	
Dan Y Mynydd, Porth	9	1	6	2	
Ferndale House, Ferndale	56	23	16	17	
Garth Olwg, Church Village	19	14	4	1	
Troed Y Rhiw, Mountain Ash	55	32	14	9	
No - these are general comments	85	29	50	6	

4.27 The themes emerging in the comments in this section for the option to do nothing can be grouped as below:

Number	Theme	Detail	Number of comments
17	Change is needed	Some form of change is needed. Homes need upgrading and a change to the system balanced with the need to maintain levels of care. Alternatives to closing all homes suggested.	64
17a	Change is needed - Reinvest in current homes	Recognition that change to model is needed but not closure – reinvest in current homes	44
18	No Change is needed	Homes are suitable as they are	46
19	Don't like change / disruption	Older people don't like change, particularly those with dementia. Concerns the disruption will cause harm.	23
20	Care is good	Care in the homes is good, no change.	27
21	Other	Miscellaneous Comments	36

Change is needed (n=64)

4.28 The comments in support of option 1 showed a high number of people were in agreement that there needed to be a change to the current system. There was a recognition that to do nothing would not benefit future generations and showed agreement for the preferred option Some comments included:

"Every care environment needs to evolve as long as it does not lose its safety, compassion and affordability."

"The current model is already very out dated... residential care uptake is down, and the number of voids is unsustainable. People generally wish to remain in their own home and have services provided. Extra care housing gives this option in a reasonable form. If residential care is not an attractive option now, it certainly won't be as my generation grows older".

"Getting older and living longer means that every ones care needs will always differ and would probably need to be based on person centered care regarding each of our individual problems as we get older and on a personal level I must agree that I would want my own bathroom and space as I get older and I'm sure even on holiday there aren't many of us that wish to share a bathroom in this day and age. Not even on holiday".

Change needed – Modernise current homes (n=44)

4.29 However this was often caveated with the preference that the homes would not be closed. The level of care being maintained was a concern and alternatives to closing all homes were suggested.

"I think existing arrangements need to be looked at and wouldn't suggest doing nothing at all but don't agree with the closing of residential homes across RCT they should be upgraded and better use of resources / shared resources with other service areas."

"Modernisation of existing facilities would be essential, if they were all retained, prove too costly to be viable and not be suitable for future generations, whose expectations could not be met in the homes as they are configured at present, with facilities which were designed decades ago".

"Due to the deteriorating condition of many care homes I recognise the need to improve facilities. However I have serious reservation about the model of care that is being proposed and whether it will meet the needs of care users."

"Perhaps the allocated money should be spent on updating existing care homes wherever possible".

"Modernisation of the 11 buildings would have been my preferred option".

No change is needed (n=46)

4.30 A theme that also emerged in the comments for this question was that the current homes were suitable as they were and were meeting the needs of current residents.

"Happy with current provision. Moving my father would upset him and me."

"I want to keep things as they are – do nothing. As I find it suitable for me where I am." "This is an excellent home and if things are not broken don't fix them. We as a family appreciate there must be changes but this is a lovely home and to move these residents would be worrying"

"Why can't the home stay as it is? I don't want an en-suite, by having the toilet out of my room makes me walk. I have a commode in the night I could never be able to live on my own I need staff to help me."

No Change - Don't like change / Disruption (n=23)

4.31 There were some comments made regarding the potential disruption any changes to the current provision may lead to and the effect this would have on residents and their families. This was seen as a factor for favouring the option to keep the homes and service as they currently are.

"Some residents have already been uprooted from Maesffynon to Tegfan. Another move would be very unfair for them, especially to a different type of care."

"All residents are happy and do not want to go elsewhere, surely this is understandable. Would you like it if you were told that you can't live here anymore and imagine the stress, not just upon the resident but families too".

"I fail to see how this would benefit residents if they have to move from any home they already reside in. Such upheaval would be detrimental to their health and wellbeing."

No change- Care is good (n=27)

4.32 Coupled with the above theme, there were a number of comments made giving praise to the high level of care provided currently by the residential homes.

"As far as my own experience extends I can say that I have been very satisfied by the treatment and help I have received from existing staff at Garth Olwg".

"Tegfan residential home have provided a high level of care to my mother....My mother has complex needs; mental health & physical needs which the staff at Tegfan have successfully managed with support from the mental health team and GP."

"Ferndale House provides excellent care for its residents".

"Treodyrhiw is an excellent home with the appropriate units for different needs. Staff are the most caring I've come across."

Option 2 – Phased decommissioning of all the Council's care homes as part of planned programme of transformation in line with the implementation of the Council's extra care development programme and Cwm Taf care home market position.

4.33 Respondents were asked if option 2 should have been the preferred option. The overwhelming majority, 82.9% of respondents said that this should not have been the preferred option.

Counts Break % Respondents	
Base	339
Q8 Do you think this should have been the preferred option?	
Yes	25 7.4%
No	281 82.9%
Don't Know	33 9.7%

4.34 The comments in relation to option 2 can be grouped under the following themes;

Number	Theme	Detail	Number of comments
23	Concerns about Private Sector Homes	Private sector homes are run as businesses for profit, not the same standard as LA.	29
24	Extra care concerns	Extra care model has some issues that need to be addressed, cannot provide same levels of care.	14
25	Disagreement with option 2	Council should retain homes	78

26	Agreement- if managed	Providing the moves for residents is managed and in an acceptable timescale	9
27	Disruption to residents	Residents are happy and should not be moved. Potential to cause upset and distress.	62
28	Other	Miscellaneous Comments	28

Disagreement with Option 2 (n=78)

4.35 A theme emerged in the comments section that mirrored the high number of people opposed to Option 2. The comments suggested that there was a need for some level of council run residential care homes to remain as an alternative to private sector homes.

"Seems an unreasonable all or nothing approach."

"Closing all Council homes would seem a bit drastic. It makes sense to keep some in-house provision for those with the most complex needs, with extra care providing more opportunities for others"

"Need to provide alternatives. Not everyone will want same".

"Closing all 11 residential care homes would be the worst option and the most harmful to residents, families and friends."

Disruption to residents (n=62)

4.36 Similar to the proposals with Option 3, there were a number of comments made opposing option 2 based on the potential disruption any closures or move would have on current residents. A negative impact to their health and well-being were highlighted as being areas of concern for this option.

"Disruption to residents caused by moving/upheaval. Low standards in care & services in independent/private care homes locally."

"Residents are too old to be moved about."

"It wouldn't benefit the residents of these care homes as the upheaval in their later lives and their happiness and continuity would greatly affect them".

Concerns about Private Sector (n=29)

4.37 There were also a number of comments made concerning the level of care provided by the Private Sector. It emerged that there were concerns that the cost of private care coupled with the perceived lower standard of care made this option unviable for many.

"How can a private company provide care cheaper with profit the main concern?"

"Have doubts about current standards in private sector due to funding issues and recruitment of suitable staff. Most have no qualifications or monitoring systems in place."

"Absolutely not. To give care options solely to the private sector would have huge implications."

"I strongly feel that there must be council provision for care. I have experienced care in the private sector and like any commercial organization the bottom line is profit".

Extra Care concerns (n=14)

4.38 Alongside concerns about the level of care provided in Private sector homes were a number of comments regarding Extra Care facilities. These comments suggested that there were concerns regarding the ability of these facilities to provide the same level of care as a residential home. A number of questions were also raised in these comments regarding Extra Care facilities including the location, cost and availability to all.

"Extra care housing may look good on paper but is it what will suit everyone I doubt this very much. People will just end up waiting longer in hospital for a placement."

"Extra care homes are fine if people can manage but what about clients that top out of extra care and do not qualify for complex care – where would these people go?"

Agreement – If managed (n=9)

4.39 There were a small number of comments in favour of this option with the caveat that any changes for residents must be managed effectively to minimise the disruption.

"If I think that the clients who live at Clydach Court will be happy and settled in new accommodation and that this will be an easy transition and in the long term benefits our clients' health and well-being then I have no issue at all."

"It would have to be a slow decommissioning – you cannot usurp people out of their homes and upset their visiting families. But as you say, the homes that they are in are not fit for purpose."

"Independently run homes are usually much better staffed with better facilities due to funding".

4.40 Respondents were given the opportunity to provide **any other** comments or provide alternative proposals or suggestions.

Number	Theme	Detail	Number of comments
29	Agree with proposal – change needed	Agreement that change is needed, suggestions for changes to service model	23
30	Modernise current buildings	Buildings could be modernised without moving residents	20
30a	Re-build home in Rhondda Fach	Provision in Rhondda Fach needed – alternative sites suggested	29
31	Disruption for residents	Moving residents would cause distress and upheaval could be damaging to health and well-being.	25
32	Disagreement with proposals	Council should continue as is.	26
33	Staff	Concerns about what this means for staff	7
34	Other	Miscellaneous Comments	37

Modernise current buildings (n=20)

4.41 A common theme in the comments was the suggestion that the current residential care homes should be modernized. This was suggested as a way of ensuring residents at the homes would have minimal disruption and maintaining their health and wellbeing at their current levels.

"At Ystrad Fechan we are set in vast grounds, plenty of room to build on if necessary"

If however this for our clients that live at Clydach Court, the home could maybe be down sized and modernized with the least of disruption and it's in our clients best interests maybe modernize if this is an option and is feasible and of course cost effective."

"Current homes should be modernised appropriately and retained. The older population with needs requiring placements in care homes is only going to increase in years to come".

"I believe that Troedyrhiw home could be adapted with en-suite and provide a service for individuals with Dementia due to its size and lay out being all on one level."

Modernise current buildings- Rhondda Fach suggestions (n=29)

4.42 Coupled with the suggestion to modernise current buildings, a theme emerged in the comments particularly relating to the area of Rhondda Fach. There were a number of suggestions for a new build home to be built on land identified in Pontygwaith as well as other potential sites being identified as suitable. These comments recognised the need for change but a reluctance for the home to be closed losing provision in this area.

"There are many sites throughout the Rhondda Fach that could be considered for development such as the former Rest Assured land in Pontyygwaith. It is essential that there is residential care provision in the Rhondda Fach, not only for current residents and their families but for future residents and their families too."

"........... There are plots of land available. The old Maerdy Secondary School, Main road Maerdy. The old school. Station road Ferndale, in principle many people will benefit option 3 but not dementia patients or people with severe physical difficulties......"

"Look at the land in Maerdy, Ferndale, Tylorstown and Pontygwaith. Keep the Rhondda Fach alive. Please please invest in us".

Agreement with proposal- Change is needed (n=23)

4.43 There were a number of comments made that supported the idea of change to the current system. These comments were in favour of modernisation of facilities and the provision of choice to residents.

"I would like to see investment in residential care to modernise facilities each locally of the authority should continue to offer residential support and this could be at a reduced scale for more personal service. Complex physical needs, functional mental health and dementia care, specialist dementia care alongside extra care."

"Extra care facilities could provide staffed units for respite provision. Residential care homes should be upgraded and adequately staffed at certain times of the day to meet the needs of the people that live in them. People should have the choice of where they want to live."

"I would like to see money well spent on residential care and to modernise facilities."

Disruption for residents (n=25)

4.44 Once more, there were a number of comments in this section highlighting the negative impact the disruption could have on residents. Comments from residents indicated they would not welcome the idea of moving and the change could be detrimental to their health. Relatives were also concerned at the potential disruption and disagreed that any changes to the system should impact on the current residents.

"These elderly people have worked all their lives. Surely at their age they should not be moved around like pieces of furniture. Outrageous."

"I am not in favour of the preferred proposal. I feel too many lives will be impacted at a negative level on a large scale".

"I am only concerned about my relative, not the future of the service. I want to know that she will stay where she is happy and comfortable, not moved to somewhere she will be confused. That is no way to treat the elderly. We will all be that person one day."

Disagreement with proposals (n=26)

4.45 There were comments made against the preferred option. These emphasized the importance of the levels of care current residents and relatives of the residential homes receive. This was shown in the comments that praised the individual homes and the standards they hold. There were also comments that highlighted the impact that relatives feel when caring for relatives.

"General feelings are very negative about the councils' proposal from families I have spoken with. People are aware of councils funding problems but this is seen as not putting the welfare of existing care home residents first. Many of the homes scheduled to close are older but function well and have been maintained to a good standard. They don't need to close, charge more in the current homes to keep them open."

"My father is a resident at Tegfan Aberdare, he has made it clear to me that he is happy and settled in Tegfan and does not want to move."

"I think too much money is being spent on other things that is not important. Shutting the care homes is not the answer. These care homes are their homes I was hoping to come into Parc Newydd myself in years to come. I have been to visit relatives and friends in other homes but to me Parc Newydd is the best."

"People are being encouraged to stay in their own homes as long as possible but at what cost to the unseen carers (family/friends etc) who provide long hours of care often to the detriment of their physical and mental health. I was the sole carer for my mother for 7 years and frankly the level of stress was enormous. It severely impacted my physical and mental health."

Concerns about staff / jobs (n=7)

4.46 Once again there were further comments made regarding the future of jobs within residential homes and concerns regarding the effect of home closures on current staff. There were also a number of comments from staff stating that although they have concerns for their own jobs, the level of care provided to residents was of the utmost importance.

"Listen to the staff who are providing the care in these residential homes. Ask them what improvements they'd like to see as they are the experts".

"Would jobs also be lost if you are closing homes?"

"Personally I will say 'what will be will be'. There is nothing anyone can do to fight your decisions, I just feel saddened that so many people will be put out of work and most important that all the elderly residents are going to be disrupted which may cause a lot of problems for them."

"Although all staff are concerned for their jobs at this time we are all working together to keep a happy home for residents their families and each other."

Equalities Impact

4.47 Under the Equality Act 2010 and the Public Sector Equality Duties, the Council has a legal duty to look at how its decisions impact on people because they may have particular characteristics. The full set of results will be used to inform the Equality impact Assessment.

Respondents reported the following impacts;

Age - Residents

"Age - no where to live when I get old and need extra care"

"Age as I am part of the generation which will be directly affected by These proposals."

"Due to my age and the length of time I have lived here I think if I had to move the upheaval would kill me."

"Given my age any reorganisation could impact on my care in the future"

Age -Staff

"Age. I am in the bracket that would benefit from redundancy."

"As a single male living alone I would not be in a position to accept any type of redundancy offer, I am too young to receive any kind of VER offer so I would urge the council to ensure reduction of the workforce that comes as a result of implementing these changes, council offers redundancy as voluntary only"

"It may give me the opportunity to take early retirement. At 64 I now feel I would benefit from this."

"Obviously my age is a major worry I'm not yet retirement age and where do I stand if these changes are put in place"

Disability

"Age / disability. I am registered blind so any change of surroundings"

"Being a parent of a 19yr old vulnerable adult or in the future if I myself needed to go into a care home I would like to remain in my area where I was born and bred and why should that choice be taken away from anybody. As a carer it is all about the vulnerable adults preferences and choices, if they want to remain in the Rhondda Upper Fach. Please don't forget about our individuals now who are happy and content at Ferndale House."

"Registered as disabled myself. Ferndale is easy for me to visit my mother, elsewhere would be a complete nightmare. It would mean less visiting time, more buses to catch, people to rely on as now I can visit anytime and I even take my dog to see his Nan, which they all love. You would not only isolate the residents but it impacts on visitors alike."

Mental Health/Relationships

"upsets and confuses me."

"The proposal Option 3 and Option 2 will have a significant affect on my relationship. The stress and anxiety caused by disrupting and moving my father will be extremely traumatic to my whole family as well as my father. It will severely affect my mental health and my relationships."

Relationship Status

"Age, disability, relationship status for my husband and I would be pertinent if we need to use additional care as we age. My disabled husband will have different needs from me - would we be separated?"

4.48 Under the Welsh Language measure 2011 and the Welsh Language Standards, the Council has a duty to look at how its decisions impact the Welsh language. Respondents were asked how they felt the proposal could impact opportunities for people to use and promote the Welsh language and if in any way it treats the Welsh language less favourably than the English Language.

The following are a selection of comments made;

Positive

"Staff are receiving basic welsh skills to enhance the level of support they can offer individuals who speak welsh; this enhances communication with fluent welsh speakers also; a service must be able to meet the communication and preferred language choice of its users."

"Not sure, but more people shall meet each other".

"My husband is a Welsh speaker, he is able to use his birth language at the day centre with other attendees and staff."

"In welsh society today, nearly all forms and paperwork are given in both welsh and English. I fail to see how the proposal could, or need to, have any negative affects."

"I speak fluently Welsh but don't use the language regularly but do feel positive about bringing the language back. It is our first language and it should be used. I do speak occasionally in Welsh to the service users."

"Staff could have options to learn Welsh while on duty to help with residents and their families that prefer to use as their first speaking language."

No Impact

"Continue as normal"

"do not see how these proposals could impact on the usage of the Welsh Language."

"Not at all! Have never heard a word of Welsh at the Day Centre"

"I hope that by these changes it would not affect the Welsh language in any way at all. I support the use of the Welsh language in its entirety."

"Has no effect on the welsh language"

"I feel the proposals would have little or no (positive or negative) effect on the welsh language" "I feel it would have no negative impact for people to use Welsh language and at present the Welsh language is promoted in RCT"

Negative

"Might have negative effect if insufficient staff members speak Welsh"

"As the elderly use Welsh more than younger persons, if the provisions are cut it could result in them being more isolated."

"No services, no social interaction, no enhancing well-being- no need to promote the Welsh Language".

"Pupils and staff of the local Welsh school visit Ferndale House on a weekly basis promoting the Welsh language and giving Welsh speaking residents the opportunity to continue using the language. Closing this home would prevent these visits."

"Privatising Tegfan will have a negative effect on the local community, the welsh language and colloquialisms that are common to local area"

Should not make a difference

"Treat every person as an individual and every need should be met."

"I am not interested in how it effects the language, just so long as everyone gets the care they require, that would automatically include ones language preference whether it be English, Welsh or Martian"

"It shouldn't make any difference - if the council continues with its work around the Welsh language - we should be able to provide services for individuals in the welsh language as and when required. Or any other language as requested by the citizen."

"As long as people are kind and caring I don't think people mind which language you use."

"It may be an unpopular answer but as the vast majority of people of all ages speak English as their first language in RCT even those who speak Welsh at home there should be no negative impact."

Not important/Money should be spent elsewhere

"Save money by dropping the welsh language option & spend it on our elderly"

"I think forcing the welsh language on us is a total waste of paper, signage & money."

"Even though I am a Welsh speaker we spend too much money in duplicating everything to Welsh at high cost pandering to the few."

"I recognise that there is a legal obligation. I deplore that as a rampant prejudice, which interferes with much more important matters of ethical principle."

"Not relevant. The welsh language is promoted by government but is not used in public in RCT"

"Don't Know- it's about providing care not about languages that matters."

"I am a Welsh speaker but we are wasting money to pander to the whims of a few"

Other Responses - Residential Care

4.49 A number of written responses were received in addition to the questionnaire responses and discussions at the various meetings. A summary of the responses are shown in the table below. The full responses have been shared with Cabinet Members and Senior Managers to inform decision making.

Organisations	Summary
Cwm Taf Morgannwg University Health Board	Cwm Taf Morgannwg UHB welcomes the proposal to modernise residential care and day care services for older people in Rhondda Cynon Taff, within the context of our shared partnership aspirations.
	We acknowledge that the demand for <u>standard</u> <u>residential care</u> home places (as opposed to nursing home care) has decreased as more people choose to stay living in their own homes with appropriate support, or live in more modern accommodation offerings such as Extra Care facilities. As noted in the consultation, despite the good care provided, the current council owned residential facilities do not offer an environment conducive to the wellbeing and personal dignity of the residents. We would therefore agree that option 1 – continue with existing arrangements – is not viable and fails to address the current and future needs and preferences of our ageing

population.

Of the two remaining options we would support the preferred option 3: Reasons;

- We feel it is important to retain the choice of local authority residential care for our older people, alongside a range of other appropriate options, as long as the environments are updated to meet current regulatory requirements and quality care is provided in accordance with best practice, such as the Dementia Care Matters Butterfly model
- The proposed focus on providing complex order to care is welcomed in ensure appropriate care environments for older people with multiple co-morbidities including those dementia. We would stress with importance of involving the health board in discussions about bed numbers required for this growing and complex client group, to ensure that provision meets projected demand.
- Opportunity for integrated working with health services is afforded more with local authority run facilities
- Respite bed provision will also be extremely important to support carers sustain their crucial role in enabling the person they care for to remain living at home.
- The health board has welcomed the opportunity to be involved in discussions around the development of extra-care type facilities and we are keen to explore potential benefits of co-location with health facilities and the ability to run some community based health and third sector services from or near to LA facilities.
- Whilst minimising new admissions to the council's residential care homes during the consultation process seems sensible to avoid a disruptive impact on residents, we would wish to ensure that this does not lead to delayed transfer of care for clients for whom local authority residential care would be the best option.

GMB and Unite Trade Unions

 Support for status quo. The trade unions and their members believe that with the creation of 6 extra care facilities already agreed this would be difficult.

- Agree that there needs to be an RCT owned home as the Council would be at the mercy of the private sector.
- Option 2 is not an option
- See benefits of extra care facilities, but believe that the same can be done to existing care homes, which will need investment to bring them up to standard.
- Where the extra care homes have been built there are gaps in provision on a geographical area. A list is provided.
- Concern of privatisation via the back door.
- Concerns with suitability of extra care facilities for dementia care.

Age Connects Morgannwg

The charity accepts that the option of doing nothing is not a realistic option in the changing world older people look to greater as independence and integration into the wider community up to an older age, and as needs change with the increase in demands for dementia services for example. We agree with the overall principles that underpin this strategy. However, questions remain about how this strategy will be implemented and how it will affect service users and future/potential service users.

- Age Connects Morgannwg welcomes the Local Authority's decision to retain local authority Residential Care Homes. The Board recognises that service users feel safe with local authority homes, have trust in them and value the high level of care given in these homes.
- We are aware that local authority homes need up-dating to meet modern expectations, but we are also aware of comments from current users such as "I don't care how many toilets they have as long as the quality of care is good". Will the authority therefore be investing in staff training to ensure quality of care is of the highest possible standard, including in the private sector?
- We would seek more information on whether this strategy is also being considered alongside transport strategies. These valleys remain relatively low in car ownership and cost of travel as well as ease of availability of public transport remain problematic for many families.
- While understanding the needs of third

sector/private residential and nursing care homes to retain levels of occupancy, the Board has commented on the need to ensure choice remains a central principle of service users' decision making when moving home. This choice can be severely limited by the 'top-up' required by the private sector homes. Is the 'top-up' being considered for discussion as part of this strategy?

- Use of beds in Residential Homes for respite and re-ablement purposes is welcomed, however, we would query how this will operate

 will beds be ring-fenced? And how will reablement staffing be implemented to ensure safe and appropriate packages?
- There is limited reference to the Health Service joint working in relation to this strategy and we would be interested to learn what, if any, joint commissioning proposals are to be considered.

Save Care Homes And Centres (SCHAC) – RCT RCT, recognises that the expected rise in the proportion of older people in the county will result in increased demands on its care services. The Council, as do all residential care providers, face legal requirements to improve the quality of accommodation in homes, such as the provision of facilities in all rooms. RCT faces financial pressures as a result of the cumulative effects of austerity cuts passed down from the UK government via the Welsh Assembly. The Council is also committed to trying to ensure that priority is given to domiciled care whilst at the same time trying to provide for the range of adult needs, particularly those who are aging.

These demands and aims are fundamentally in contradiction to an extent that we do not accept it is possible to make financial savings - cuts - whilst at the same time improve service provision as is claimed in this RCT Cabinet proposal 4.2 "...need to deliver care services more efficiently to maximise the benefits and manage cost pressures." and 4.12 "... replace high cost residential services with extra care housing and more effective services with better outcomes for residents."

The provision of 'extra care' sheltered housing is welcome as an additional option to the range of care available for adults in RCT. However, we do not believe that it is in anyway an acceptable or satisfactory substitute for the service provided by the county's current 11 residential homes and five day care centres. RCT proposes to close most of these thus undermining the claim that the 'modernising' proposals will result in a 'better outcome' for residents.

A 'better outcome' for residents can only be achieved by retaining, investing and improving the existing provision, as well as the 'extra care' sheltered housing to avoiding forcing those who need residential care into private provision. We believe that the proposal is primarily aimed at making a contribution to the £13m that RCT aim to save over two to three years.

Our reasons for our opposition to your proposal are as follows:

Making savings is a key driver

RCT should be honest about these cost pressures and open the books in relation to the efficiency savings they are seeking by the proposed changes to residential care and day centres. It is clear from our calculations that the potential savings are significant and without this openness there is a real risk that the consultation will not be adequate to meet legal requirements.

- RCT residential care provides people with a home and should be prioritised
 We would advocate a fourth option in addition the three recommended by the consultants: invest in extra care as well as keep and refurbish RCT's
- Immediately remove the restriction on admissions to RCT residential care homes

current residential care homes.

	We call upon RCT to remove the 6.14 restriction immediately. Note: See also response to Day Care element
Taffs Well & Nantgarw Community Council	The Community Council voted unanimously to support option 3 (the preferred option). The Community Council fully supported the proposals to promote independence and allow elderly people to remain in their own homes for as long as possible as long as the arrangements are subject to regular review and risk assessments of the individuals concerned and their surroundings.
RCT OPAG (Older Persons Advisory Group)	OPAG members realise there is some need for change but would strongly oppose any decision to have no local authority care homes in RCT. Members feel they would have better service from a local authority run home rather than one which is privately funded. Similarly, with Day Care Centres, we would not wish to see all these centres close to the detriment of the service users.
Future Generations Commissioner for Wales	It is important that well-being objectives (of both public bodies and public service boards), the well-being assessments and plans, the statutory goals and the sustainable development principle (including the 5 ways of working) are considered throughout the process.
Friends of Ferndale House Petition (326 signatures)	On behalf of the signatories below who have considered the following and decided to sign this petition concerning the possible closure of Ferndale house; It is a family-like home It is part of the community The staff cannot be bettered in their care of residents The care provided is outstanding We can see the need for modernisation A refurb. Home is needed between the Maerdy and Tylorstown catchment area Suitable plots are available for a new build Ferndale House has acknowledged support

	 from the whole community The consultation meeting was well attended by families and staff.
Individual	Main themes
Resident	Feels strongly that the homes should remain within the community, so friends and relatives are able to visit regularly. These homes should remain in public care for the
	public good.
Resident	Support for Clydach Court.
	Relative very happy and settled at this home.
Resident letter via MP Chris Bryant	Concern over the future of Ferndale House
Resident	Support for Troed y Rhiw Home.
Resident	Concerns over proposed closure of care homes.
	Concerns related to private care providers, lack of staff commitment, delayed discharges and standard of care in private homes
Resident	Critique of Cabinet report and FAQ consultation document
Cllr. Pauline Jarman (Mountain Ash East)	Support for the retention of Troedyrhiw Home in any future model of care that the Council may adopt.
Lusty	There is no doubt that the Extracare Housing referred to in the consultation document will be an attractive option for some people. I am not averse to it being one of the option available to our older citizens to enable them to retain supported independent living but they must be given other choices.
	Everyone I have spoken to has spoken very highly of the level of care delivered at Troedyrhiw Home and are absolutely resolute in their view that it should feature in the Council's future plans.
	The Council is very aware of the fragility of the private sector in relation to care services, including

	Residential care. The Council will recall one home in the County closed its doors not too long ago.	
	My constituents believe that the Council run Troedyrhiw Home offers dignity, not only to the Residents but to the staff. Their terms and conditions of service are far in advance of the private sector, with appropriate sickness and pension schemes as well as better pay. They contribute to the local economy by buying locally. Losing these jobs would be a great loss to the community should Troedyrhiw Home be closed by the Council.	
	The demographics of this area shows a massive growth in our elderly population and residential care is going to be the first choice of many of my constituents. I want them to continue to live in Troedyrhiw Home and I hope the Council will acknowledge the wisdom of giving them that opportunity	
Cllr. Phil Howe	In respect of Ferndale Care Home I wish to vote for option 1 – Keep things as they are until a new purpose building is built. If this is closed we will be the only valley without care. Public transport is not the best and family will find it extremely difficult to visit loved ones.	
Cllr. Maureen Weaver and Cllr.	Support for Pentre House.	
Shelley Rees- Owen (Pentre Ward)	Pentre House plays a part in the community and the facility aids the residents who live there.	
vvaiuj	Every resident we spoke to were happy at Pentre House	
	As Councillors of the Pentre Ward, we can only speak for our community, and we ask that you take on board when making your deliberations Pentre as a whole, and what they have lost over the past 7 years, and that Pentre House remains part of the Pentre community.	
Staff letter – Garth Olwg	Support for the retention of Garth Olwg.	
Sam Sing	Residential homes are still a major priority in the community, with experienced staff. The Extra care option doesn't suit the needs of people with complex needs. RCT should	

	modernise the existing buildings.		
Letter from residents at Tegfan (16	Thanks for the meeting that took place and support for Tegfan.		
signatures)	Praise for staff and the importance of Demer Care.		

5. DAY CARE SERVICES

QUESTIONNAIRE RESULTS

5.1 26% of respondents to the day care services questionnaire were user of the service, with 38.4% of respondents being relatives.

Counts	
Break %	
Respondents	
Base	125
Q1 Are you a:	
Day care user	33
	26.4%
Relative/Partner/Friend	48
of a day care user	38.4%
Advocate for a day care	-
user	-
Member of the general	21
public	16.8%
Staff member	11
	8.8%
Other (please state)	12
	9.6%

5.2 Respondents were asked which day centre their views related to, as shown in the table below.

Counts Break % Respondents	
Base	123
Trecynon Day	20
Centre, Aberdare	16.3%
Riverside Day	12
Centre, Pontypridd	9.8%
Bronllwyn Day	25
Centre, Gelli	20.3%
Ferndale House Day	10
Centre, Ferndale	8.1%
Tonyrefail Day	26
Centre, Tonyrefail	21.1%
No - these are general comments	30 24.4%

Option 2 – The preferred option - Phased decommissioning of the Council's day services as part of a planned programme of transformation in line with the proposed new service model.

5.3 53% of respondents disagreed with the preferred option.

Counts Break %	
Respondents	
Base	118
Q3 Do you agree with option 2?	
Yes	31
	26.3%
No	63
	53.4%
Don't Know	24 20.3%

5.4 The table below shows that the general public are more likely to agree with the proposal than the service users or their relatives. (although numbers are low).

Counts		Q3 Do you agree with option 2?		
Analysis % Respondents	Total	Yes	No	Don't Know
Base	118	31 26.3%	63 53.4%	24 20.3%
Q1 Are you a:				
Day care user	31	11 35.5%	17 54.8%	3 9.7%
Relative/Partner/Friend of a day care user	45	5 11.1%	28 62.2%	12 26.7%
Advocate for a day care user	-	-	-	-
Member of the general public	20	10 50.0%	4 20.0%	6 30.0%
Staff member	10	-	8 80.0%	2 20.0%
Other (please state)	12	5 41.7%	6 50.0%	1 8.3%

5.5 The comments on option 2 can be summarised under a number of key themes.

Number	Theme	Detail	Number of comments
1	Concerns about assessment	Questions over the assessment process	5
	process	and the impact this could have. Concerns about the process itself.	
2	Disruption for service user	Change would be difficult for service users to cope with, would affect their health and well-being.	22
3	Need more information	Not enough detail in proposal to answer all questions to make a decision.	14
4	Agree with proposal	Proposal will benefit service users	10
5	Agree with proposal of change – but Day Centres to remain open	Change is needed and could open up opportunities for users but don't want to close / decommission centres.	12
6	Disagree with proposal	Proposal will have a negative effect on service users and provision should continue as present.	9
7	Other		6
8	Praise for current day centres	Care received is good and meets needs	14

Disruption for service users (n=22)

5.6 There was concern that the proposals would have a negative effect on current service users. Current attendees of the centres commented how they are satisfied with the current service and it meets their needs. It provides users and relatives an opportunity for respite and socialisation. There were also comments made indicating that for many current attendees the idea of change would be difficult to cope with and would affect them adversely.

"My wife is totally wheelchair bound she loves going to the centre, mixing with disabled people and older people. She loves the activities that go on she would greatly miss it if it would close."

"I am concerned about how you propose to replace my visits to the day centre and how the deficit will affect my social well-being."

"My mother has alzheimers with vascular dementia and attends Tonyrefail Day Centre twice a week and she loves it. She's got friends there and would really miss this. The staff are also excellent. Mum isn't good with change as she gets confused and likes routine. The two days a week at the centre allows us freedom to do what we need to do knowing Mum is being looked after."

"I am happy with the way the service is at the moment. I do not want it to change as I have had a severe stroke and can't cope with change. I like the activities that go on at Bronllwyn and the food is lovely. I tried meals on wheels a while ago and they were rubbish and so wouldn't want to go back to those."

"The reason I do not agree with option 2 is because the elderly people of RCT rely on these services and should not have them removed."

Need more information (n=14)

5.7 There were a number of comments made regarding the information provided on the proposals. There were concerns that the level of detail regarding the preferred option was not sufficient and raised questions about the future plans for the service and the alternatives available.

"A lot of words but you say nothing we need details. 'People with non-complex needs would have their needs met in other ways'. What?! Tell us what ways. Do you even have a plan? It's not included here."

"Supported as necessary' Please elaborate. Too vague. I'm afraid this proposal would leave people isolated."

"The option is very vague in the wording. Specific examples of intended support for those currently attending day centres need to be addressed coherently."

"It's not clear what option 2 is. The language used is very confusing".

Praise for current Day Centres (n=14)

5.8 In general there was praise for the services provided, the staff and the level of care received currently at the day centres. There were

comments made by both relatives and staff outlining the benefits that current attendees experience as a result of attending a day centre.

"Day services provides individuals with social interaction, stimulation, inclusion and well-being. Day services take care of the personal care needs individuals cannot receive at home. Day service is an essential service taking care of the needs of vulnerable individuals in society".

"Day centres are an important part of the community enabling people to meet with others in the same position and socialise with their peers."

"It would be such a shame for this building and service to be discontinued as it is such a valuable asset to the older people who attend it. My mother looks forward to meeting up with her friends at the centre and the staff are brilliant."

Agree with proposal (n=10)

5.9 There was some support for the preferred option in comments that stated the proposals could open up more opportunities to people within the community to access services. They also identified the need for a change to the current system and were in favour of services being available through Community Hubs and Extra Care.

"I think our RCT Council ideas of having local Community Hubs serving all our area are a good idea."

"It is about time that we entered the modern world and offered a more dignified form of day care where needs are better assessed and not everyone lumped together. Mental health and physical/medical support needs can be vastly different."

"I think this would be a step forward and be a great benefit to the elderly people who use this service."

"Enhancing opportunities will increase the changes of more people attending the day centres".

Agree with change – Day Centres to remain open (n=12)

5.10 There were also a number of comments that were in support of a change to modernise the current system however they were opposed

to closing the day centres as part of this process and with no change to the level of care and support provided.

"I would only agree with this preferred option if the service provided doesn't reduce the amount of care being delivered to my mother who suffers with dementia."

"I don't believe you need to decommission day services but I do think they need to change. Care isn't a 9-5, it takes over peoples' lives 24/7. I think day services should expand and be more flexible, opening evenings and weekends. This will give individuals, families and carers much needed respite to prevent families breaking down and going into crisis."

"I agree that day services need to change but not close. Day centres offer a fantastic service to individuals who need it. These individuals cannot access normal facilities but when they are here we have all the hoists aids and bathing facilities that they require."

Disagree with proposal (n=9)

5.11 Another theme that emerged in this section were comments objecting to the preferred option. There were comments indicating that the service is of benefit to users currently and uncertainty over the proposed benefits of any changes to the system.

"There are always proposals assuring to make 'better' and when it's completed it's not better at all so no change needed."

"I think it is appalling that RCT are even considering closing down day centres. They have been a lifeline to many elderly people over many years. Day centres have helped to keep many vulnerable people out of care homes for quite a few years so it is shocking that this care and support is at risk."

"This does not cater for all client's needs. Carers' coming into home do not meet social/family needs in most of cases of those attending day care centres".

"I want to continue to receive the provision currently provided i.e collection from my home by the carers who look after me at the centre for a full day out of the house".

Concerns about assessment process (n=5)

5.12 There were also questions raised regarding the assessment process referenced in the proposals and the impact this could have. There were concerns that re-assessment may mean losing access to the service or whether the process of re-assessment will be suitable in assessing needs.

"Provided the current users of Day centres and their carers have a proper face to face assessment of their needs."

"Who is completing the assessments and are they on an individual basis".

"I am unsure as to how it would affect me. If clients are to be assessed would I still be eligible to attend the day centre?"

"Assessment must be by an independent person. Not on the RCT payroll."

5.13 Respondents were asked what **impact option 2 would have upon** themselves or their family if it was to go ahead. The following main themes emerged.

Number	Theme	Detail	Number of comments
9	Impact on service user	Impact on emotional and well-being. Socialising at centres is important and	52
10	Positive Impact – dependant on factors	enjoyment of attending. Provision of transport, same level of activities, no extra cost to users.	6
11	Impact on relatives	Extra care responsibilities, loss of respite, safety concerns.	28
12	No impact	No present impact but potential for future if access to service required.	12
13	More information needed	Not enough detail in proposals, further questions raised. Location / assessment process and cost all areas of concern.	9

14	Staff	Impact on jobs, family life and service provided to clients.	7
15	Other		4

Impact on service user (n=52)

5.14 There were a number of comments made that indicated that the potential impact on the service user would be detrimental to their health and well-being. Socialisation was a factor in this section with many stating that without access to the day centres they would be lonely and currently enjoy their time spent at the centre.

"Two visits a week to a Day Centre have been a great help in encouraging my reluctant relative to integrate with others and has given me respite."

"We as a family are all working so my Mum only sees her carers through the day apart from her visits to the day centre where she meets up with friends she's made so this would make a big difference to how my mum keeps her life as enjoyable as possible".

"Without getting out to the day centre I would see no one, and my husband (carer) would have no time to himself".

"I visit Tonyrefail day centre on a Monday, Wednesday and Friday weekly. The benefits of these visits are uncalculatable to myself and my family. I have a very small family, am widowed and at 88 have survived all of my friends. Without visiting the day centre my fear is that I will become socially isolated which will of course have a detrimental effect on my health."

Impact on relatives (n=28)

5.15 Alongside comments detailing the potential impacts to current service users, there were a number of comments indicating that there would also be a negative impact to their relatives. The respite that is afforded to relatives whilst family members attend the day centre was evidently an important factor and comments indicated that this was a vital service in ensuring they were able to continue with their caring responsibilities at home.

"My Wife would lose 2 days a week at the Day Centre. I am also infirm and would lose 2 days respite as I am my Wife's carer."

"At the moment a day at the day care centre enables me to have some independence and for my husband (carer) to have some time on his own. I feat that the recommended proposal would not allow this".

"Some main carers are able to sleep whilst their loved one is at day centre, to enable them to care for them through the night. Withdrawing some higher level need day centres will result in an influx of social admissions due to carer crisis."

No Impact (n=12)

5.16 A number of comments indicated that the proposals would have minimal or no impact upon them. These comments were usually supported by the fact that they have had no cause to access the service at present but stated there may be impact in the future. However, further details about the nature of the impact were not provided.

"This idea does not affect my family."

"Not at present but it may help me in a few years' time (hopefully not)".

"Dependant where these centres will be. At the moment my family have no need of this service."

"At present no impact but family members are getting older and it may have an affect in the future".

More information needed (n=9)

5.17 Some respondents felt that the proposals did not provide enough information to be able to make a judgement on the options. There were further questions raised regarding the assessment process, costs, location and facilities that would be able to be accessed.

"I do not know without further detailed information however my mother enjoys and looks forward to her day centre visits because this is how she continues contact with like-minded friends".

"We don't know where the new facilities would be. Change is always an issue with dementia."

"What would the fate of the present attendees who are assessed as unworthy of a place under the new arrangements? I do hope they will not just be 'abandoned'."

"I cannot tell from the proposals whether or not a similar service would be offered."

"The new day centre, would it provide hot meals, shower facilities with help, exercise if able, books and activities?"

Impact to Staff (n=7)

5.18 There were also concerns from staff members and current service users regarding the possible impact and changes would have on staff. Current staff members stated the uncertainty over job security was a worrying time alongside the financial implications this would have on their lives. However, their concerns were equally for the level of care and the impact on the service users themselves. There was praise from current service users for the high level of care provided currently by staff.

"The impact would be not only on myself but on the wonderful staff that we have, welsh crafts and other people who come to sell items which we need, also chiropodist."

"If day centres were to close I would possibly lose my job or be redeployed. I'm more concerned about the impact on the well-being of the individuals who attend."

"Very stressful, anxious not knowing if my job is safe or if my current role will change and how. Would I have to retrain or reapply for my post. Very upsetting for both".

"Losing my job would have a devastating effect on me and my family".

Positive Impact – Dependant on factors (n=6)

5.19 There were some comments made that stated the preferred option had the potential to have a positive impact however there were usually factors dependant on this. The provision of transport to a facility was an area of concern as well as there being activities offered. Any cost implications were also cited as a factor that would depend on whether the changes would have a positive impact or not.

"My mother who attends Tonyrefail day centre has been diagnosed with the onset of dementia and is also physically unable to walk unaided, therefore I feel that she and others like her would benefit greatly from any improvements in the service suggested in option 2."

"As long as transport is provided it should increase standards. Transport is key, I have several friends who cannot get to the village, library, community halls, church because they can't afford taxis. Very few organisations (I haven't found any) supply drivers for a reduced fee. Having a facility which would provide drivers to run the elderly where they needed to go and pick them up later, at a reduced price is essential for elderly independence."

"Hopefully, if still eligible to attend, there would be increased variety of activities on offer. However, in the interim would support still be offered?"

"Hopefully it would improve my social life and health with these services available on the day I use the centre".

Option 1 - Alternative Options - Continue Existing Arrangements - Do Nothing

5.20 Respondents were asked if option 1 should have been the preferred option. 48.3% of people agreed and 36.4% disagreed with the proposal to do nothing.

Counts Break %	
Respondents	
Base	118
Q6 Do you think this	
should have been	
the preferred	
option?	
Yes	57
	48.3%
No	43
	36.4%
Don't Know	18
	15.3%

5.21 The table below shows that the general public are less likely to agree with the proposal to do nothing than the service users or their relatives. (although numbers are low).

Counts Analysis %		Q6 Do you think the preferred option?		een the	
Respondents	Total	Yes	No	Don't Know	
Base	118	57 48.3%	43 36.4%	18 15.3%	
Q1 Are you a:					
Day care user	30	21 70.0%	7 23.3%	2 6.7%	
Relative/Partner/Friend of a day care user	46	28 60.9%	8 17.4%	10 21.7%	
Advocate for a day care user	-	-	-	-	
Member of the general public	21	2 9.5%	14 66.7%	5 23.8%	
Staff member	10	2 20.0%	7 70.0%	1 10.0%	
Other (please state)	11	4 36.4%	7 63.6%	-	

5.22 The comments on option 1 (do Nothing) can be summarised under a number of key themes.

Number	Theme	Detail	Number of comments
16	Agree – No need to change	Service is meeting needs currently and provides good care- why change.	35
17	Disagree- Change needed but not to close centres	Service requires some change to modernise but closing is not the answer. Should refurbish/modernise current services and buildings	22
18	Disagree – Change is needed	There needs to be change to current service	10
19	Need more information	Questions raised for further detail to make decision	6
20	Other		15

Agree- No need to change (n=35)

5.23 A theme that emerged in this section was that the service is currently meeting the needs of its users and therefore no change is required. The comments indicated that service users and their relatives are happy with the level of care provided and there were concerns that the same level could not be matched if the preferred option were introduced.

"If it works leave it alone, which it does."

"My mother and all the elderly people that go to Tonyrefail Centre enjoy it there and don't want change. Don't you think you've taken enough off the elderly already? This is the only socialising and entertainment my mother gets. Shame on you. We are paying more council tax and getting less for it".

"Too many services have been removed, libraries, paddling pools etc. with no substitution. I fear that your preferred option will result in a similar fashion".

"This is what works for us at the moment. It's working so why change it? He feels safe there. To change to somewhere else would confuse him. He enjoys the company and staff are brilliant. I have known some most of their lives, grew up around them and know the person they are which means a lot. If he is happy I can be happy".

Disagree – Change needed (without closing day centres) (n=22)

5.24 There were comments made that supported the notion of change within the day service structure but were opposed to the closure of day centres potentially affecting the service provided. There were suggestions made to modernise the current day centres and amend opening hours to accommodate the needs of service users and their families."

"I appreciate that to do nothing would further strain the council services, but surely the closure of the day centres is a backward step and introducing local 'hubs' would take us back to the old day centres in the local town which closed many years ago. Ask yourself does this make fiscal and wellbeing of older people's sense. I think not.

"I recognise that changes have to be made but I question the need to close all 5 of the day centres."

"I think you should focus on the day centres first by extending the hours from earlier in the morning until late evening, that way it will help the individuals and their families to live an easier life."

Disagree- Change needed (agree with proposals) n=10

5.25 There were a number of people whose comments in this section evidenced their support of the preferred option. The idea to 'do nothing' was acknowledged as not viable and these comments agreed that a change would be needed to enable the service to better meet the needs of individuals in the future.

"The current model is not financially viable and leaves centres open and not used to the full potential."

"The need is declining and another model and expectations required."

"There will always be an 'optimum' cost for the amount of expense versus quality of care but to do nothing I feel would be to opt out of the responsibility of doing the best for our community and the people who need us."

Need more information (n=6)

There were some comments made that stated that they would require more information. Questions were raised regarding the future delivery of the service and what this would mean day to day for current service users.

"The council have indicated that status quo is not sustainable, but in my opinion not enough information is available to make a choice on the

way forward. It is not clear how closing the day centres would affect individuals day to day."

"The document gives little indication to the kind of provision I would receive or the timescale of the proposed decommissioning of the day centre. I don't really understand what I would be saying 'yes' to".

"There obviously has to be an improvement plan in the current economic situation. The costs have been suggested as £50M. There must be some practical plans in place to have made this assessment. Are we then able to view any hard plans showing the hub location and the staffing programme to facilitate these?"

5.26 Respondents were given the opportunity to provide **any other** comments or provide alternative proposals or suggestions.

Number		Theme	Detail	Number of
C				comments
u	21	Current service	Service needs to	21
		needs to be	change (hours/days)	
r		modernised	but don't want to lose	
r			day centres / activities /	
е			food or transport.	
n	22	Agree with	Proposed option would	3
t		proposal	benefit service users	
	23	Disagree with	Preferred option would	16
		proposal	not be good for service	
S			users. The service is	
е			providing good care	
r			and meeting needs -	
V			no change needed	
i	24	More information	Questions raised	10
С		needed	requiring further	
6			information	
	25	Staff	Impact on staff, level of	5
			care provided by staff is	
n			good don't want to lose	
е	26	Other		10
_				<u>,</u>

е

Needs to be modernised (n=21)

5.27 In this section the most common theme that emerged was comments agreeing that there needed to be some change to the current service delivery model. These comments also made suggestions for the type of change they would be happy to see. These included changes to the opening hours, opening the service up to be more accessible to people and changes to the restrictions on services provided by staff (e.g. administration of medication).

"I would like to see flexible day service provision. Evenings. Weekends. Direct payment being used for the families to arrange their own respite care".

"Use the day centres more by stopping the cut backs on users attendance".

"Alternative proposal has been put forward to open longer, accommodate more individuals and utilize the centres better. We should also be allowed to administer medication as this stops individuals attending".

"It appears to me that the day centres are not being used 100% as it is sometimes a difficult task to access the service.....Make them easier to be accessible and I am positive that you would get full attendance and capacity most days. People are prepared to pay for services if you make them easier to access."

Disagree with proposal (n=16)

5.28 In this section, there were comments disagreeing with the proposals preferred option. These comments largely centered on the negative impact that closing day centres would have on current service users and their relatives. Some comments also stated that the preferred options proposals would not fully meet their needs in the future.

"Both my and my husband's health is deteriorating and it is vital the existing support continues – any diminishing of the service would cause great problems in us both."

"Please reconsider and keep the day centres open. They are a lifeline to so many people."

"Using your preferred option would have a negative impact on a group of very vulnerable people. 'Bottom line' should not be allowed to taking care of older and less advantaged persons."

"I believe that having a place for members of our community who are amongst our most vulnerable is essential. In my opinion a viable alternative has not been provided."

More information needed (n=10)

5.29 Some people felt that the proposals did not clearly outline the exact details of what the future service could offer them and there were concerns regarding the same levels of care and activities provided. Some comments stated that without this information a balanced judgement could not be made on the proposals.

"I would urge you to consider the effect closing the day centres will have on people like myself who depend on them so heavily. Your proposal is unclear, deliberately so I feel, and quite frankly has caused me some level of anxiety of the thought of day centres closing without a definitive accessible alternative".

"I would need to know what sort of activities you would provide if option 2 goes ahead."

"My main comment is that there needs to be clear explanation of what complex needs are and what are non-complex needs to give public clear demarcation and difference in services offered, so that there is less risk for confusion and differences in opinion."

Impact to Staff / Staffing levels (n=5)

"Some comments in this section also concerned the staffing at day centres. They highlighted their praise for the staff and showed concern for the future job security if day centres were to close. Suggestions were also made for improvements to the service by allowing for more activities to take place with increased staffing levels."

"What would happen to Day Centre staff? Is this the way to treat good staff?"

"I would like there to be more staff working at the centre so they have more time and not be so busy. They are lovely to me but they are rushed with so many people to see to. We used to go for days out but not for a long time now. I enjoyed the outings but I can't stand for a long time and we need enough staff to go out."

Equalities Impact

5.30 Under the Equality Act 2010 and the Public Sector Equality Duties, the Council has a legal duty to look at how its decisions impact on people

because they may have particular characteristics. The full set of results will be used to inform the Equality impact Assessment.

Respondents reported the following impacts;

Age – Service User

"Age and disability, my husband is now 79 and is unable to get about too well, his head tells him he can but his legs tell him a different story."

"age- too old to travel too far. Health- unable to travel too far and confused by change."

"Age. Should my relative need to move away from a secure environment to obtain day care then my travel plans and arrangements may become more onerous."

"Age: I find change difficult. I have long term friendships with both fellow users and staff. They are familiar, the building is familiar (I was brought up in Blaenllechau). All this makes me feel safe."

"My Mother is 91 years old and has memory problems, which impacts upon her daily living. She can become withdrawn and day care twice a week helps her to socialise."

Age - Staff

"At my age I think I would find it hard to compete with younger individuals for care work in an outside industry."

"At my age I would find it difficult to find another job"

"These proposals affect me because of my age and gender, as a woman of working age, I wish to continue with my career. Depletion of day services restricts my working life and devalues my main role as a carer by denying me respite care."

Disability

"I feel that the preferred proposal discriminates against me because of My Disability"

"Big impact because of my disability. I would like to have as normal a life as possible and the day centre enables this to be possible."

"Disability - change in location/journey may lead to more confusion than Currently"

"Disability- my husband has limited mobility and this causes strain on our relationship and daily living. The day care centre help provide respite and support we both need."

"I am housebound and my health is deteriorating. I find it increasingly difficult to care for my husband - the two days a week he currently attends Day Care to assist with his dementia problems give me great relief. I would find it almost impossible to care for my husband seven days a week."

"I am the main carer for my disabled son and he has built up relationships with people that would be broken if this centre was closed and he would have to go to a larger day service where his day time activities may not be as many varied or individualised".

Mental Health

"Due to my age, disability and consequent infirmity I am apprehensive about how this proposal will affect my social wellbeing and health both mental and physical."

Religion/Belief

"For my religious beliefs to continue to be accepted and appreciated by speaking at Easter and Christmas and giving grace."

5.31 Under the Welsh Language measure 2011 and the Welsh Language Standards, the Council has a duty to look at how its decisions impact the Welsh language. The analysis of this question was combined with the results of the Residential questionnaires and can be found at the end of section 4.

Other Responses - Day Care

5.32 A number of written responses were received in addition to the questionnaire responses and discussions at the various meetings. A summary of the responses is shown in the table below. The full responses have been shared with Cabinet Members and Senior Managers to inform decision making.

Organisations	Summary
Or gamounone	Cammary
GMB and Unite Trade Unions	We and are members agree there needs to be changes to secure this service. There is a document supporting this (see below response).
	The building that we use will need some investment, but they are not in dire straits and are very workable.
	The opening and operational hours should be looked at, longer in the day to allow families flexibility with working.
	The plans for the Pontypridd Extra care Facility are not adequate in terms of size and functionality.
	Both unions believe that the service should be looked at, but separately from the Extra Care facilities
GMB Rep in Tonyrefail Day Centre	The full report outlines proposed changes to the service model for day care services for the elderly, making services more people centred and meeting the needs and expectations for carers, families and individuals who access the service.
	Conclusion; In Discussions with individuals accessing the service it was identified that day care was falling short of meeting the needs of individuals whose families had home and work life commitments. The plan calls for the extended hours of day services to include evenings and weekends to better meet the needs of individuals. The plan calls for better holistic partnership working to facilitate the change and empower individuals through involvement leading to wellbeing (McLeod, 2018). Gathering Evidence and collating information will ensure that the new model is fit for purpose and satisfies the needs of the individuals, families and carers who access it.
	 Criteria. Complex need that cannot be met in the community will be such as; Onset dementia, Alzheimer's at too early a stage to warrant an EMI setting but warrants the need of an assessed needs centre. Individuals needing personal care assistance,

- hoisting, assisted bathing or specialist equipment.
- Unmet needs out in the community.
- Parkinson's, stroke where individuals may need more than one carer to meet their needs.
- Mental health issues i.e. Anxiety, Schizophrenia, depression and social isolation.

Individuals will be assessed by assessor care managers, social workers or health professionals and referred to day services when needs cannot be met in the community and a specialist building along with specialist equipment is required to meet the needs of individuals and promote wellbeing.

Recommendations;

- Reducing the day centre buildings from five down to two, one to cover the Rhondda and Taf Ely areas and one to cover the Cynon Valley Taf Ely areas, the Tonyrefail building is already large enough to accommodate this change.
- Better communication between partner services for more efficient cross collaboration (Learning to Collaborate: Lessons in Effective Partnership Working in Health and Social Care) Will identify the individuals who will benefit from access to fully trained staff teams and specialist buildings.
- More streamlined and efficient work rotas to ensure service needs are met to a higher standard
- Better utilization of resources already at the service's disposal
- More person centred planning of risk assessments and care plans to ensure they are an even better fit for purpose
- Better Training and development for staff
- More flexibility in the service for the needs of individuals to better take into account outside influences such as home life commitments.

Cwm Taf Morgannwg University Health Board

Cwm Taf Morgannwg UHB welcomes the proposal to modernise residential care and day care services for older people in Rhondda Cynon Taff, within the context of our shared partnership aspirations.

We acknowledge that traditional day care services have dwindled in popularity as older people have become more active and are engaging in alternative activities and settings. The current model and some of the physical environments are no longer conducive to the needs of all our older people. We would therefore agree that option 1 – continue existing arrangements – is no longer viable.

We would therefore support the preferred option 2. Our reasons for supporting this option and our provisos are as follows:

- We agree that investment in Community Hubs and universal services would better reflect the choices many of our older people are already making and support inclusion within local communities. It is important that such facilities are flexible to accommodate a continuum of needs, and are accessible for those with disabilities, dementia and their carers.
- We agree with the proposal that with the above universal/community offerings in place, the local authority should focus its day care services on specialist services for people with complex needs including dementia.
- For the people currently accessing day services it is essential that the transition to the new service model is as seamless as possible minimising any negative impact and continues to meet their individual needs.
- Carers often rely on day care services for respite and therefore carer engagement must be central to the development of the new service model. Innovative and flexible ideas for respite provision should be considered that meet the needs of the carer as well as the person cared for, in line with the Older People's Commissioner for Wales report "Rethinking Respite".
- It would be helpful to know what current users of day care services and their carers would like a new service model to look like, as well as the views of people who have opted not to engage with current services, to ensure that the new service model is developed co-productively.
- To maximise the effectiveness of the various levels of day services, opportunities to integrate the input of health, third sector services and other agencies should also be considered.
- Whilst the focus of these services is for older people, opportunities for intergenerational activities should also be maximised.

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Age Connects Morgannwg

The charity accepts that the option of doing nothing is not a realistic option in the changing world as older people look to greater independence and integration into the wider community up to an older age, and as needs change with the increase in demands for dementia services for example. We agree with the overall key principles that underpin this strategy. However, questions remain about how this strategy will be implemented and how it will affect service users and future/potential service users.

- While the general direction of provision for day care, again following the key principles of the strategy is to be welcomed, the Board of Age Connects is concerned to ensure that the availability of community services is both sustainable and adequately supported.
- The consultation document makes numerous reference to and places a great deal of emphasis on the need to 'signpost' potential service users to other forms of care and support. Assumptions cannot be made about the community's ability to take on these additional roles and responsibilities – especially on a long term basis. Unpaid carers are already under significant pressure and investment in/funding of third sector organisations is either insufficient or has been withdrawn.
- There is no clarity in documents seen to date regarding eligibility criteria.
- Community Hubs may be appropriate for a range of people including service users with a dementia, especially where there is a facility such as a dementia-friendly café. However the Board is anxious to be clear what support would be provided for any service user referred to its facility e.g. at Cynon Linc.
- The Board is aware that the health service in this area is also currently reviewing its day care provision and would ask if this work is being undertaken separately from – or in conjunction with – this local authority strategy.
- The Welsh Assembly Government is keen to promote Joint Commissioning of services.
- Offering a wider variety and choice of options to enable people to remain living in their communities is to be welcomed but this, in the experience of Age Connects Morgannwg, requires proper and adequate investment.

	Preventative services can become the poor
	relation when resources are squeezed.
Save Care Homes And Centres (SCHAC) - RCT	Other than the closure of day centres based in residential care homes it is not at all clear what is being proposed, thus making a response difficult. First, it appears that all current users of day centres will have their care needs reassessed and this could mean people being excluded from their current provision.
	Second, again (7.7 and 7.8) the term 'complex needs' is being used without reference to any clear definition. In these two paragraphs it is proposed that RCT withdraws day care for those not having these needs. It is then not at all clear what happens to people who are assessed to have day care needs but not complex needs.
	Third, (7.9) talks in generalities about a 'flexible service' enabling a person to move between a community hub or universal service as required without being clear about what any of these terms mean. The proposal then goes on in similar abstract terms to describe the benefits and aims of a service model that it is difficult to envisage in the first place. Franz Kafka couldn't have done a better job.
	We propose that RCT think through again what they are proposing in relation to day centres, provide details of organisational structures, aims, strategies and a detailed operational plan then issue a new statement and start the consultations again.
	Note: See also response to Residential Care element
RCT OPAG (Older Persons Advisory Group)	OPAG members realise there is some need for change but would strongly oppose any decision to have no local authority care homes in RCT. Members feel they would have better service from a local authority run home rather than one which is privately funded.
	Similarly, with Day Care Centres, we would not wish

	to see all these centres close to the detriment of the service users.
Future Generations Commissioner for Wales	It is important that well-being objectives (of both public bodies and public service boards), the well-being assessments and plans, the statutory goals and the sustainable development principle (including the 5 ways of working) are considered throughout the process.
Individual	Main themes
Staff letter – Trecynon Day Centre	Support for Trecynon Day Centre, accessible location and ample parking on site, as well as various equipment.
	Suggestion to increase opening times and arrange programmed activity sessions.
Staff letter – Riverside Day Centre	Day centres good opportunity for people with complex needs. There are some people who use day centres who could attend other places in the community with some support, such as the Hubs.
	Keep some Day Centres open for complex needs. Don't agree with the staff from Tonyrefail centre (see response above). I don't think any centre is more appropriate than any other.



REPORT TO EXECUTIVE TEAM (OR EQUIVALENT) OF:
COMMUNITY CARE, RHONDDA CYNON TAF COUNTY BOROUGH
COUNCIL, ELDERLY DAY SERVICES.
FROM: DALE VYE
REPORT ON: CHANGES TO OPENING TIMES OF DAY CENTERS.
Dale Vye

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1. Introduction

This report will outline proposed changes to the service model of Day Services for the elderly, making service more people centred and meeting the needs and expectations of carers, families and individuals who access the service. The driver for this report is the Social Services and Wellbeing Act (Wales) 2014.

In discussion with some individuals accessing the service they identified that current opening hours do not meet their needs and this has influenced the report. A more flexible approach is needed to take into account home and work life commitments of individual's families and carers.

Changes allow person centred planning around individuals in order to provide an improved service, promoting social interaction, inclusion and participation. (Preventing loneliness and social isolation among older people).

The report will identify how staff and management can work together to support these changes. This will include staff training, changing work patterns and practices in order to facilitate this. (Bowers, 2011).

Implementing change will allow staff teams, buildings and equipment which are our greatest assets to be utilised to their full potential. Allowing better access to more individuals through partnership working, making services more cost effective and flexible.

Making changes can better meet the needs of individuals, carer's and families in line with legislation and will with partnership working allow RCT support at home services or ILF providers utilize the equipment at centre's . (The Regulated Services (Service Providers and Responsible Individuals) (Wales) Amendment Regulations 2019

1.1 Background: the motivation to change practice

The motivator for change is driven by the Modernisation of Residential Care and day care for older people report to cabinet 21st November 2018. This report is influenced by the social services and wellbeing Act (Wales) 2014 identifying the need to change.

Day services need to modernise in order to better meet the needs of individuals accessing the service, keep up to date and fit for purpose.

At present day services have a limited time of opening (10 am - 3:30pm) Monday to Friday and this limits the support it can provide. On discussion with Individuals living at home with families or carers who work shift patterns it identified the need for a more flexible service over seven days a week that is centred on the individual's home lives.

The proposed changes promote the rights and decisions of individuals (Code of Professional Practice section 1). Allow plans to be person centred on individuals and better assist families and carers who have home and work life commitments. (Dementia, social services and the NHS.)

Implementing these changes will allow day services to better utilise staff teams, buildings and resources. Modernising and taking a more flexible approach to service delivery will enable the service to "Work in collaboration with colleagues as part of a team to ensure the delivery of high quality care to service users and their families." (Code of Conduct for Healthcare support workers in Wales).

The framework day service need to follow to implement the change is (The Regulated Services (Service Providers and Responsible Individuals) (Wales) Amendment Regulations 2019 3.). There are five key principles of the amendment.

Res	ponsiveness	to the	reforms	introduced	by the	social	services	and

wellbeing Act (Wales) 2014.
□ ensuring citizens are at the heart of care and support
□ developing a coherent and consistent Welsh approach
□ tackling provider failure
☐ Responsiveness to new models of service and any emerging concerns over
the quality of care and support services.

Benefits to the individuals

- Day Centre times that better meet the needs of individuals, families and carers.
- reduced cost in homecare packages
- Allow families and carers who work full time a weekend respite break
- Access to fully equipped bathing facilities that may not be available at home reducing cost to social services in having to adapt homes in order to supply these facilities.
- Reducing stress ay home and avoiding respite over weekends because of the work commitments of carer's working shift patterns.
- Access to fully equipped buildings with bathing, hoisting facilities and changing beds to be utilized by partner agencies in case of breakdown in individual's homes or issues encountered out in the community.

1.2 Application of Lewin's (1951) model of change: summary of the change to practice

Applying Lewin's model of change (1951) to the need to introduce a clear record keeping system in relation to the review of personal plans

1. Unfreezing (to become motivated to change)

Failure to review personal plans regularly

2. Changing (what needs to be changed)

Review personal plans on a regular basis

3. Refreezing (to make the change permanent)

The review of personal plans at least every three months is integral to our organiation's practice



1. Unfreezing (to become motivated to change)

Implementing change and changing the mind-set of staff is imperative to meeting individual's personal goals and providing them with a unique person centred service.

Staff will need to be made aware of how the changes will benefit both the

individual and staff to assist in providing a safe modern up to date service.

- At this stage good staff communication is essential (The social care Manager 24). Management will need to conduct regular team meetings, supervisions and appraisals.
- Individuals, carers, families and other professionals will need to be involved enabling us to move on to the next stage.

2. Changing (what needs to be changed)

Review personal plans on a regular basis

- Staff working patterns including hours will need to be altered to better meet the needs of individuals.
- Staff will have to be supported throughout to reinforce the benefit of change and to show the benefit to individuals, cares and families.
- Other professionals involved in the planning of the individuals care
 packages need to be kept up to date with the changes so that support at
 home and transport can be changed to suit the individual's needs.
- Staff will need to update and amend care plans with individuals to include any changes.
- Transport plans and risk assessments will need to be set up to support the change.

3. Refreezing (to make the change permanent)

- Regular reviews with individuals including advocates or other professionals to ensure the new model of service meets their needs.
- Staff supervision, team meetings and appraisal to identify any issues they are encountering with the changes. (Stoltenberg & Delworth 1987)
- Timescales will be drawn up and both management and staff will work together towards addressing issues related to the change.
- Reinforcing to all involved the benefits of the change, acting on any feedback and working together in a partnership to ensure that the change is permanent.

2. Evidence – enriched practice

Developing Evidence Enriched Practice (DEEP) will allow day service to Bring together a wide range of professionals and evidence, enabling us to promote meaningful relationships between care providers and individuals accessing services. Evidence enriched practice promotes a better understanding of individuals, their needs and values (Blood Imogen, 2013).

The Joseph Rowntree Foundation carried out research to look at how evidence can enrich practice. The evidence from the "A Better Life" programme was encapsulated in seven challenges.

To:

- develop more positive images about old age no 'them and us';
- see the person behind the label or diagnosis;
- ensure that all support is founded in and reflects meaningful and rewarding relationships;
- focus on the strengths of older people and create opportunities for them to give as well as receive;
- treat older people as equal citizens, with rights and responsibilities;
- listen and respond to what older people say;
- develop innovative ways of supporting older people, and improve existing services which can

Include addressing ordinary things that mean a lot.

Having an understanding of DEEP facilitates a partnership when drawing up care packages as it collates all available information and allows care plans to be holistically centred on the individual, taking into account the biological, social

and psychological factors that lead to wellbeing (Engel, 1977).

Evidence enriched practice can allow service providers to take a human rights approach to providing services to individuals and this includes the right to a family life (Human Rights Act 1998 article 8).

Correct use of DEEP can help avoid a one size fits all management style. (addas.org). Gathering evidence and partnership working are advised when designing care plans together with individuals. Taking this approach when setting up services ensures plans are drafted in a person centred way.

Reviewing service with Mrs. P it was identified that there were issues regarding her having to get up early in the morning, as she stated "I am not a morning person" and when she returned home from centre as her daughter worked afternoon shifts and was still at work.

Mrs. P and her grandchildren argued about Television programmes. Mrs. P stated her son in law was struggling to cope and she wishes she could watch her programmes at centre and go home later when her daughter was home as this would empower her to take the pressure off her son in law, lead to harmony at home and wellbeing for Mrs. P.

Unfortunately with the structure in place at the moment we could not accommodate the times that were needed. This resulted in the family being in crisis and Mrs. P going into a residential home.

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3. Implementation: key issues to be considered

Key issue 1 – anticipated implication of the change to practice for an individual or individuals accessing and using the organisation's services

An anticipated implication to the change is improved wellbeing (Measuring wellbeing). Individuals should observe greater power and choice over the way day care is delivered, which should promote social interaction and reduce the risk of social isolation leading to wellbeing (Loneliness in older people – NHS).

Individuals who access day centre can be fully involved in the planning of the way their service is put together from onset. When the referral is made the individual will be contacted to discuss service allowing them to express their wants and needs or choose to involve other professionals or advocates to speak on their behalf (Older People's Access to Independent Advocacy in Wales).

Day services will work with individuals to put together a plan that will make the way that the team provides support unique. Individuals will have the freedom to choose which days they attend and the hours that suit their needs enabling them to support family or carers with work commitments.

Individuals care needs do not stop because it is the evening or weekend and day service need to change the way it is provided to take this into account.

Allowing individuals to choose when and how their service is delivered (Know your rights, older people's commissioner for Wales).

Key issue 2 – any identified challenges to the change to practice (e.g. resources, time, resistance or conflict)

Staff may be a challenge in the change and it will be vital that managers work closely with the team to promote desire and drive for the change. Managers should encourage staff members to have input into how the new model of service should be delivered and treat them as valued partners when working out how shift patterns will be drawn up and service delivery is carried out. (Power point presentation Theoretical approaches on humility and leadership).

Managers may need to involve human resources and trade unions in discussions in order to provide information of what needs to change and why it needs to change. Following policies and procedures will be vital to avoiding conflict during this stage of the change (RCT Managing Change Policy).

Recourses may be another challenge as day services will be open longer hours and accessed by more individuals with different needs we may need extra aids or equipment. The service will need to work in partnership with other professionals to ensure that the resources and equipment are available to facilitate the changes.

Transportation may be a barrier and Managers will need to involve social workers, care managers and RCT community care transport division when planning routes times and delivery of transport to and from centre.

Key issue 3 – Need to undertake a risk assessment

The changes identified in the report will need to be risk assessed in order for the safety of both individuals accessing service and staff. Safety will need to be at the forefront of any changes and managers will have to be vigilant in drafting and monitoring new risk assessments to ensure they are fit for purpose.

Partner staff using day centre equipment will carry out the same checks as day centre staff and plans will need to be put in place to ensure this is adhered to. Risk assessments and safe systems of work will need to put in place to ensure the maintenance of the safety of both individuals and staff. Plans can be generic be to individual tasks, these plans will apply to outside providers as well as day centre staff. (Risk assessment – HSE).

Managers need to ensure appropriate plans are put in place to minimise risks. All risk assessments should be signed by appropriate staff and stored away safely. Although the dynamics of the centres will not change managers need extra vigilant in ensuring the parameter lighting is checked on a regular basis and so individuals can be evacuated safely in the event of a fire.

4. Conclusion

In Discussions with individuals accessing the service it was identified that day care was falling short of meeting the needs of individuals whose families had home and work life commitments.

The plan calls for the extended hours of day services to include evenings and weekends to better meet the needs of individuals. The plan calls for better holistic partnership working to facilitate the change and empower individuals through involvement leading to wellbeing (McLeod, 2018).

Gathering Evidence and collating information will ensure that the new model is fit for purpose and satisfies the needs of the individuals, families and carers who access it.

Criteria.

Complex need that cannot be met in the community will be such as

- Onset dementia, Alzheimer's at too early a stage to warrant an EMI setting but warrants the need of an assessed needs centre.
- Individuals needing personal care assistance, hoisting, assisted bathing or specialist equipment.
- Unmet needs out in the community.
- Parkinson's, stroke where individuals may need more than one carer to meet their needs.
- Mental health issues i.e. Anxiety, Schizophrenia, depression and social isolation.

Individuals will be assessed by assessor care managers, social workers or health professionals and referred to day services when needs cannot be met in the community and a specialist building along with specialist equipment is required to meet the needs of individuals and promote wellbeing.

5. Recommendation or recommendations

Based on this report, some recommendations to improve based on the subjects discussed include:

- Reducing the day centre buildings from five down to two, one to cover the Rhondda and Taf Ely areas and one to cover the Cynon Valley Taf Ely areas, the Tonyrefail building is already large enough to accommodate this change.
- Better communication between partner services for more efficient cross collaboration (Learning to Collaborate: Lessons in Effective Partnership Working in Health and Social Care) Will identify the individuals who will benefit from access to fully trained staff teams and specialist buildings.
- More streamlined and efficient work rotas to ensure service needs are met to a higher standard
- Better utilization of resources already at the service's disposal
- More person centred planning of risk assessments and care plans to ensure they are an even better fit for purpose
- Better Training and development for staff
- More flexibility in the service for the needs of individuals to better take into account outside influences such as home life commitments.

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APPENDIX 2

<u>EQUALITY IMPACT ASSESSMENT - MODERNISATION OF RESIDENTIAL</u> AND DAY CARE SERVICES

1. INTRODUCTION

The Equality Act 2010 places a General Duty on public bodies, which includes a statutory requirement to undertake Equality Impact Assessments (EIAs). Under the Public Sector Equality Duty (PSED), in carrying out their public functions public bodies are required to give due regard (i.e. give appropriate weight) to the need to:

- Eliminate unlawful discrimination harassment and victimisation:
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not;
- Foster good relations between people who share a relevant protected characteristic and those who do not.

In proposing changes to community services, Local Authorities should have particular regard to Principle 18 of the United Nations Principles for Older Persons, (part of the LA duties under the Social Services and Well-being (Wales) Act 2014) which states that older people should be treated fairly regardless of age, gender, racial or ethnic background, disability or other status, and be valued independently of their economic contribution to society.

This full EIA addresses the requirement under the Equality Act 2010 to publish an assessment of impact in order to be transparent and accountable i.e. the Council's consideration of the effects that their decisions, policies or services have on people on the basis of the defined 'protected characteristics'. Whilst deprivation does not constitute a 'protected characteristic' it is relevant because people from protected groups are more likely to experience it and because there are such high levels of deprivation in our local communities, which are among the most deprived in Wales.

The need for the collection of evidence to support decisions and for engagement mean that the most effective and efficient impact assessment is conducted as an integral part of policy development and service re-design, with the assessment being commenced at the outset. These will help to eliminate discrimination, tackle inequality, develop a better understanding of the community, and target resources effectively. The Duty to undertake EIAs is in the context of these Council proposals, there in particular to support older people who may face 'double' or 'multiple' discrimination on the grounds of age and for example disability or sexual orientation or ethnicity.



2. THE CONTEXT - RESIDENTIAL AND DAY CARE MODERNISATION

The expectations of legislation, regulators, society and most importantly service users themselves, as to what is demanded from residential care and day care has changed over the last decade and will shift significantly further in the next few years to come. Accommodation has to meet higher standards and offer dignity and privacy including en-suite facilities that we all expect in our lives now. Also, the experience of life in a home or day services must be more shaped to improve our well-being and quality of life and our own preferred outcomes as well as engage us and offer more choice and control in decisions affecting us.

In determining its strategy and policies for Adult Social Services the Council has decided to review its residential and day services (including day centres) alongside its housing and care support to examine the options to best meet the needs and well-being of its older population now and in the future within its available and planned resources. The Council developed its Strategy to modernise accommodation options for older people and deliver extra care housing places in Rhondda Cynon Taf which was approved by Cabinet in November 2016 and gave a commitment to review and reshape the care market to:

- Increase the options available for people needing accommodation with care and support; and
- Deliver a viable alternative for people who are able to remain independent with support.

Alongside development of early invention and prevention and care and support services in local communities, the Cabinet agreed in September 2017, a £50m investment plan to develop, in total, 300 extra care beds across the Council's area to deliver modern accommodation options for older people. The Council are implementing these plans with an Extra Care facility opened in Llantrisant, 2 others being built in Aberaman and Pontypridd and plans progressing for 3 other facilities in strategic locations at Porth, Treorchy and Mountain Ash.

An independent review of residential and day care services for older people was commissioned in 2018 and undertaken by Practice Solutions Ltd, Abercynon, in order to determine future opportunities for service delivery in line with the Council's strategy for accommodation for older people and provision of extra care. The main findings of the review were to recommend the following preferred options:

 Phased decommissioning of all the Council's care homes as part of planned programme of transformation in line with the implementation of the Council's extra care development programme and Cwm Taf care home market position.



 Phased decommissioning of the Council's day services as part of a planned programme of transformation in line with the proposed new service model.

The rationale for these conclusions included the declining use of the Council's care homes with available unfilled places increasing and impacting on the cost efficiency of homes. Significantly, whilst the standard of care in Council run homes was regarded highly, there was an obvious deficit observed against the published benchmarks for the environment in care homes because of the outdated accommodation currently in use. The telling example of this is the lack of availability of en-suite facilities in nearly all rooms. In respect of Day Services, the evidence from the review strongly supported the findings of the draft Council Day Services Strategy which calls for: "a greater need for flexible, more inclusive provision and more efficient means of delivering services in the community for eligible service users and carers".

In the light of the independent review, the Council's Cabinet agreed at a meeting on 21 November 2018 that officers should:

- initiate a 12-week public, resident and staff consultation on the future service delivery model for the Council's Residential Care Homes and specifically on their proposed alternative preferred option that the Council retains a level of provision of Residential Care Homes which are focused on providing complex care and respite. The level of provision retained would be based on a determination of the market share and need required in each of the Rhondda, Cynon and Taf geographical areas;
- on commencement of the consultation process a policy to restrict admissions to the Council's internal Residential Care Homes, was introduced, other than in exceptional circumstances where an appropriate alternative placement that can meet the assessed need is not available. This is in order to minimise any potential impact on service users until such time as the Cabinet considers the results of the consultation exercise and any decision it may take in relation to the proposal;
- initiates a 12-week public and staff consultation on the options regarding the future of the Council's day service provisions for older people and specifically on the proposed preferred option, of a phased decommissioning of the Council's day services as part of a planned programme of transformation in line with a proposed new service model.

3. RESIDENTIAL CARE PROPOSALS

The Council's agreed policies are leading to service models for the delivery of care for older people which have an emphasis on supporting older people to remain at home longer. There will, however, remain a need for specialist residential and nursing care provision for those



individuals whose needs require this level of support, for example, people with dementia as part of the overall spectrum of support necessary to support the needs of our community.

Implementation of the Council's Strategy to modernise accommodation options for older people is expected to result in further reductions in care home admissions (currently the highest proportionately in Wales) as a key objective of the strategy is to replace residential services with extra care housing and deliver more effective services with better outcomes for residents.

However residential care homes dealing with more complex needs such as dementia occupy an important position in the spectrum of services commissioned and provided for older people by Rhondda Cynon Taf Adult Social Care. Residential care homes offer an important choice for people who are not able to stay living in their own homes due to their complex needs and will continue to play an important part in Rhondda Cynon Taf's modernisation of Adult Social Care Services.

Refocusing internal provision so that it focuses on complex care, and residential respite, would allow the Council to provide better services and care for its residents. It would also provide market certainty for the external market surrounding the commissioning of standard residential care but still be commissioned to provide complex care if they choose to access it in the external market.

By concentrating its resources on fewer discreet specialisms, the Council would ultimately provide a better service for residents in Rhondda Cynon Taf with complex needs because it would be in a position to upskill staff to better meet these needs and consequently provide a higher quality service. If the Council no longer focus on the delivery of standard residential care it would need fewer beds to deliver a service that focuses on residential reablement, respite and complex needs based on current demand and projected future growth in demand.

4. DAY CARE PROPOSALS

In respect of people with complex care needs there remains a need and demand for more comprehensive day care services in modernised Day Centres providing for example personal care, nutritional support, physiotherapy, cognitive therapy, stimulating activities etc. The new approach for Day Centres will need to ensure operational effectiveness and financial viability. The average number of people registered at the current 5 Core Day Centres has fallen significantly over the past 5 years from an average of 494 people per week (in 2011/12) to an average of approximately 180 (as at September 2018) - a fall of almost 60%.



The development of extra care housing schemes will also provide opportunities to create community hubs and provide facilities and services in flexible spaces in the community more suitable for the delivery of day services for older people than currently is the case in traditional day centre facilities. Such opportunities to create community hubs and reduce the need for traditional older people day centres are therefore being reviewed as part of the extra care development programme.

The new service model would enable the transformation of the service to provide enhanced day opportunities and to contribute to the development of a day service better able to meet the changing needs and aspirations of the older people of Rhondda Cynon Taf. In order to secure an appropriate range of both care and day opportunities, in line with differing preferences and needs, a continuum of provision is required. This would include care and support for the most vulnerable older people.

This proposal for day services for older people is to refocus internal provision on complex care and no longer deliver care for non-complex needs. Less capacity would, therefore, be needed by refocusing day centres on higher dependency complex/dementia care and increasing the offer of activities and community contribution through an expanded range of services and local area co-ordination. Again, shaping the service in this way supports the key principles of prevention and early intervention by ensuring those with lower needs can access Community Hubs and those with complex needs are supported by Day Centres to remain at home for longer as well as provide much needed respite for carers.

The proposed new service would allow Rhondda Cynon Taf Council to provide a specialist service for those with complex needs, ultimately providing better care for its residents because again it would be able to up skill our staff to concentrate on providing this specialist service in a way that it is currently more difficult to do because of the range of complex and non-complex needs. It is proposed the new model of service should have the following key elements as illustrated in the diagram below:





Flexible services which would enable a person to access a community hub and then move to universal services or vice versa should be enabled as part of the support planning process. However, in the development of the new service model, it has been recognised that planned development and investment in universal service provision and in Community Hubs and extra care housing would help to better reflect the patterns of actual choice people are now making and create capacity to change. Day Care for those with complex and specialist needs remain an important part of the service model but are delivered more effectively in a focussed and targeted manner. This has the same advantages as highlighted above for residential care i.e. better services, higher quality outcomes for services users, release of capacity for lower level preventative approaches.

5. <u>UNDERSTANDING THE DEMOGRAPHIC PROFILE</u>

Gender

Women are expected to live longer than men so may need more access to services if they become increasingly frail. Women are more dependent on public transport and the importance of providing locally based care services within community settings as far as possible is an important element of our service plans.

The profile of residents/day centre users shows a large majority are female which indicates the need to take account of differing needs of male residents in, for example, achieving a good quality of life.

In respect of staff, for residential care, there are 472 females and 40 males, whilst in Day Centres there are 32 females and 6 males.

Age

The age profile of our population is similar to Wales but with slightly higher proportions of children under 5 years old and in the 20-44-year age group and slightly higher proportions of people aged 60 and over.

Current projections in the Cwm Taf Population Assessment see a rise in the total resident population of Cwm Taf (80% of whom live in Rhondda Cynon Taf) to 298,600 by the year 2033. This is primarily due to an increase in the older population. By 2030, the number of people over 65 years will increase by 30.4% and people over 80 years by 71.3%. The number of residents aged 75 years and over is projected to rise from 23,300 (7.9% of total population) in 2013 to 37,100 (12.4% of total population) in 2033.

Overall, our population is living longer and the increase in elderly population is likely to result in an increase in the prevalence of chronic



conditions such as circulatory and respiratory diseases and cancers. The proportion of the population aged over 75 who live alone is higher in Rhondda Cynon Taf than other parts of Wales. All these factors will have implications for the number of people who may need care and support.

The Cwm Taf Population Needs Assessment says:

"The services we commission to support our older citizens and their carers are often already stretched. It has been estimated that if these services simply increase to keep pace with demographic change, this will result in a near doubling of care costs by 2026. We know that we have to adopt a new approach to use our resources as wisely as possible"

The age profile of the staff in our Residential Homes is nearly 60% over 50 years old and this raises issues for the stability and capacity of the work force in the medium term. It may also mean that some members of staff will want to take the opportunity of any service changes to take retirement. Our approach to work force planning and the close involvement of the Trade Union in engagement about these proposals will take these factors into account and ensure transparency and fairness.

Disability

The Cwm Taf Population Needs Assessment suggests that there are around 3,280 people in Rhondda Cynon Taf with a physical or sensory disability in the Region. However, it has been contended that this figure is substantially under-estimated because of the resistance to formal diagnosis and all that entails.

People who have a disability are twice as likely as people without a disability to have no access to a car (Office for Disability Issues 2009). Disabled people are also less confident in using public transport because of physical access issues but also because of staff attitudes (Framework for Action on Independent Living 2012). This is therefore an issue in respect of on-going and future transport arrangements at Day Centres and for location of care homes for visiting purposes where a proportion of relatives will also be disabled.

The numbers of people with sensory impairments will increase with age. Such people may have difficulty accessing services and participating in activities that promote their health and wellbeing or social inclusion as well as maintaining independent living in their own homes with support from Day Centres. It will also mean that increasing numbers who have complex care needs will have a sensory impairment

Physical and sensory disability is also highly prevalent amongst residents of care homes and users of Day Centres and it is therefore



an important factor to take into account in modernisation of these services, particularly in relation to access but also how care and support is provided on a day to day basis and the equipment provided. Regular training for staff and use of up to date equipment wherever possible ensures the needs of people with disabilities are met.

Health

In relation to Rhondda Cynon Taf. Public Health Wales say (2017):

"Rhondda Cynon Taff has a health profile that is largely worse than the Welsh average. The majority of small areas in Rhondda Cynon Taff are deprived compared with the average for Wales however, there are some pockets of relative non-deprivation. There is a growing older population that will impact on the demand for health services in the future."

"Rhondda Cynon Taff has a poor life expectancy for males and females, poor educational attainment and worse alcohol consumption and obesity levels compared with the Wales average. It also has a worse rate than Wales for premature death from heart disease."

The data from Public Health Wales shows that for Rhondda Cynon Taf female and male life expectancy, mental health, high body mass index, death from all causes, death from heart disease and cancer are all significantly worse than the Wales average. Analysis of this information would suggest that these adverse factors are likely to mean additional pressures on social services and an on-going need for provision to deal with complex care needs in old age both in day services and in accommodation with care.

Ethnicity

Cwm Taf has lower representation from ethnic groups other than white than Wales as a whole. However, in Rhondda Cynon Taf there are Polish, Portuguese and Czech people living in the local community and their access issues, along with those from an ethnic minority background, will need to be considered in terms of language issues and availability of transport to care settings. However small the number of care home residents and day centre users from an ethnic minority background, their language and cultural needs will need to be catered for.

In respect of Residential Care Homes, 2 members of staff have classified themselves as Asian and 1 as "other". In Day Centres, 2 members of staff have declared their ethnicity as "other". The recruitment of staff to these services will endeavour to increase the number of people who are not White in the Social Services Workforce with the aim to match at least the % of people from an ethnic minority in the local population.



Actions in our Strategic Equality Plan demonstrate the Council's commitment to encouraging a more diverse workforce.

Marriage and Civil Partnership

The number of people who are married or in a same-sex civil partnership living in Rhondda Cynon Taf is the same as for Wales as a whole.

For the majority of people, including older people, losing a long-term partner as a result of bereavement can be a life changing event that has a significant impact on their health and wellbeing and on potentially their care needs.

These factors need to be taken into account in delivering residential and day care services e.g. accommodating married couples together in care homes, visiting arrangements for people in care, emotional support, advocacy, complimentary care planning for couples receiving day care, respite, need for care on death of spouse.

Religion

There is a lower representation in every religious group in Cwm Taf than is seen in Wales as a whole. Higher than average proportions of the population stated that they had no religion.

However, it is important that services take cultural needs into account in providing a good quality of life for those in care homes or receiving day care support and that this is integrated into the operation of the care homes and day centres. People must have a choice in whether or how they observe their religious beliefs.

Sexuality and transgender

Research by Travis and Argosy (2011) on LGBT+ Older Adults in Long Term Care found the following good practice should be adopted in Care Homes:

- Assess overall readiness to care for LGBT+ in welcoming and safe environments that recognize LGBT history, culture, challenges, and strengths.
- Understand variations and nuances in the "coming out" processes for LGBT+ older adults.
- Honour LGBT+ partners and families of choice.
- Respect the diversity within the LGBT+ community.
- Know protections and legal rights for LGBT+ residents in long-term care facilities.



Some evidence suggests lesbian, gay and bisexual and transgender people, are perhaps more likely than other groups to face hostility and misunderstanding, and are more likely to experience poor mental health.

The Isolation to Integration report found that gay men and lesbians are at greater risk of becoming lonely and isolated as they age because they are more likely to live alone and have less contact with family. They are more likely to find it difficult to take the decision to go to a Day Centre or move into residential care and to maintain their identity and independence in the new setting.

It is also recognised that these groups find it particularly difficult in how they access services and their dignity and respect must be protected in receiving care in both care home and community settings.

Through good systems as well as training and awareness raising with staff the Council will ensure that these issues are handled sensitively and effectively and responses to these needs are automatically part of the way care and support is provided

Deprivation

Rhondda Cynon Taf has areas of significant deprivation and far too many people still experience poor health. The County includes socio-economically deprived areas, with concentrations of low levels of employment and educational attainment. These factors, along with other aspects of the physical environment, impact on the lifestyles of people living in the area. In 2010, over 40% of the populations of Rhondda and Cynon Valleys and Merthyr Tydfil lived in the most deprived areas of Wales.

Higher levels of deprivation are evident in every category compared with the rest of Wales and this has implications for access to transport and health generally. This is likely to have a knock-on effect in respect of the levels and trends of people with complex care needs who over time would need support from the Council through its modernised services. Whilst it is not possible to predict with any accuracy how that translates to numbers of people, it is probably fair to say that the levels of support required by people with complex care needs will not be reduced and may rise.

Unpaid Carers

The 2011 census shows that 12.5% or 29640 people in Rhondda Cynon Taf provide care to a family member, friend or neighbour. It is probable that the number of Carers 8 years on is even higher. Of those Carers that we know about, the Census shows a total of 9389 Carers provide a significant level of support - over 50 hours of care per week. This has increased by 7% in Rhondda Cynon Taf since the 2001



Census. The needs of unpaid carers now have to be taken into account formally under the new provisions for cares in the Social Services and Well-being (Wales) Act 2014 including delivery of support where required following assessment. The proposals for modernisation of day care services will in particular need to consider the implications of these new duties on the Council. This is particularly relevant in Day Centres and provision of respite care. The RCT Carers Strategy and Implementation Plan will play a central role in responding to these requirements.

Welsh Language

In Cwm Taf, 12.3% of adults and 8.9% of children are able to speak Welsh. The proportion of those who are able to understand, speak and/or write Welsh varies within this. It is possible that the elderly or confused may prefer or need to communicate in Welsh and every effort will be made to accommodate this in line with the "More than Just Words" Strategy for Social Care in Wales. We are ensuring as far as we can, Welsh speakers receive care services in their first language, using existing skills and resources and for example providing staff training to improve their Welsh. We are committed to delivering the 'Active Offer' required by Welsh Government Guidance (i.e. providing a service in Welsh without someone having to ask for it) and are providing help and support to our staff to achieve this aim.

In respect of staff in Residential Care Homes we know that 20 are Welsh speakers and 243 are not. A further 249 did not provide information. This suggests about 4% of care home staff speak Welsh. In respect of Day Centres 6 members of staff speak Welsh, 48 do not and a further 62 did not provide information. This suggests that about 5% of day centre staff speak Welsh.

In respect of Welsh speaking staff members in the 11 Residential Care homes and the 5 day care services, our records show the following:

Residential Services

4 x Level Three

6 x Level Four

9 x Level Five

This represents 3.6% of the overall Residential Services workforce.

Day Care Services

1 x Level Four.

This represents 2% of the overall Day Care Services workforce.

To help increase the supply of Welsh speakers in our Workforce:

All advertised roles (since 01/2018) now include Welsh Language Level 1 as an essential criterion on JD's. - See <u>current advert here</u> for a 'Casual Care / Domestic Assistant' at Parc Newydd Care Home. If you



download the Job Description, you will see this policy decision in action.

If individuals do not hold Welsh Language Level 1 skills then they are not barred from applying, they simply need to attend a corporate Welsh language session which lasts 2 hours, and provides them with the basics to achieve level 1 on the Council's framework.

The Council's Welsh Language Skills framework is available to view here.

Training is made available to care staff:

Staff who wish to progress from Level 1 are offered corporate training via our internal tutor, or signposted to an external provider in the community (whose delivery times may better suit the individual).

Residential Services have received bespoke sessions, tailored to the needs of their Welsh speaking residents, for example at Pentre House, during October and November 2018 delivered by our in-house tutor.

Pentre House received 3 sessions and 14 members of staff attended, they all achieved advance Level 1 (which means they met the corporate Level 1 requirements, but also had additional tutoring on specific work-related phrases).

In addition, all Welsh Speaking staff on a level 4 and 5 (fluent on the Council's Welsh Language Skills Framework) receive a corporate lanyard with the 'Welsh speaker' logo on it. This raises awareness amongst staff and residents of their linguistic abilities (increases use of the Welsh Language).

All Council's Social Services are mandated to record the language preference of all who use their services, at their first point of contact. This will be important if as a result of these modernisation proposals some services are transferred to the Private Sector. We will need to consider when decisions about the future are known, how to respond as there is a possible reduction in Welsh Language Skills of staff in changes to the delivery models which could result in fewer staff being employed by the Council.

The Caring Through Welsh mobile application is due to be rolled out to all Children and Adults Service staff who use a handset during their day-to-day jobs, to help and support staff to increase their use of Welsh during the working day. The app is specifically targeted at care staff in Local Authorities and Health Boards and has voice clips for hundreds of regular phrases and questions.



Human Rights

At its most basic, care and support offer protection of people's right to life under Article 2 of the European Convention by ensuring their most fundamental physiological needs, such as eating, taking medication, getting up in the morning and going to bed at night are met. But for those who require it, and those with whom they share their lives, the availability and organisation of care and support also determines whether they enjoy a number of other important human rights including freedom from inhuman and degrading treatment (under Article 3 of the Convention) and the right to respect for private and family life (under Article 8). These rights are underpinned by some important human rights principles: dignity, autonomy and respect which have to be taken into account in delivering residential and day services.

The United Nations Principles for Older Persons and Convention on the Rights of Disabled People are also both enshrined in Welsh legislation (the Social Services and Well-being (Wales) Act 2014 and related Code of Practice). The Council therefore have a duty both at the general level of Human Rights and at the specific client services level to be able to demonstrate that it has given due regard to these Conventions and Principles, have taken action to codify them against service delivery policies and procedures and ensure staff receive training on them. Essentially, the Council is able to demonstrate how it has had regard to the UN Principles when making decisions about identifying an individual's needs and providing services to meet those needs.

6. <u>EQUALITY PROFILE OF STAFF WHO MAY BE AFFECTED BY</u> THESE PROPOSED CHANGES

It is important that if as a result of these proposals staff are required to relocate or work differently, their personal characteristics and circumstances are taken into account, particularly if their journey is more difficult or their work pattern changes e.g. their age and family commitments. The statistics show that.

We will need to consider the implications of any new service models for our staff. It is important that if staff are required to relocate or work differently, their personal characteristics and circumstances are taken into account, particularly if their journey is more difficult or their work pattern changes e.g. their age and family commitments. Appropriate organisational change policies should be taken into account in dialogue with Trade Union Side.

There are approximately 550 staff with 512 staff working in residential (and 38 in day care .The age profile of staff is predominantly over 50 years old with only 226 or 41% under that age. There are also a wide range of circumstances of staff to be taken into account e.g. approaching retirement, caring for children/elderly relatives, couples



working in these facilities, single house-holders, dependence on the employment etc. The impact on other protected characteristics of staff are covered above in the relevant section.

7. THE ENGAGEMENT EXERCISE

Research (Robinson, Glasby and Allen 2013) about utilising best practice in local authority decommissioning of social care services contended that:

- Difficult decommissioning decisions require strong leadership and wider stakeholder engagement and support.
- Having supporting evidence and information was integral to successful outcomes
- A clear transparent decision-making process was important for legitimisation of decisions.

Methodology and Responses

A comprehensive independent consultation exercise was undertaken on the proposals for change between 14 January, and 8 April 2019 with care home residents and day care service users, relatives of both groups, Council staff directly involved in service delivery. Additionally, the Council undertook a public consultation exercise.

The main features of the approach to consultation were:

- Letter and Information pack sent to a database of all Council Care Home Residents/relatives (11 homes)
- 5 Day Care centres (approx. 180 users) letter/information pack sent to all current users/families.
- Presentations and Question and Answer Sessions at all Council run Care homes and Day Centres for residents, day services users and families. 7 events for consultation with staff, some attended by the Trade Union representative
- Almost all of these meetings were attended by Senior members of Council staff including the Group Director and Director of Adult Services
- "Frequently Asked Questions" sheets available at events
- Information Pack also contains Questionnaire to be returned to Council
- Easy Read version of Information pack produced
- Consultation by the Council with a wide range of stakeholders
- Dedicated consultation email address and free post facility
- "Have Your Say" Public Consultation on Council's Web Site
- Public "Drop in" Events at 3 venues 2-8 PM
- Advocacy service promoted and available to all service users and families



As part of this engagement, the use of social media and other communication mechanisms were also used.

A detailed Consultation Analysis report was produced in April 2019 following the engagement feedback. This highlighted the following areas that respondents feel are important to them and which have therefore to be considered in developing proposals for service modernisation:

- A common theme across all the consultation events was that the quality of care and support provided and the contribution and commitment of staff was regarded very highly.
- Whilst there was general recognition about the need to improve care facilities for the future, in each case – Care Home or Day Centre – no one wanted theirs to be de-commissioned.
- Reassurance was sought regarding closing of any homes and more information about the process that would be followed to determine any future decision.
- The higher standards of environment and facilities provided by Extra Care were welcomed and advice was given on a range of practical issues about the operation of Extra Care, staffing, care and support provided, the living conditions, care provided and funding, costs etc. The offer of visits to an extra care facility was positively received. The statement that couples could be accommodated together was welcomed
- The determination of the location of care facilities for the future was seen as of critical importance and that residents still had access to a range of facilities in their locality to meet their changing needs so that family and friends could continue to visit or be involved. Residents and centre users wanted to continue to live in their chosen community and to "age in place".
- Staff equally saw the importance of location in relation to care options, support services, transportation, resident/service user wellbeing, travel to work etc. Strong representations were made by residents, families and staff for Rhondda Fach to continue to have a facility in their community. It has to be said that this was true of all the Homes and Centres visited but was particularly emphasised in Rhondda Fach.
- Clarity was sought about what the term "complex care" means in the consultation papers and requests for a more detailed explanation and transparency about how the definition would be used in determining individuals care needs.



- There were concerns about care being transferred to the private market as a result of the plans being consulted about. The view expressed by some attendees was that Council run care homes were much better than private care homes. The financial implications for individuals moving into a private care home were a worry for some i.e. more expensive potentially and uncertainty about fee levels.
- Greater clarity was sought about how the Day Centres would focus on complex needs and compliment the role of the new Community Hubs. More information about how any change would be achieved was requested alongside details of the transitional arrangements for any service user/family who may be affected.
- A range of Human Resources issues were raised by staff on the implications of the proposed changes and there was a call for honesty and openness and more information from the Council regarding their jobs and conditions of service.
- It was recognised that more people with dementia would in the future need care and support both in the community and in residential care and that it was important to provide them with appropriate responses. A common theme both in care home and day centre consultations was the need to achieve a workable mix and arrangements with people who did and did not lack capacity and a community ethos developed in all locations.
- A common theme in care home and day centre consultations were concerns raised by families about information available, care assessment, its interface with the Decision Panel, its flexibility, and timeliness. Greater clarity about how the process should work is required.
- In respect of the Public Consultation 372 responses to the Residential Services questionnaire were received and 125 responses to the Day Care Services questionnaire were received.
- Written responses were received in addition to the questionnaire responses and discussions at the various meetings. For residential care there were 19 responses and 9 for Day Care.
- For residential care 47.3% of respondents agreed with the Council's preferred option to retain a level of provision of residential care homes which are focused on providing complex care and respite. Only 34.9% disagreed with the Council's preferred option and the others unsure.
- For the preferred option of Phased decommissioning of the Council's day services as part of a planned programme of



transformation 53% of respondents disagreed with the preferred option.

Where the issues raised were not appropriate to be dealt with through these proposals or were linked to specific operational delivery of services, we have passed the information to other relevant officers to inform their actions and plans.

8. POTENTIAL POSITIVE AND NEGATIVE IMPACTS IDENTIFIED

Positive:

- Standard of Care provided in Council-run Care Homes and Day Centres was highly regarded
- Extremely positive comments were made about the quality of the staff, their dedication and the high standard of the care and support as well as the food provided.

Care Homes

- It was contended that if there are any closures planned in the future, relatives and residents must be part of any decision-making process and to be consulted again.
- General recognition about the need to improve care homes for the future but in many cases the current arrangements were praised and residents and relatives did not want to see their particular care home closed.
- Society's expectations of a care home are changing and higher quality of facilities are sought.
- Staff generally agreed that the buildings aren't fit for purpose, many wanted to keep their residential home open and for them to be modernised.
- Appreciation that it may not be financially viable to refurbish all existing Residential homes and that the homes needed to operate on a sound resource basis.
- The case for including provision in the Rhondda Fach valley was made passionately.
- The "Butterfly" Dementia model of care was praised by relatives whose kin had dementia



Day Centres

- The Day Centres are seen as valuable assets that provide much needed care and support
- The new facilities for Day Services would be welcomed if they can offer more space and more choice of activities.
- Families relied on the Day Centres for care and support to be provided to their relative so that employment could continue and for respite from heavy caring responsibilities
- As a staff group there was recognition that things needed to change and day services should be modernised.
- There was a positive response to the proposals for new Extra Care housing facilities with some Day Centres included
- Calls for the extended hours of day services to include evenings and weekends to better meet the needs of individuals.

Negative:

Care Homes

- Concerns about the temporary halt to new entrants meant that homes are being earmarked for closure and that the numbers of residents would reduce so the homes are no longer financially or operationally viable.
- concerns about care being transferred to the private market as a result of the plans being consulted about.
- There were concerns expressed about the continuity of care being disrupted where individuals needed to be transferred.
- There was uncertainty about what "complex care" means in the consultation papers and how that would be defined and affect the decision-making process.

Day Centres

- In each case strong concerns were raised about the possible closure of Day Centres and the detrimental effects that would have for the people cared for and for the staff.
- There were rumours and uncertainty about the function and operation of the new Community Hubs and how they would fit in with Day Centres.



- The level of detail regarding the preferred option for Day Centres was not sufficient.
- There was strong concern expressed about the situation in the Rhondda Fach where the Day Centre was attached to the Residential Home and there were no alternatives for older people available in the Valley.
- Community Hubs are important but are not suitable for Service Users that come into the Day Centres who have more complex needs which change.
- Concerns were raised about restrictions on gaining access to Day Centre support only through full assessments by a social worker and decision by a Panel.

9. PLANS TO ALLEVIATE ANY NEGATIVE IMPACT

In respect of Care Homes:

- A temporary halt on admissions to Council care homes has been implemented.
- Comprehensive assessment of all individuals impacted and their care and well-being needs.
- Revisions to care plans as required.
- Gradual implementation of proposals to coincide with availability of alternative care options including Extra Care and private sector places.
- Close engagement of residents and their families on an on-going basis including provision of further information and advice, supported by a Communications Plan.
- Development of dialogue with Private Care Sector about current and future provision.
- An area by area analysis of demography, public health, transport/travel, care provision and support services to influence final decisions on local delivery structures.

In respect of Day Care:

- Comprehensive assessment of all individuals impacted and their care and well-being needs.
- Revisions to care plans as required.
- Gradual implementation of proposals to coincide with availability of alternative care options including Extra Care and Community Hubs.
- Close engagement of service users and their families on an ongoing basis including provision of further information and advice.



 An area by area analysis of demography, public health, transport/travel, care provision and support services to influence final decisions on local delivery structures.

10. <u>MITIGATION</u>

We will implement an Action Plan to mitigate the negative impacts on services users that have been identified, including:

- Develop a clear service delivery model for each of the 3 main areas within the Council boundaries and accompanying rationale encompassing private care homes, Council care homes, extra care and Day Care Centres and Community Hubs.
- Take account of concerns raised in initial consultation e.g. transition impacts on residents and on centre users, comparative costs for individuals, transport, travel distances, community cohesion, staffing issues, availability of support services etc.
- Develop a clear implementation plan with timescales that is coordinated with the planned opening of new extra care and community hub facilities as well as any other modernisation to be undertaken to achieve the desired service model.
- Consult further on implementation of agreed area service models with services users, their families, representative bodies and the public.
- Instigate a dialogue with the local private sector care market as how best to maintain stability and ensure availability of sufficient capacity for standard and more complex residential care in the short and medium term. Compliance with the duty to develop a market oversight regime introduced by the 2016 Act would be an outcome of the process. Updating and changes to the Rhondda Cynon Taf Care Home Market Position Statement would also be required.
- Utilise best practice guidance in the re-provisioning of social care to ensure the appropriate level of support for individuals whose care and/or location is impacted by the modernisation proposals is tailored to their needs and in liaison with families.
- Older people's health, safety and protection during a period of transition to the new care model or setting are of central importance and Rhondda Cynon Taf will ensure each individual is given a personalised approach and care plan in ensuring the best possible outcomes are achieved. This will involve the families of the residents/service users. Advocacy and representation are seen as important services that will be made available to help service users express their views.



- The supply of a well-motivated, high quality and qualified workforce is essential to the current and future provision of these care services. Therefore, a transparent process of engagement with staff and their Union representatives will be undertaken throughout the transition period to the new service model.
- An overall implementation communications plan to ensure there is effective information, advice, assistance and advocacy available that mitigates the stress and anxiety for individual care clients, families and staff, any modernisation plan like this will create

11. SUMMATION - GENERAL DUTY

Due Regard to 3 elements of general equality duty

This Equality Impact Assessment is representative of a real attempt to address the following questions:

Does this service change help to eliminate discrimination?

There is no perception that the way services are currently provided is in any way discriminatory. Indeed, both residential and day services are highly praised by respondents to the engagement. The changes will help to ensure that in the future that there continues to be no discrimination in the way services are provided by providing additional skills training to staff supporting people with complex care and widening the scope of support to people with lower care needs in the community

Does this service change help promote equality of opportunity?

These changes will result in more equitable responses for people living in the Council area as a whole by improving the quality and quantity of early intervention and prevention services. It will also improve service responses for those in residential and day centres by providing modernised facilities and staff who can focus on and be trained more effectively those with complex care needs

Does this service change help foster good relations between people possessing the protected characteristic and those that do not?

Staff will be better trained to meet individual needs and where services are also designed to meet them, this can minimise problems for and between people. By the Council focussing its efforts on complex care it will result in a more level playing field for people in the community with protected characteristics in accessing support.



12. MONITORING ARRANGEMENTS

The impact of the proposals will be closely monitored and careful consideration will continue to be given to the points highlighted in this equality impact assessment at each stage of the decision-making process.

SUMMARY OF ANALYSIS

Care Home	Current Registered Beds	Revised Registered Beds	% Reduction Registered Bed	Estimated Development Costs based on £0.7015m/m2 (ave of CC & FHse)	Other Comments
Bronllwyn	12	7	41.7%	£1.66m	Increased communal space per resident Same number of shared bathrooms (x2)
Pentre House	29	16	44.8%	£1.75m	Increased communal space per resident Reduced number of shared bathrooms (4 to 3)
YstradFechan	24	13	45.8%	£0.818m	Increased communal space per resident Same number of shared bathrooms (x3) Loss of one lounge
Ferndale House	26	20	23.1%	£2.00m	Increased communal space per resident Same number of shared bathrooms (x3)
Clydach Court	35	22	37.1%	£0.843m	Increased communal space per resident Reduced number of shared bathrooms (4 to 3)
Danymynydd	30	21	30.0%	£1.08m	Increased communal space per resident Reduced number of shared bathrooms (5 to 2)
Tegfan	46	29	37.0%	£1.81m	Increased communal space per resident Reduced number of shared bathrooms (7 to 5)
Troedyrhiw	26	15	42.3%	£1.54m	Increased communal space per resident Same number of shared bathrooms (x3) Loss of one lounge
Cae Glas	39	22	43.6%	£2.60m	Increased communal space per resident Same number of shared bathrooms (x5)
Gartholwg	30	21	30.0%	£1.65m	Decreased communal space per resident Reduced number of shared bathrooms (6 to 2)
Parc Newydd	36	21	41.7%	£1.93m	Increased communal space per resident Same number of shared bathrooms (x4) Loss of one lounge
Total	333	207	37.8%	£17.681M	

	Coun	cil Care Ho	mes	Counci	l Care Homes	within 5 m	iles			Independer	nt Sector Car	e Homes with	in 5 miles	
	Registered Beds	Occupied Beds	% Occupied		Registered Beds	Occupied Beds	% Occupied		Residential Beds	Residential EMI Beds	Nursing Beds	Nursing EMI Beds	Total Registered Beds	% Occupied
RHONDDA														
Bronllwyn Residential Home	12	11	92%		29	22		Mill View	4	5	28		37	
Gelli				YstradFechan Clydach Court	24 35	22 26		Ty Pentwyn Glyncornel	8		27 17		35 17	
Registered Beds 12:				Ciydacii Codit	88	70		Tailiesin	12	6	17		18	
								Zoar	16	14			30) 29
11 x Permanent Beds								Ty Ross	10	4	26		40	
1 x Respite Bed								Ty Nant Ty Porth	16	15 2 1	44	18	33 81	
								.,	66	65	142		291	
Pentre House Residential Home	29	22	76%	Bronllwyn	12	11	92%	Ty Pentwyn	8		27		35	34
Pentre				Ystradfechan	24	22		Mill View	4	5	28		37	
Pagistavad Rada 30.				Clydach Court	35	26		Glyncornel	10	4	17		17	
Registered Beds 29:					71	59	83%	Ty Ross Tailiesin	10 12	6	26		40 18	
28 x Permanent Beds								Zoar	16	14			30	
1 x Respite								Ty Nant		15		18	l	
									50	44	98	18	210	198
YstradFechan Residential Home	24	22	92%		12	11	92%	Ty Pentwyn	8		27		35	34
Treorchy				Pentre House	29	22		Ty Ross	10	4	26		40	
Registered Beds 24:				Clydach Court	35 76	26 59		Mill View Glyncornel	4	5	28 17		37 17	
Registered Beds 24.					70	33	7070	Tailiesin	12		6		18	
22 x Permanent Beds (8 EMI) 2 x Respite									34	9	104	0	147	137
Ferndale House Residential Home	26	19	73%					Mill View	4	5	28		37	7 36
Ferndale								Glyncornel			17		17	
Decision of Decision								Ty Porth	16	21	44		81	
Registered Beds 26:									20	26	89	0	135	128
25 x Permanent Beds (10 EMI) 1 x Respite														
Clydach Court Residential Home	35	26	74%	Dan Y Mynydd	30	22	73%	Tailiesin	12		6		18	3 17
Trealaw				Bronllwyn	12	11	92%	Ty Porth	16	21	44		81	. 76
				Pentre House	29	22		Ty Nant		15		18	33	
Registered Beds 35:				Ystradfechan	24 95	22 77		Glyncornel Zoar	16	14	17		17 30	
30 x Permanent Beds (30 EMI)					95	//	81%	Mill View	4	14 - 5	28		37	
5 x Respite								Ty Pentwyn	8		27		35	
									56	55	122	18	251	240
Dan Y Mynydd Residential Home	30	22	73%	Clydach Court	35	26	74%	Ty Porth	16	21	44		81	
Porth					35	26	74%	Ty Nant		15		18	33	
Registered Rods 20:								Tailiesin	12		6 17		18 17	
Registered Beds 30:								Glyncornel Zoar	16	14	1/		30	
29 x Permanent Beds (29 EMI)								Mill View	4	5	28		37	
1 x Respite									48	55	95		216	

	Cour	icil Care Ho	omes	Counci	Care Homes	s within 5 m	niles	1		Independe	nt Sector Ca	re Homes with	in 5 miles	
	Registered Beds	Occupied Beds	% Occupied		Registered Beds	Occupied Beds	% Occupied		Residential Beds	Residential EMI Beds	Nursing Beds	Nursing EMI Beds	Total Registered Beds	% Occupied
CYNON														
Tegfan Residential Home	46	41	. 89%					The Laurels	14	4			18	18
Trecynon								Ysguborwen	9	21	48		78	
Registered Beds 46:								Oakwood Meadowlands	2		41	47	43 47	
Registered Beds 40.								The Beeches	3		43		46	
44 x Permanent Beds (15 EMI)								Cwmaman	19	30			49	
2 x Respite									47	55	132	2 47	281	267
Troed Y Rhiw Residential Home	26	21	. 81%					Maesteg House	7	4			11	8
Mountain Ash								The Willows				46	46	46
								Aberpennar	16	_	33	3	49	
Registered Beds 26:								Cwmaman	19	30		47	49	
25 x Permanent Beds (8 EMI)								Meadowlands The Beeches	3		43	47	47 46	
1 x Respite								The Laurels	14	4	10		18	
									59	38	76	5 93	266	251
TAF														
Cae Glas Residential Home	39	26	67%	Gartholwg	30	24	80%	Duffryn Ffrwdd	47	10	36	5	93	84
Hawthorn					30	24	80%	The Hollies	11		30		41	
Partition of Partie 20								Pontypridd	11	14	33		58	
Registered Beds 39:								Aspen House Penrhos	9	9	29	9	38 18	
36 x Permanent Beds (8 EMI)								Ty Gwynno	11	16	19	9	46	
3 x Respite								' '	98		147		294	
Gartholwg Residential Home	30	24	80%	Cae Glas	39	26	67%	Penrhos	9	9			18	16
Church Village				Parc Newydd	36			Pontypridd	11	14	33		58	
Decision of Decision					75	49	65%	Duffryn Ffrwdd	47		36		93	
Registered Beds 30:								The Hollies Aspen House	11 9		30 29		41 38	
27 x Permanent Beds								Ty Gwynno	11	16	19		46	
3 x Respite									98	49	147	7	294	271
Parc Newydd Residential Home	36	23	64%	Gartholwg	30	24	80%	Penrhos	9	9			18	16
Talbot Green					30	24	80%	Llantrisant	6		32		38	
Registered Beds 36:									15	9	32	2	56	51
34 x Permanent Beds 2 x Respite														

Residential Services Evaluation Scoring Matrix NOTE: HIGHEST SCORE BEING THE PROPERTY LEAST APPROPRIATE FOR DECOMMISSIONING AND LOWEST SCORE MOST APPROPRIATE

FOR DECOMMISSIONING

			Ystrac	dFechan	Pentre	House	Bror	ıllwyn	Ferndal	e House	Clydad	h Court	Dan Y I	Mynydd
THEME	CRITERIA	WEIGHT	Score	Weight	Score	Weight	Score	Weight	Score	Weight	Score	Weight	Score	Weight
Building Suitability	Current building compliance assessment (Good=5 / Poor =1)	4	3	12	4	16	3	12	2	8	3	12	3	12
	Redevelopment potential of existing home to meet CIW new build standards? (Good=5 / Poor=1)	4	2	8	2	8	1	4	3	12	3	12	2.5	10
	Total	8	5	20	6	24	4	16	5	20	6	24	5.5	22

			Ystrac	Fechan	Pentre	House	Bron	ıllwyn	Ferndal	e House	Clydad	h Court	Dan Y	Mynydd
THEME	CRITERIA	WEIGHT	Score	Weight	Score	Weight	Score	Weight	Score	Weight	Score	Weight	Score	Weight
Geogaphical Area	Location	5	4	20	5	25	5	25	5	25	3	15	3	15
	Availability of internal residential provision in area (Good=1/ Poor=5)	6	2	12	2	12	2	12	5	30	2	12	4	24

Availability of alternative residential provision in area (Good=1 / Poor=5)	4	5	20	3	12	1	4	5	20	2	8	2	8
Availability of extra care housing provision in area (Good=1 / Poor=5)	5	1	5	3	15	3	15	5	25	3	15	1	5
Total	20	12	57	13	64	11	56	20	100	10	50	10	52

			Ystrac	dFechan	Pentre	House	Bror	ıllwyn	Ferndal	e House	Clydad	h Court	Dan Y	Mynydd
THEME	CRITERIA	WEIGHT	Score	Weight	Score	Weight	Score	Weight	Score	Weight	Score	Weight	Score	Weight
Occupancy	Current occupancy levels (High = 5 / low = 1)	3	3	9	3	9	1	3	2	6	4	12	3	9
	Current level of alignment with proposed service model (Good=5 / Poor=1)	4	3	12	2	8	2	8	3	12	5	20	5	20
	Total	7	6	21	5	17	3	11	5	18	9	32	8	29

			Ystrac	Fechan	Pentre	House	Broi	nllwyn	Fernda	le House	Clydad	ch Court	Dan Y	Mynydd
THEME	CRITERIA	WEIGHT	Score	Weight	Score	Weight	Score	Weight	Score	Weight	Score	Weight	Score	Weight
Cost per occupied bed	Actual Council cost per occupied bed per week (Good=5 / Poor=1)	3	4	12	4	12	1	3	3.5	10.5	2	6	2.5	7.5
	Total	3	4	12	4	12	1	3	3.5	10.5	2	6	2.5	7.5

Overall Total	38	27	110	28	117	19	86	33.5	148.5	27	112	26	110.5
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Residential Services Evaluation Scoring Matrix NOTE: HIGHEST SCORE BEING THE PROPERTY LEAST APPROPRIATE FOR DECOMMISSIONING AND LOWEST SCORE MOST APPROPRIATE FOR DECOMMISSIONING

			Teg	fan	Troed	Y Rhiw	Cae	Glas	Garth	Olwg	Parc I	Newydd
THEME	CRITERIA	WEIGHT	Score	Weight								
Building Suitability	Current building compliance assessment (Good=5 / Poor =1)	4	4	16	3	12	3	12	3	12	3	12
	Redevelopment potential of existing home to meet CIW new build standards? (Good=5 / Poor=1)	4	3.5	14	2	8	3	12	2	8	3	12
	Total	8	7.5	30	5	20	6	24	5	20	6	24

			Teg	gfan	Troed	Y Rhiw	Cae	Glas	Garth	Olwg	Parc I	Newydd
THEME	CRITERIA	WEIGHT	Score	Weight								
Geogaphical												
Area	Location	5	4	20	4	20	4	20	4	20	4	20
	Availability of internal residential provision in area (Good=1/ Poor=5)	6	5	30	5	30	4	24	3	18	4	24
	Availability of alternative residential provision in area (Good=1 / Poor=5)	4	2	8	2	8	1	4	1	4	5	20

Availability of extra care housing provision in area (Good=1 / Poor=5)	5	3	15	2	10	3	15	3	15	1	5
Total	20	14	73	13	68	12	63	11	57	14	69

			Tegfan		Troed Y Rhiw		Cae Glas		Garth Olwg		Parc Newydd	
THEME	CRITERIA	WEIGHT	Score	Weight	Score	Weight	Score	Weight	Score	Weight	Score	Weight
Occupancy	Current occupancy levels (High = 5 / low = 1)	3	5	15	3	9	4	12	3	9	3	9
	Current level of alignment with proposed service model (Good=5 / Poor=1)	4	3	12	3	12	5	20	2	8	2	8
	Total	7	8	27	6	21	9	32	5	17	5	17

			Teg	Tegfan		Troed Y Rhiw		Cae Glas		Garth Olwg		Parc Newydd	
THEME	CRITERIA	WEIGHT	Score	Weight	Score	Weight	Score	Weight	Score	Weight	Score	Weight	
Cost per occupied bed	Actual Council cost per occupied bed per week (Good=5 / Poor=1)	3	3	9	2	6	2	6	4	12	5	15	
	Total	3	3	9	2	6	2	6	4	12	5	15	

I	Overall Total	32.5	139	26	115	29	125	25	106	30	125
	0.0.0	00									





RHONDDA CYNON TAF COUNCIL OVERVIEW AND SCRUTINY COMMITTEE

Minutes of the meeting of the Overview and Scrutiny Committee held on Monday, 22 July 2019 at 5.00 pm at the Council Chamber, The Pavilions, Cambrian Park. Clydach Vale, Tonypandy, CF40 2XX.

County Borough Councillors - Overview and Scrutiny Committee Members in attendance:-

Councillor M Adams (Chair)

Councillor J Bonetto
Councillor J Harries
Councillor D Macey
Councillor G Caple
Councillor S Morgans
Councillor P Jarman
Councillor J Bonetto
Councillor P Jarman
Councillor J Brencher
Councillor J Bonetto
Councillor J Brencher
Councillor J Bonetto
Councillor J Brencher
Councillor L Walker
Councillor S Morgans

Co-Opted Members in attendance:-

Mr C Jones, Representing GMB Mr J Fish, Voting Elected Parent / Governor Representative

Officers in attendance:-

Mr C Hanagan, Service Director of Democratic Services & Communication Mr G Isingrini, Group Director Community & Children's Services Mr N Elliott, Director of Adult Services

County Borough Councillors in attendance:-

Councillor R Bevan, Councillor G Stacey, Councillor R Yeo, Councillor M Powell and Councillor E Griffiths

1 Declaration of Interest

In accordance with the Council's Code of Conduct, there were no declarations made pertaining to the agenda.

2 Welcome & Procedures

The Chair Welcomed Members and the public to the Special Meeting of the Overview and Scrutiny Committee. The Chair introduced the Officers to both Members and the public and explained the procedure rules to all present.

The Chair advised the Committee that as part of today's proceedings three members of the public, namely Mrs A Tritschler, Dr L Arthur and Ms H Cooke would be invited to address the Committee in relation to the modernisation of residential care and day care for older people.

3 Pre Scrutiny - Modernisation of Residential Care & Day Care for Older People

The Chair welcomed everyone to the meeting of the Overview and Scrutiny Committee and advised Members that as part of today's proceedings three members of the public who had requested the opportunity to address the committee, namely Dr L Arthur, Mrs A Tritschler and Mrs H Locke would be invited to speak.

The Service Director Democratic Services & Communications explained the purpose of the report in respect of the modernisation of residential care and day care for older people. He continued to explain the reasoning behind the report being presented to the Overview and Scrutiny Committee this evening, which was to allow Members to undertake pre-scrutiny on the report summarising the results of the 12-week public, resident and staff consultation process.

He explained that Members comments would form part of the reported feedback the Cabinet will receive, when it considers this matter. The Service Director of Democratic Services & Communications highlighted to Members that the Overview and Scrutiny Committee will continue to receive regular progress updates in relation to the matter and where required provide feedback to the Cabinet to ensure that Scrutiny continues to contribute to the proposals.

The Service Director Democratic Services & Communications recapped on the Overview and Scrutiny Committee involvement to date, highlighting that Scrutiny had previously scrutinised the Council's Extra Care Strategy (September 2017) and the preferred options presented by Officers for potential consultation (December 2018)

The Service Director Democratic Services & Communications highlighted that the undertaking of pre scrutiny by the Overview & Scrutiny Committee at this key juncture in the decision making process strengthens accountability and assists Cabinet in taking any future decisions on these matters.

The Service Director Democratic Services & Communications then invited the Group Director of Community and Children's Services in conjunction with Director of Adult Services to present the report to Members and Public.

The Group Director Community and Children's Service explained the reasoning behind the need to modernise and continually improve Adult Social Care Services with Rhondda Cynon Taf. It was explained that the population within Rhondda Cynon Taf is increasing and living longer, with more people expected to be affected by dementia and limiting long-term illness. As a result, the Council must continue to deliver care services as effectively as possible to maximise the benefits and manage cost pressures. We continue to believe that people wish to remain in their own homes wherever possible and investment in the Extra care development programme and further modernisation of Support at Home and other adult support services all aim to better meet the changing needs and expectations of our community. We will also continue to seek to deliver the most suitable response to an individual's needs in the context of what matters to them whilst ensuring we maximise independence and it is for this reason that we would want to see a clear focus on supporting complex cases and the provision of respite.

Officers explained that the demand for residential care placements has fallen and the main contributing factor for this is that people are choosing to live in their own homes for as long as possible. The Director of Adult Services explained that as of 28th May 2019, there were 140 overall vacancies within residential and nursing care homes; this includes 105 in residential care in RCT.

The Group Director Community and Children's Services also referred to the recent Care Inspectorate Wales letter "there is a recognition of the need to update the local authority's own in house adult accommodation provision, in line with peoples changing needs and expectations. The pace of this change needs to be maintained and accelerated, in order to ensure that the services provided are in line with both presenting and anticipated needs. The planned further expansion of Extra Care facilities, based on the successful new build in Talbot Green and the new build on the previous residential care facility, is an illustration of the local authority's practical response to this identified need."

The Director of Adult Services explained that Rhondda Cynon Taf commissioned Practice Solutions Ltd to undertake an independent review into residential care homes and day services for older people. It was explained that the review involved an initial stage of research, followed by field work, which involved visiting care homes and day care services managed by the Council. Members were informed that the data and findings were reported to Cabinet on 21st November 2018 and Cabinet agreed a number of recommendations regarding the future service delivery model for the Council's Care Homes and Services.

As Members would recall the Overview and Scrutiny Committee supported the direction of travel and the decision to consult on the future service delivery model for the Council's Residential Care Homes and Day Care Services.

The Group Director Community and Children's Services and Director of Adult Services informed Members of the key issues highlighted within the report for both residential and day care services, which included the quality of care and support provided, the location of the homes the financial implications for individuals moving into private care homes amongst others.

Members were informed that the consultation took place over the period from 14th January 2019 to 8th April 2019. The aim of the consultation was to gather as many views as possible from interested stakeholders to inform the Council in its decision making as to the future structure of residential and day care services for the older people within Rhondda Cynon Taf.

Officers explained that along with the consultation events, questionnaires were used to obtain people's views. Members were informed that in total 372 responses were received in relation to the review of the residential services. It was highlighted that 47.3 % of respondents agreed with the Council's preference to retain a level of provision of residential care homes, which are focused on providing complex care and respite. 34.9% disagreed with the Council's preferred option.

The Officers added that in terms of the Council's preferred option to phase the decommissioning of the Council's day services as part of a planned programme of transformation in line with the proposed new service model – 53 % of respondents disagreed with the preferred option. 48.3% of people who responded agreed with the option to do nothing.

Members were presented with the detailed consultation reports, along with a summary of the main themes that emerged in the consultation; including responses from officers.

In his conclusion, the Group Director Community and Children's Services along with the Director of Adult Services summarised the options:

Residential Care Homes:

- Option 1 : To continue existing arrangements do nothing
- Option 2: Phased decommissioning of all the Council's care homes as part of planned programme of transformation in line with the implementation of the Council's extra care development programme and Cwm Taf care Market positon.
- Option 3: (Cabinet's preferred Option for consultation): Council retains a level of provision of Residential Care Homes which are focussed on providing complex care and respite

Day Care:

- Option 1: Continue existing arrangements Do Nothing
- Option 2: Phased decommissioning of the Council's day services as part of a planned programme of transformation in line with the proposed new service model – Preferred Option.

The Chair thanked the Officers for their detailed report and their overview and explained to the Overview & Scrutiny Committee that they would now hear from the three public speakers.

The three public speakers, Dr L Arthur, Mrs A Tritschler and Mrs H Locke were afforded the opportunity to address the Committee as follows:

Dr L Arthur who is a member of the campaign group Save Care Homes and Centres (SCHAC) informed the Committee that he wanted to highlight that the group are supportive of the modernisation agenda and policies that give people choice and support but felt strongly that the change was driven by austerity and saving requirements. Dr Arthur also informed the Committee that the group was calling for an all- Wales summit on residential care and for the Council to put a moratorium on any cuts until that had taken place. He also questions the definition of complex care and felt that the demand for residential care would increase in the future, rather than fall as the Council figures suggest.

Mrs A Tritschler Chair of the Rhondda Cynon Taf Older Person's Advisory Group (OPAG) thanked the committee for allowing her to address them on a very contentious matter. She explained that OPAG oversees the 50+ Forums in Rhondda Cynon Taf, which help support people to live independently and remain active. She stated that the group strongly opposed the closure of residential care homes without suitable alternatives and that members are suspicious of private care homes and have a lack of confidence in what they provide. Mrs Tritschler explained that a number of the group had visited Ty Heulog Extra Care provision. Transport was seen as another concern and finally the provision within the Rhondda Fach area where there seems to be no alternative.

Finally Ms H Locke who is speaking on behalf of the residents of Parc Newydd Residential Care home in Talbot Green. She informed Members of the first class

service residents receive for the local authority run care homes and stated that she also had visited the Ty Heulog Extra Care provision; however felt that even though the provision is well designed it would not be suitable for higher needs.

The Chair thanked the public for their contribution and allowed the Group Director Community and Children's Service to pick up on the points raised.

He explained that the purpose of the consultation exercise was to get the view of the public on how the Authority can continue to improve and modernise our residential and day care services, and stressed that this was not a response to austerity.

The Group Director Community and Children's Services also explained that even though there are vacancies in the private sector the Local Authority still feel there is a need for some in house care provision- people have a choice and we are looking to provide better choices in the future.

In response to the question regarding the extra care provision, the officers explained that this provision is used extensively, is cost effective and allows the resident to live as independently as possible in modern surroundings with 24-hour care and support to meet any changing needs. In relation to the financial concerns, Officers explained the rules on savings levels, income, benefits etc. and how it compares to care homes.

The Group Director Community and Children's Services invited Mr Sherlock from Practice Solutions to provide the Committee with more information on the concept of extra care provision and the way it has been developed and utilised elsewhere. The Chair thanked the Officers for the response and opened up the meeting to Members. A Member asked Mr Sherlock a question relating to what experience he had had with social care. In response, he explained that he had over 46 years' experience within the social care environment and gave background on the work of Practice Solutions.

A Member stated that everyone has different experiences in terms of care and whilst people want to stay at home and live independently, this does not always work and expressed concerns about couples being split up and this often results in both not living much longer. The Group Director Community and Children's Services explained that extra care could be a solution to this as it allows couples to live independently with support if and when it is needed. A number of double rooms will be available in each facility.

In relation to the changes, a Member asked what effect it would have on delayed transfers of care (bed blocking) and will this approach end up costing residents more. Officers explained that there should be no adverse impact and it would provide more option and choice.

The Chair commented on dementia care and felt strongly that as an Authority we need to look at people's dignity and their needs. In respect of accessibility, the Chair wanted clarity on the reference to a five mile radius within the report. He raised concerns that geographically the care provision with the Rhondda Fach area could cause concern as it could mean that resident would be placed outside of the area e.g. Cwmbach which is not practical for residents or family members.

Officers explained that the 5 mile radius was a tool used to help us consider what is available locally. People want to remain in their own homes wherever possible and the Extra development programme and further modernisation of

Support at Home and other adult support services all aim to better meet changing needs and expectations of our community including those living with dementia. We will also continue to seek to deliver the most suitable response to an individual's needs in the context of what matters to them whilst ensuring we maximise independence and it is for this reason that we would want to see a clear focus on supporting complex cases and the provision of respite.

Complex Care is an overarching term that is used to represent a multitude of factors that contribute to an individual's overall care needs. These include emotional, physiological, social, personal, sensory, communication, environmental and health needs. Individuals and their individual circumstances need to be considered in the assessment process in which consideration of the varying levels of each of the above factors is made - a decision can then be made on an individual's level and category of care. The assessments which take place are undertaken by suitably qualified and skilled care managers, registered home managers and health professionals.

A Member highlighted the important value of the local authority continuing to play a leading role in the delivery of residential care, acknowledged that people's expectations, and needs change. The Member continued by saying that she is in favour of the extra care provision, however key questions need to be asked on data. Her final point regarding day care services and the provision of tacking loneliness and the challenges of dementia highlight the need to find a model to improve services to the older people within RCT.

Officers explained that dementia care is a key priority and that need would continue to be the determining factor for accessing services. In respect of day care services officers referred to the development of Community Hubs and how specialist day care services would focus on the more complex cases. In addition to the dementia provision in our planned Extra care developments the Cabinet's preferred option would allow the Council to focus our residential care on those complex cases (including levels of dementia) that would not be adequately supported at home, or in other ways e.g. in extra care etc. The new Registration standards also provide us with more flexibility that would again support us in enhancing the range of options and levels of support that need to be met in Residential settings.

The Chair asked officer if they were basing their report on current levels of demand or future trends.

The Director of Adult Services explained it was the current level of demand and applying statistical analysis for the future. Within the O&S report we have summarised the work that has been undertaken to gain a better understanding of the forecast demand for extra care housing and care home provision in Rhondda Cynon Taf and compared this to the existing provision. To do this, the "More Choice, Greater Voice" forecast model has been used as the baseline model for predicting demand.

We have provided an evidence base within the O&S report and the strategic intention to move away from institutional care and for care home services to focus on supporting people with more complex needs and severe levels of dementia is based upon the Regional and local analysis and documentation that has been presented to Cabinet previously including the independent report from Practise Solutions.

Whilst there are occasional difficulties finding places for people in local care

homes, there are no significant shortfalls in provision overall and this suggests there is an excess in the current level of provision for residential beds; whilst nursing bed levels are more widely occupied.

The planned development of extra care homes will also provide more choice to people that require increasing levels of personal care. Such choice will be expected to reduce the demand for residential care. It is not, however, expected to have such an impact on the demand for nursing care provision. Given the lack of extra care homes in Rhondda Cynon Taf, it has been assumed that 35% of people placed into a residential care home might have been suitable for extra care. The availability of extra care may also prompt people to choose this type of accommodation before a crisis situation stimulates a need for a care home placement. This effect would suggest the demand for residential care will fall as the availability of extra care increases.

Finally, the timelines for our extensive and ambitious modernisation programme will allow us to adjust our approach as required.

Another Member highlighted the importance of investing in the service and thanked officers for undertaking such an extensive consultation. A Member asked whether the care will be externalised in extra care homes. The Member expressed concern that she felt that we do not know if premises will be public sector retained and went on to say that people in extra care do not get the same protection as people in residential care. The Member continued to comment that it was their view that the Council had not sufficiently invested in residential homes and asked why this has not been done before reaching what the member described as a 'crisis point'.

Officers explained that whilst commissioning care externally is often the case in extra care developments Cabinet had determined that in its larger extra care developments the care would be provided by the Council. The Council in-house care homes are dated buildings, and whilst the quality of the care by staff is good, the facilities no longer meet modern standards. The homes were built over 30 years ago and were not designed to meet the current expectations of accommodation and were built for a different generation of older people than is now the case. Modern purpose-built care homes are designed to be dementiafriendly and have a bigger space standard to support mobility / hoisting needs. They also have en-suite facilities, so people are more able to toilet themselves. This is clearly a very important part of maintaining someone's sense of dignity and independence. Having said that the Council's homes do meet current regulatory requirements and the O&S report presents information on what would be required to bring them up to modern standards together with details on the implications. As stated previously there are no concerns regarding the current quality of care.

Putting further comment and questions to officer the Member questioned the data put before them and commented that the data was flawed as admission restriction had been put in place with regards to entries in to care homes. The final point, which the Member wanted addressing was regarding the financial implications of Extra care.

Officers explained that the demographic profile is trying to balance the understanding of changing demand and expectations for the future with a clear focus on improving the range of options available to maximise independence.

The Group Director Community and Children's Services explained that data had been presented showing the position prior to any restrictions and again explained the rationale for the restrictions. With regards to the comment relating to people having to sell their homes to pay for the care, Officers explained the different financial arrangements that are applicable in Extra Care.

A Member commented that having looked at the information from the public speakers and if the building requires renovating do they still have the same requirements as new build or can we get around this.

The Officer explained that the Council Homes do still meet regulatory standards but emphasised the importance of providing the best possible facilities for our people taking into account changing expectations. Any new build would need to meet the new standards.

A number of Members queried the need to consider a geographical balance within the respective valleys of Rhondda Cynon Taf, specifically referencing the Rhondda Fach area and the potential concerns relating to transport.

In response to the Members view officers explained that the five-mile radius analysis was a tool to provide information on what is available in the respective areas of Rhondda Cynon Taf.

Members asked how any change would be managed for current residents going forward.

Each individual case would be assigned a social worker, each individual would have a choice. As explained in the O&S report in the event of any agreed change resident and their family will be supported by a Social Care Practitioner who will assess individual needs and discuss preferences and help to choose an appropriate alternative service. This will take into account specific issues such as long standing friendships. Where appropriate other care professionals including health GPs will be involved, as will staff from the home, who as far as possible will support each resident's transition into an alternative service.

A Member wanted clarity on the day care provision as he felt it was a lifeline for some members of the community and if the provision were to be taken away, it would have a detrimental effect on their future needs.

Officers explained that there would be no change to the provision unless there is a new provision available. For people who currently use the older people's day centres, there is a commitment that each person, with an assessed need, will continue to have the same level of service as they currently receive under any new service model. This is important to stress as some people have interpreted the proposal around decommissioning as a service loss rather than a service change.

A Co-Opted Member of the Committee wanted clarification on a few points. He asked for assurances that the Authority did not put a stop on placing people in care homes before the report.

The Group Director Community and Children's Service explained that even while the restriction had been applied a number of people had been placed in the care homes when it was the appropriate option.

The Chair of the Health and Wellbeing Committee thanked Members for the

opportunity to speak and explained that the Health and Wellbeing Scrutiny Committee recognises that the status – quo is not sustainable and that people are living longer with expectations changing. He explained that the Health & Wellbeing Scrutiny Committee had looked into the availability of private sector provision, locally and there are gaps. He asked Officers if they believe the private sector is sustainable financially.

Officers explained that there is always a risk however there are services that the Council does not provide e.g. nursing care. Officers confirmed that there is a very good working relationship with the private sector and felt that this was stronger than it has been in previous years.

The Chair of the Finance & Performance Committee thanked the committee for the opportunity to contribute. The member commented that in his view the changes being considered were overdue particularly when considered against the progress made in other European countries to modernise the delivery of services available to older people to meet changing demands and expectations.

The Committee also took on board the view of the trade union representatives.

The Chair thanked Members, public and officer for their contribution to the meeting. In summing up the Chair stated he believed from the deliberations of the committee that there was clearly great value placed upon local authority delivery and that this is something clearly the committee shared, while also recognising that things need to change, to support people who are living longer, to have a choice to do so independently.

The Chair acknowledged that in his view the Group Director & Council was also committed to local authority delivery. The Chair asked a further question, seeking the view of the Director that should the circumstance arise in which Cabinet progress the preferred model consulted upon, would the Council be doing the right thing and why? The Chair believed this comment to be important for the record.

In response to the question, the Group Director Community and Children's Services re-affirmed his committed to the change and improvement agenda that has been set out in numerous reports and emphasised that the status quo was not a viable option for all the reasons highlighted in the report.

After robust discussion and deliberation the Overview and Scrutiny Committee RESOLVED to:

- Acknowledge the consultation result and information provided in the report and agree that any recommendations will be put to Cabinet for consideration when determining the future service delivery model proposals for the Council's Residential Care Homes and Day Care Services in September 2019
- Agree the preferred option for in-house Residential Care (Council retains a level of provision of Residential Care Homes which are focussed on providing complex care and respite) in light of the feedback received during the consultation process; the assumption made in terms of ongoing demand and supply; the analysis of local availability and geographical requirements i.e. 5 mile radius.
- Agree the preferred option for Council day Care (planned programme of transformation and modernisation) in light of the feedback received during the consultation process and information provided in this report

NOTE: County Borough Councillors P. Jarman and D Macey wished to have recorded the fact that she proposed and voted for in favour of the following lost motion:-

"That Cabinet retains the present level of residential care provision"

4 Review of the Council's Electoral arrangements by the Local Democracy & Boundary Commission for Wales

The Chair informed Members that before the Director of Legal Services presented the report in respect of the 'Review of the Council's Electoral Arrangements by the Local Democracy and Boundary Commission for Wales', he had received written submissions from individual Members that being County Borough Councillors G. Thomas, R. Turner, M Griffiths and T Leyshon which would be taken into consideration as part of reporting to full Council.

The Director of Legal Services outlined the background of the report and it was explained that the Commission has now developed its Draft Proposals in relation to its review and these are contained in the Draft Proposal Report, which Members would have had the opportunity to consider before the meeting.

The Director of Legal Services continued to explain that the Commission has now commenced a 12-week period of statutory consultation on the Draft Proposals Report, which runs from 26th June 2019 to 17th September 2019 and invites representations, which are based on evidence and facts relevant to the specific proposal in consideration.

Members were asked to consider the summary of the draft proposal for each Electoral Ward and put their representations forward as part of the consultation feedback – either at the meeting or in advance of the Council meeting which would consider the Draft Proposals Report.

The Chair opened up the meeting to Members for their view and comments.

In respect of the Wards within the Rhondda Fach Area Members strongly agreed that the level of representation should remain as it currently stands. Members felt by lowering the numbers from six Members to four Members would be to the detriment of the residents who live in the area particularly as there was no Community Council and the size of the proposed Electoral Ward areas. Members felt that the number of schools within the proposed areas would also suffer, as some schools could end up with no Councillor representation on their governing bodies.

A Member requested clarification relating to the maps of the Church Village area. The Member observed that properties within the Dyffryn Y Coed area are not depicted on the map contained with the Draft Proposals Report and sought clarification as to whether the number of the dwellings and electors within that area had been taken into consideration when preparing the report. Officers confirmed that this would be checked but it was understood they had been even thought the OS map which was being used which did not show the development.

A Member raised the proposals relating to combining the existing Treforest and Graig Wards and whilst acknowledging certain parts of Treforest could transfer to the Graig Ward they should remain separate wards.

In respect of the proposed arrangements for the Mountain Ash Electoral Ward, a Member raised concerns about under representation and felt that it was a number crunching exercise and residents within the communities need to retain the existing arrangements.

In respect of the Treorchy proposal, a Member commented that Treorchy is a thriving area and the 'capital of Rhondda' and to reduce the ward to a two Member ward shows lack of knowledge.

In relation to Aberaman North and South a Member queried whether consideration has been given to the LDP when considering the proposal. The Member felt that the LDP forecast figures for 2023 electorate should have been taken into account, they continued by asking if the Boundary Commission could clarify what level of consideration they have given to this aspect when reflecting on their recommendations as this would increase the numbers within the Ward.

After further discussion Member's RESOLVED:

- To acknowledge the Commissions Draft Proposals Report in respect of the Council's future Electoral Arrangements, as outlined in their draft proposal
- That Members comments, observations and recommendations in respect of the Draft proposals will be taken into consideration before being presented to Full Council at its meeting in September 2019

This meeting closed at 8.10pm

CLLR M. ADAMS CHAIR.



Agenda Item 4



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

11TH SEPTEMBER 2019

CLOSURE OF GELLI COMMUNITY RECYCLING CENTRE

REPORT OF THE GROUP DIRECTOR FOR PROSPERITY, DEVELOPMENT AND FRONTLINE SERVICES IN DISCUSSION WITH CABINET MEMBER FOR ENVIRONMENT, LEISURE & HERITAGE SERVICES, COUNCILLOR A CRIMMINGS.

1. PURPOSE OF THE REPORT

The purpose of this report is to provide the Cabinet with an update on the recent consultation in regard to the closure of Gelli Community Recycling Centre.

2. **RECOMMENDATIONS**

It is recommended that Cabinet:-

2.1 Agree to the closure of the Gelli Recycling Centre.

3. BACKGROUND

- 3.1 Gelli CRC is based on Nant-Y-Gwyddon-Road. Due to the size of the centre, limited access and poor parking arrangements, it is unable to provide the same service as the other six CRCs based in the County Borough. The centre has also been subjected to a high number of break-ins over the last 5years and has been the target of vandalism as such the level of services it is able to offer residents is greatly reduced and less cost effective than other sites.
- 3.2 The CRC currently offers a greatly reduced service to residents, compared to its neighbouring CRCs in Treherbert, which is just 3 miles away, and Dinas, which is just 3 miles away. Treherbert and Dinas CRCs have recently been upgraded/extended due to the floor space available at the sites and offer a wide range of recycling/reuse facilities including the recently opened "The Shed", re-use shop at Treherbert. Conversely, the Gelli CRC is unable to be extended due to the topography of the surrounding land.
- 3.3 The current usage of the Gelli site is far less than both Treherbert and Dinas, and on average Gelli takes in 100t per month, whilst Treherbert averages over 400t per month and Dinas 700t per month
- 3.4 The Council currently offers its residents more CRCs than any other Local Authority in Wales which are located right across the County Borough and

- within a short drive of RCT households, giving residents access to recycling facilities 7-days-a-week, including bank holidays.
- 3.5 If the decision to close Gelli is agreed, the Rhondda valley would still have 3 CRC's in it namely Treherbert, Dinas and Ferndale whilst the former Taf would have 2 and the Cynon Valley would only have the one site at Llwydcoed
- 3.6 Due to the above the Council undertook a consultation on the future of Gelli CRC, which aimed to gather views on the potential future use of the site and whether it is still fit for purpose and financially viable. As part of the consultation we had 11 written responses in regard to the closure of the site.

4. METHODOLOGY

- 4.1 The Consultation took place between the 8th July and the 5th August.
- 4.2 Further information, including a frequently asked questions sheet was available on the Council's Consultation page, www.rctcbc.gov.uk/consultation.
- 4.3 Views were requested via email consultation@rctcbc.gov.uk or by writing to the Consultation Freepost address. An email was sent to local Councillors AMs and MPs and social media advertised the consultation.

5. RESULTS

- 5.1 11 written responses were received to the consultation. The following is a brief summary of the comments received:-
 - Objection/Concern of the closure of the site:-
 - Would make it harder for people to recycle the extra distance and effort involved would mean that some people would not recycle. Some people don't drive and walk to the site presently.
 - Increase fly-tipping this was a concern for most of the respondents.
 - Acknowledgement that there are alternatives and the distance is under 4 miles, however this is stated to not take account of the congestion in the area and the time it can take to travel at peak times.

Alternatives:-

- Could use the site for specific recycling.
- Reduce the hours instead of closing.
- Loss of services a feeling that other Council services have recently been lost in the area and that this was a continuance of this, e.g. library, Day Centre, etc.

6. EQUALITY AND DIVERSITY IMPLICATIONS

6.1 There are no Equality and Diversity implications aligned to this report...

7. CONSULTATION

7.1 The necessary consultation process has been undertaken.

8. FINANCIAL IMPLICATION(S)

8.1 The current annual cost of Gelli CRC amounts to £100k. The saving realised as a consequence of the closure will be factored into the council's medium term financial plan.

9. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

9.1 There are no legal implications aligned to this report.

10. <u>LINKS TO CORPORATE AND NATIONAL PRIORITIES AND WELL-BEING</u> <u>OF FUTURE GENERATIONS ACT</u>

- 10.1 The recycling processes we adopted align themselves to the Corporate Plan and Corporate Priorities.
- 10.2 This is linked with the Well Being of Future Generations (Wales) Act, helping to create a resilient Wales and a Wales of cohesive communities.
- 10.3 The Council's response to Net Zero the Committee on Climate change was recently reported to Cabinet on the 18th June, 2019.
- 10.4 The report seeks to understand its impact on the environment and respond to the issues set out in the Committee on Climate Change Report Net Zero. The future actions that arise as a result of the recommendations in the report will set out new requirements of the new Council Corporate Plan and will take full regard to the 7 National Wellbeing goals

11. CONCLUSIONS

11.1 RCT Council is proud of its recycling services and prides itself on being at the forefront of continuous improvement in this area, this closure will not change this and RCT will still exceed the recommended number of CRC's per household.

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

11th SEPTEMBER 2019

REPORT OF THE GROUP DIRECTOR FOR PROSPERITY, DEVELOPMENT AND FRONTLINE SERVICES IN DISCUSSION WITH CABINET MEMBER FOR ENVIRONMENT, LEISURE & HERITAGE SERVICES

Item
CLOSURE OF GELLI COMMUNITY RECYCLING CENTRE
Background Papers
None.
Officer to contact:

Agenda Item 5



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

11TH SEPTEMBER 2019

CWM TAF SAFEGUARDING BOARD ANNUAL REPORT 2018/19

REPORT OF THE GROUP DIRECTOR, COMMUNITY AND CHILDREN'S SERVICES IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR GERAINT HOPKINS AND COUNCILLOR CHRISTINA LEYSHON

AUTHOR: Nicola Kingham, Cwm Taf Morgannwg Safeguarding Board Business Manager, Tel No: 01443 484550

1. PURPOSE OF THE REPORT

1.1 The purpose of the report is to share with Cabinet the Annual Report for 2018/19 for the Cwm Taf Safeguarding Board. See Appendix 1.

2. **RECOMMENDATIONS**

It is recommended that the Cabinet:

2.1 Notes and endorses the content of the Cwm Taf Safeguarding Board Annual Report for 2018/19.

3 REASONS FOR RECOMMENDATIONS

- 3.1 The Cwm Taf Safeguarding Board has a statutory responsibility to publish an Annual Report on 31st July each year, to demonstrate its effectiveness in exercising its functions in the preceding financial year.
- 3.2 The purpose of the Annual Report is twofold; it is a tool of accountability and a tool for evaluation. Accountability has three components:
 - accountability to the public;
 - accountability to the statutory partner agencies of the Board; and
 - accountability to the inspectorate bodies.

4. BACKGROUND

4.1 The Cwm Taf Safeguarding Board is a statutory partnership made up of the agencies that are responsible for safeguarding children and adults at risk in Cwm Taf. The aim of the Board is to ensure that people of all ages are protected from abuse, neglect or other kinds of harm. This also involves preventing abuse, neglect or other kinds of harm from happening.

- 4.2 The work of the Board is delivered via a Sub Group structure, which aims to support multi-agency safeguarding in Cwm Taf. The Lead Partner (Rhondda Cynon Taf County Borough Council) employs the staff of the Board Business Unit and holds the Board budget, to which the statutory partner agencies contribute.
- 4.3 The two key safeguarding objectives of protection and prevention underpin the work of the Board and inform the priorities each year.
- 4.4 The Multi-Agency Safeguarding Hub (MASH) sits within the structure of the Board to enhance safeguarding practice, with agencies working together in one place to receive all safeguarding referrals and share relevant agency information to make collaborative decisions.

5. NEW REGIONAL FOOTPRINT FOR SAFEGUARDING FROM APRIL 2019

- 5.1 In June 2018, the Welsh Government announced that from 1st April 2019, Cwm Taf University Health Board would be responsible for healthcare services in the Bridgend County Borough Council area. This meant that accompanying partnership structures in the delivery of social services across the Western Bay region joined with Cwm Taf, with the creation of a new Regional Safeguarding Board for the Cwm Taf Morgannwg area.
- 5.2 The first Annual Plan for the Cwm Taf Morgannwg Safeguarding Board was published on 30th April 2019 and the progress and outcomes of this will be published on 31st July 2020.

6. SUMMARY OF KEY ACHIEVEMENTS FOR 2018/19

6.1 The Board published an Annual Plan on 31 March 2018, setting out the priorities for safeguarding children, young people and adults in 2018/19. A summary of some of the key achievements included in the report is provided below:

6.2 MASH

- A review of the business support arrangements in the MASH was carried out which resulted in a generic team being established in April 2019.
- A MASH Performance Management Framework and Audit Programme was implemented in April 2018. This has enabled us to evaluate MASH processes to evidence specific themes and findings relating to the reporting of safeguarding concerns. This included 7 detailed audit appraisals which evidenced areas of good practice as well as matters that required some escalation/improvement.

6.3 Monitoring Safeguarding Performance

Each partner agency has a responsibility to report on the effectiveness of their agency's contribution to the overall functions of the Board. This is done by a number of means, including audits, evaluations, inspection reports and data on

safeguarding activity. Board and Sub Group members are actively encouraged to challenge information constructively, with the overall aim of continuous improvement. Examples this year included:

- Training gaps in the voluntary sector due to a reduction in staffing capacity.
 This has been continually monitored by the Board's Training and Learning Sub Group to address any gaps and manage associated risks.
- Multi-agency Safeguarding Complaints there was a low level of complaints in relation to adult safeguarding which evidences the effectiveness of our safeguarding processes. The Board received 1 complaint in respect of the multi-agency child protection process which was upheld by an independent complaints panel.
- Police Powers of Protection 31 reported during the year and the Board was assured that actions were appropriate and safeguards in place.
- The Board's Multi Agency Child Sexual Exploitation Group Considered 28 new cases of child sexual exploitation (CSE) in the last year and reported 107 disruptions of CSE perpetrators, with 27 Child Abduction Warning Notices being served.
- The Board published 1 Adult Practice Review during the year. This involved a case where both the victim and the perpetrator were adults at risk. The learning identified from this review is summarised in more detail in the report.

6.4 Protocols and Procedures

- Wales Safeguarding Procedures representatives from the Cwm Taf Safeguarding Board have been actively involved in the development of the new Wales Safeguarding Procedures via a Project Board, Task Groups and Stakeholders Groups. The Procedures will be formally launched in November 2019.
- Local Safeguarding Protocols 8 new/updated protocols and guidance documents approved in 2018/19.

6.5 Additional Safeguarding Activities

- Following the publication of two Adult Practice Reviews in 2017, recommendations were made to develop a set of principles to support agencies in managing the transition of cases for young people into adulthood. These principles were developed and endorsed by the Board in 2018.
- County Lines in Cwm Taf there has been a strong focus on raising awareness of the nature of this harm and providing practitioners with the ability to spot the signs of criminal exploitation.

- Radicalisation the Board has worked closely with the Cwm Taf Community Safety Partnership to raise awareness of the PREVENT process to address radicalisation. This was identified as a priority for the Board's Training and Learning Group.
- Violence Against Women, Domestic Abuse Sexual Violence (VAWDASV) close working arrangements are in place between the Board and the
 VAWDASV Steering Group in Cwm Taf. Reports on training in accordance
 with the National Training Framework are presented to the Boards Training
 and Learning Group.

6.6 <u>Communications and Engagement</u>

Throughout 2018/19, the Board has raised awareness of its objectives through a number of ways, including:

- Events
- Literature
- Partnership working
- Dedicated Communications and Engagement Officer
- 6.7 Full details are included in the report.

6.8 Safeguarding Training

The majority of the multi-agency safeguarding training is planned, delivered and co-ordinated by the local authority-based Cwm Taf Training Department. In 2018/19, a total of 165 training courses were delivered to 2,806 delegates across the region.

In addition to the standard children and adults Levels 1-3 safeguarding training, additional multi agency training included Substance Misuse, Child Sexual Exploitation, Transgender Awareness, Human Trafficking and Foetal Alcohol Disorder.

Individual agencies also report to the Board on a quarterly basis with details of the safeguarding training activities taking place within their own organisation. Full details are included in the report.

7. **EQUALITY AND DIVERSITY IMPLICATIONS**

7.1 An Equality Impact Assessment (EqIA) screening form has been prepared for the purpose of this report. It has been found that a full assessment is not required at this time.

8. CONSULTATION

8.1 The Annual Report has been approved by the Cwm Taf Morgannwg Safeguarding Board and shared with the Welsh Government, the National

- Independent Safeguarding Board and the five other Regional Safeguarding Boards.
- 8.2 A copy of the report has been published on the Cwm Taf Morgannwg Safeguarding Board website www.cwmtafsafeguarding.org

9. FINANCIAL IMPLICATION(S)

9.1 The Cwm Taf Safeguarding Board uses the national funding formula to assess and identify annual financial contributions from statutory partner agencies.

10. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

10.1 The Social Services and Wellbeing (Wales) Act 2014 sets out the responsibilities and the functions of the Regional Safeguarding Boards.

11. <u>LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE</u> WELL-BEING OF FUTURE GENERATIONS ACT

11.1 The Board contributes to elements of the work of the Public Service Board by reporting on safeguarding activity.

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

11TH SEPTEMBER 2019

REPORT OF THE GROUP DIRECTOR, COMMUNITY AND CHILDREN'S SERVICES IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR GERAINT HOPKINS AND COUNCILLOR CHRISTINA LEYSHON

CWM TAF SAFEGUARDING BOARD ANNUAL REPORT 2018/19

Background Papers:

None

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Appendix 1



Cwm Taf Bwrdd Diogelu Safeguarding Board







Annual Report 2018/2019























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1.Introduction and Foreword - Co-Chairs of the Board

Welcome to the final Annual Report of the Cwm Taf Safeguarding Board.

Working Together to Safeguard People₁ identified the requirements placed on Regional Safeguarding Boards in terms of accountability and effectiveness. Within this guidance, it is identified that each Board should publish a Report on its performance, no later than 31st July each year. The guidance also identifies what is required within the Annual Report which allows for consistency across Wales.

This Report highlights the work that the Cwm Taf Safeguarding Board has undertaken during 2018/19 in pursuit of our aim to ensure that the people of Cwm Taf are safeguarded from abuse, neglect or other forms of harm.

In June 2018, the Welsh Government's announcement to realign healthcare services meant that from 1st April 2019 we will join with our partner agencies in the Bridgend County Borough area to deliver our safeguarding functions across a wider geographical area. Work has already begun to manage the transition to the new Cwm Taf Morgannwg Safeguarding Board and this has been set out in our Annual Plan for 2019/20.

We continue to seek opportunities to further develop and improve safeguarding in the region and we recognise that this can only be achieved through effective collaboration. We will therefore continue to collaborate with partner agencies, Welsh Government and other partnerships and safeguarding boards to enhance practice and to share learning.

We also endeavour to engage with children and adults and offer them opportunities to participate in our work. We would encourage anyone who would like to be involved to contact our Safeguarding Board Business Unit on 01443 490122 or email: ctmsafeguarding@rctcbc.gov.uk



Giovanni Isingrini



Lisa Curtis-Jones

CINO

am Cutis-fores

¹ Statutory guidance issued under the Social Services and Wellbeing (Wales) Act 2014

2. Safeguarding in Cwm Taf

The area of Cwm Taf covers the local authority areas of Merthyr Tydfil and Rhondda Cynon Taf with a population of approximately 300,000.²

The Cwm Taf Safeguarding Board³ is a statutory partnership made up of the agencies that are responsible for safeguarding children and adults at risk in Cwm Taf. The aim of the Board is to ensure that people of all ages are protected from abuse, neglect or other kinds of harm. This also involves preventing abuse, neglect or other kinds of harm from happening.

The work of the Board is delivered via a Sub Group structure, which aims to support multiagency safeguarding in Cwm Taf. The Lead Partner (Rhondda Cynon Taf County Borough Council) employs the staff of the Board Business Unit and holds the Board budget, to which the statutory partner agencies contribute.

The two key **safeguarding** objectives of **protection** and **prevention** underpin the work of the Board and inform the priorities each year.

The responsibilities and functions of the Board are set out in the statutory guidance under Part 7 of the Social Services and Wellbeing (Wales) Act 2014. It has an overall responsibility for challenging relevant agencies so that:

- there are effective measures in place to protect children and adults at risk who are experiencing harm or who may be at risk as the result of abuse, neglect or other kinds of harm; and
- there is effective inter-agency co-operation in planning and delivering protection services and in sharing information.

What is Abuse and Neglect?

Abuse means physical, sexual, psychological, emotional or financial abuse. Neglect means a failure to meet a person's basic physical, emotional, social or psychological needs, which is likely to result in an impairment of the person's well-being.

The Cwm Taf Multi Agency Safeguarding Hub (MASH) sits within the structure of the Board and acts as the single point of contact for all professionals to report safeguarding concerns across Cwm Taf. The MASH has been fully operational since May 2015, having been set up to enhance safeguarding practice, with agencies working together in one place to receive all safeguarding referrals and share relevant agency information to make joint decisions.

MASH activity comprises:

- Child Protection / Safeguarding
- Adults at Risk Safeguarding
- Domestic Abuse (MARAC Multi-Agency Risk Assessment Conference)

² Source: Data Unit Wales

³ Referenced throughout this document as the Board

Cwm Taf MASH Partners are aligned to the membership of the Board and are as follows:

- Cwm Taf University Health Board (now Cwm Taf Morgannwg University Health Board)
- South Wales Police
- Merthyr Tydfil County Borough Council and Rhondda Cynon Taf County Borough Council:
 - Adult Social Services
 - o Children's Services
 - Education
 - MARAC (Domestic Abuse service)
 - Emergency Duty Team (EDT)
- National Probation Service
- Wales Community Rehabilitation Company

The key aims of the MASH relate to the following themes:

- Improved co-ordination and consistency of threshold/decision making when a safeguarding report is raised
- Improved response times leading to earlier interventions
- Reduction of repeat referrals

New Regional Footprint for Safeguarding from 1st April 2019

In June 2018, the Welsh Government announced that from 1st April 2019, Cwm Taf University Health Board would be responsible for healthcare services in the Bridgend County Borough Council area. This meant that accompanying partnership structures in the delivery of social services across the Western Bay region joined with Cwm Taf, with the creation of a new Regional Safeguarding Board for the Cwm Taf Morgannwg area.

The first Annual Plan for the Cwm Taf Morgannwg Safeguarding Board was published on 30th April 2019 and the progress and outcomes of this will be published on 31st July 2020.



3. Members of the Safeguarding Board

The Lead Partner for the Board is Rhondda Cynon Taf County Borough Council and the membership complies with the statutory guidance issued under Part 7 of the Social Services and Well Being Act 2014.

A list of members is attached as Appendix 1.

4. What did the Board do in 2018/19 to meet its outcomes?

The Board published an Annual Plan on 31 March 2018, setting out the priorities for safeguarding children, young people and adults in 2018/19.

The Annual Plan for 2018/19 can be accessed at: www.cwmtafsafeguarding.org

This report sets out what the Board has done to achieve these priorities.

How did we achieve our outcomes?

The Board has a robust structure and clear governance arrangements in place to support its effective operation and its compliance with the Social Services and Wellbeing (Wales) Act 2014.

This year the Board has continued to take every opportunity to collaborate across children and adults safeguarding to support joint working and sharing of information and learning. There has been a joint Board for children and adults since 2015. This has proved to be an effective approach in improving safeguarding arrangements for everyone.

The Board has co-ordinated the safeguarding activities of each of its partner agencies through effective monitoring and challenge. This is carried out via Board and Sub Group meetings, reviews and audit activity. Improvement Action Plans are developed as a result of this work to monitor progress and ensure completion of actions.

The Board uses a programme and performance management approach to deliver its priorities as set out in a detailed work plan that sits under the strategic Annual Plan. The Sub Group Chairs report to the Board on a quarterly basis to escalate any risks and issues for decision.

The Board is supported by the Safeguarding Business Unit which provides management, co-ordination and administrative support. The capacity of the Business Unit was increased in 2018/19 to support the additional responsibilities linked to the co-ordination of domestic abuse work and to improve communications and engagement activities.

The Board structure is set out in Appendix 2.

5. How did we implement our Annual Plan and what were our key achievements?

STRATEGIC OUTCOME 1:

The Cwm Taf Multi Agency Safeguarding Hub (MASH) effectively contributes to ensuring that children and adults at risk are able to live safe lives

The responsibility for Cwm Taf MASH's effectiveness lies with the Safeguarding Board, and individually with each of the Board partner agencies who are signed up to the Cwm Taf MASH Legal Agreement. The Cwm Taf MASH Operational Committee oversees the ongoing development of the MASH to ensure it continues to achieve its goal to improve safeguarding and promote the welfare of children, young people and adults at risk.

How have we achieved this outcome?

Multi-agency Decision Making and Integration

We are continually reviewing the effectiveness of the MASH to ensure that all partner agencies work together in a collaborative way. A review of the business support functions in the MASH was carried out this year with the following aims:

- To streamline administrative process to maximise the resources within the MASH
- To provide a Cwm Taf focus on the business practices within MASH, delivering cross organisational support for all local authority MASH safeguarding
- To provide more robust resilience across administrative functions

As a result of this review the MASH Business Support Team was established on 1st April 2019. The outcomes of this work will be detailed in next year's Annual Report.

Information Sharing Systems

A vital part of an effective MASH involves the sharing of information to safeguard people and it is essential that this is supported by effective IT systems. The information sharing system in the MASH was reviewed this year to identify ways to improve effectiveness. A significant amount of work was undertaken to review the current system and scope out the requirements of a proposed replacement system.

The responsibility for this work was later taken over by the Assistant Chief Constable of South Wales Police to consider a national review in support of a collaborative approach to procure a new information sharing system. The outcome of this will be reported next year.

MASH Quality and Performance Management

A MASH Performance Management Framework and Audit Programme was implemented in April 2018. This has enabled us to evaluate MASH processes to evidence specific themes and findings relating to the reporting of safeguarding concerns. These included:

Repeat Adult Police Protection Notices

A theme arising from this audit related to issues of mental health and substance misuse in both Rhondda Cynon Taf and Merthyr Tydfil and actions were identified to try to address this, and;

Child Protection Medicals

The audits identified that, in general, appropriate actions were taken by all agencies involved in child protection medicals. There were some delays in police response noted in one audit but this was identified as being a short term resource issue and was promptly rectified. In one case, where a family experienced unnecessary delays as a result of a lack of co-ordination between agencies, this was escalated to and addressed by the Children's Quality Assurance Sub-Group.

KEY ACHIEVEMENT

The 2018-19 MASH audit programme included 7 detailed audit appraisals which evidenced areas of good practice as well as matters that required some escalation / improvement. Some of these developments are ongoing (e.g. continuation to integrate the work of the MARAC into the day to day functions of MASH) and are included in the audit programme for 2019-20.

STRATEGIC OUTCOME 2:

The performance of the Board and its partners is monitored and reviewed to ensure that safeguarding in Cwm Taf is effective

The Board must co-ordinate and challenge the effectiveness of the safeguarding activities carried out by each person or body represented on the Board. Each Safeguarding Board partner has a responsibility to ensure that the Board is operating effectively.

How have we achieved this outcome?

Evidencing the effectiveness of safeguarding, effective challenge and holding others to account

All Board partner agencies contribute to the work of the Board and have been provided with role profiles to ensure that their responsibilities are clear. Similarly, all partner agencies have appropriate representation on the Board's Sub Groups and clear terms of reference are agreed by all members of these groups.

Each partner agency has a responsibility to report on the effectiveness of their agency's contribution to the overall functions of the Board. This is done by a number of means, including audits, evaluations, inspection reports and data on safeguarding activity. Board and Sub Group members are actively encouraged to challenge information constructively, with the overall aim of continuous improvement.

<u>During the year, the following examples set out how the Board identified particular areas for improvement:</u>

- Disclosure and Barring Service (DBS) checks for staff and the need for these to be reviewed every 3 years as a minimum for school staff and that this should be consistent across partner agencies. This was identified as a national issue and was subsequently escalated to the National Independent Safeguarding Board to address. A letter to parents was placed on the Board's website advising of the need to ensure that home-based education providers are DBS checked.
- An increase in 'Spice' usage in Merthyr Tydfil. A multi-agency meeting was held as a result which involved:
 - o reviewing the process where individuals are caught with the substance
 - o sharing information with the Cwm Taf Substance Misuse Board

The outcome of this work resulted in a mapping exercise being presented as intelligence to the Board's Multi Agency Child Sexual Exploitation (MACSE) Group.

 Training gaps in the voluntary sector due to a reduction in staffing capacity. This has been continually monitored by the Board's Training and Learning Sub Group to address any gaps and manage associated risks.

The Board's Quality Assurance Sub Groups completed a programme of work in relation to individual case and thematic audits:

- Thematic Audits x 6 (5 adults, 1 children)
- Individual Case Audits x 8 (5 adults, 3 children)

The Board's Quality Assurance Sub Groups also monitored activity in relation to:

- Concerns regarding Inter-Agency Safeguarding Practice 5 received and resolved in relation to adult safeguarding, 10 received and resolved in relation to child safeguarding.
- Multi-agency Safeguarding Complaints there was a low level of complaints in relation to adult safeguarding which evidences the effectiveness of our safeguarding processes.
 The Board received 1 complaint in respect of the multi-agency child protection process which was upheld by an independent complaints panel.
- Escalating Concerns regarding providers of domiciliary, residential and nursing care reports received on a six-weekly basis to the Adults Quality Assurance Sub Group.
- Police Powers of Protection 31 reported during the year, Board assured that actions were appropriate and safeguards in place
- First Time Entrants into Custody (Youth Offending Service) none reported this year.

The Board's Multi Agency Child Sexual Exploitation Group:

- Is chaired by South Wales Police
- Considered 28 new cases of child sexual exploitation (CSE) in the last year
- Reported 107 disruptions of CSE perpetrators, with 27 Child Abduction Warning Notices being served.

The Board also monitors activity in relation to the Deprivation of Liberty Safeguards:

Audits completed during the year in relation to the Deprivation of Liberty Safeguards (DoLS) included:

 Case prioritisation decisions – this found that decision-making is generally consistent but there is a need to clearly record the rationale for the decision

From April 2018 until the end of July 2018 the Merthyr Tydfil and Rhondda Cynon Taf (RCT) DoLS team conducted a audit 3 Care Home Managing Authorities. The outcome of this audit included recommendations for support to home managers, improved communication and improvements required to submission timecales.

KEY ACHIEVEMENT

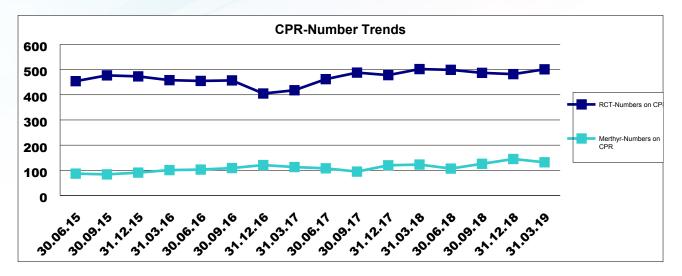
In recognition of the need to use our limited resources more efficiently, the Board's Quality Assurance Groups are committed going forward to concentrating on only completing audits that meet an agreed referral criteria and to do these using standardised tools. This should result in better quality audits that can evidence an impact on practice.

Data reporting

The introduction of a new management information system in both local authorities has resulted in some delays in obtaining performance management information for consideration by the Board during the year. However, end of year data for 2018/19 has now been made available and some key areas are detailed below.

Child Protection Data for 2018/19

Between March 2018 and March 2019 the number of children on the Child Protection Register decreased by 0.1% across Rhondda Cynon Taf (502 to 501). The number increased by 7.3% across Merthyr Tydfil (123 to 132). The age range of 5 to 9 years had the highest registration for Rhondda Cynon Taf and 1 to 4 years was the highest for Merthyr Tydfil. The pattern over the last 4 years is detailed below.



Numbers have remained fairly consistent but remain high in comparison to the Wales average (average of 47 children on the register per 10,000 population; this equated to 101 for Rhondda Cynon Taf and 97 for Merthyr Tydfil).

In relation to the categories of registration, the highest category continues to be Emotional Abuse. In Rhondda Cynon Taf, the percentage of children registered under the category of Emotional Abuse increased from 52% (243) at 31/03/18 to 55% (263) at 31/03/19. In Merthyr Tydfil, the percentage increased by 11% (83) at 31/03/18 to (94) at 31/03/19.

Performance in relation to the number of children de-registered is monitored by the Board. In Rhondda Cynon Taf, 609 children were de-registered. The re-registration rate for children who had a previous period of registration was 37% (187 children). In Merthyr Tydfil 187 children were de-registered during the year. The re-registration rate for children who had a previous period of registration was 24% (32 children). This has decreased slightly across Rhondda Cynon Taf and increased across Merthyr Tydfil compared to 2017/18.

The Board's Quality Assurance Sub Group for Children continues to monitor changes in the performance data. Where there have been noticeable changes the Quality Assurance Sub Group has carried out further investigations and/or audits to satisfy the Board that there are no missed opportunities for learning or improvement.

Adult Protection Data for 2018/19

The MASH acts as the single point of contact for all adult safeguarding concerns. Across Cwm Taf a total of 5,565 suspected adult at risk reports were received during the year. This is a decrease compared to the previous year (6,111). Many of these reports would not have involved abuse or neglect and are therefore managed outside of adult protection procedures. Suitable support would be provided such as the provision of information, advice and signposting to other services.

Those that were deemed to have met the threshold for protection will proceed on to the enquiry stage. Just 9% of reports proceeded to this stage during the year.

Further analysis of the data has determined that 96% of the Merthyr Tydfil cases required further action. However, there was a clear difference in the data for Rhondda Cynon Taf, with fewer than 50% of cases requiring further action. This will be further explored in 2019/20.

Of the 262 cases that required action, 15% (29) of these required a criminal investigation in Rhondda Cynon Taf and 1.5% (1) in Merthyr Tydfil. This is a reduction for both areas compared to the previous year.

41% (79) of the cases in Rhondda Cynon Taf and 85% (57) of the cases in Merthyr Tydfil involved an alleged perpetrator who was a professional or an institution.

60% (Rhondda Cynon Taf) and 34.3% (Merthyr Tydfil) of adults were reported more than once for abuse or neglect during the year. Further audit work will be carried out in 2019/20 to anlayse this data further and identify whether there are areas for improvement.

CASE STUDY

A report was received from district nurses regarding potential neglect by an adult son/carer of a woman with a terminal illness. The woman was admitted to hospital initially to provide immediate safeguards. Safeguarding enquiries were undertaken and a comprehensive multiagency strategy discussion held. An Independent Mental Capacity Advocate (IMCA) was appointed to find out the adult at risk's wishes and feelings. The IMCA was fully involved in safety planning. A Social worker was appointed to work with the alleged perpetrator and undertake a carer's assessment. Following assessments of capacity and a best interests meeting, the Adult at Risk was discharged home as she wished with a full package of care and a contingency plan in place. The carer was fully co-operative with the care plan.

STRATEGIC OUTCOME 3:

The Board contributes to the development, implementation and monitoring of protocols and procedures that support the protection of adults and children and to prevent abuse

The Board needs to ensure that national safeguarding protocols and procedures remain relevant and fit for purpose. This is important for all partner agencies and staff who are responsible for safeguarding activities. The correct procedures must be followed to protect children and adults at risk. At present there are two sets of national procedures, one for the protection of adults and one for the protection of children. These are currently being reviewed to produce one document which will be called the Wales Safeguarding Procedures.

In addition to the national procedures, the Board must ensure that local protocols are in place to co-ordinate the inter-agency work being undertaken in Cwm Taf. These local protocols need to be reviewed on a regular basis to ensure that they remain relevant and are improving inter-agency safeguarding practice.

How have we achieved this outcome?

Wales Safeguarding Procedures

Representatives from the Safeguarding Board have been actively involved in the development of the new Wales Safeguarding Procedures via a Project Board, Task Groups and Stakeholders Groups. The Procedures will be formally launched in November 2019.

Local Safeguarding Protocols and Procedures

In 2018/19, the Board's Protocols and Procedures Group began reviewing/developing 7 separate protocols and guidance documents.

In addition, another 7 documents were identified as being no longer required and these were subsequently archived.

Eight new/updated protocols and guidance documents were approved by the Board in 2018/19:

- Child Protection Policy for Schools this is reviewed annually and adopted by schools across the region
- Mental Capacity and Best Interests Decision Making Guidance to support staff in making mental capacity determinations and best interests decisions on behalf of service users who have been assessed as lacking mental capacity to make the decision in question
- Children Looked After and on the Child Protection Register guidance for staff on dealing with children who are looked after but who are still at risk of significant harm
- Bruising & Soft Tissue Injuries in Non-Mobile Babies provides frontline
 professionals with information about what to do if they observe bruising or otherwise
 suspicious marks to children who are not independently mobile
- Responding to Safeguarding Concerns About Individuals Whose Work Brings Them Into Contact with Children and Adults at Risk – often referred to as Professional Concerns
- Pre-birth Referrals and Conferences updated guidance for staff which has brought forward the date midwives can make a referral to Children Services. This supports the early intervention and prevention agenda.
- Core Group Guidance updated guidance for staff involved in Child Protection Core Group meetings
- Transition Principles developed following the publication of 2 Adult Practice Reviews
 and provides a framework to support young people with additional needs between the
 ages of 14 and 25 who are making the transition to adult life.

Details of all Board protocols and procedures can be found on the website www.cwmtafsafeguarding.org

The Board also monitors the PRUDiC process, which is the multi-agency approach to dealing with unexpected deaths in children. This year, we have developed a PRUDiC toolkit to support this process in Cwm Taf. This is designed to ensure that each phase of the process is implemented correctly. During 2018/19, 11 PRUDiC meetings were held in Cwm Taf.

The Board also uses an Immediate Response to Critical Incidents protocol which is activated following any serious incident which impacts on a community or a group of people. During the year, 3 Immediate Response Group meetings were held.

STRATEGIC OUTCOME 4:

The Board is aware of the prevalent safeguarding concerns in the area and engages in additional activities that facilitate or are conducive to the achievement of its objectives

In the Annual Plan for 2018/19, the Board set out its priorities for ensuring that it is aware of the people who are at most risk of abuse or neglect and work with service providers to develop early identification and preventative services

How have we achieved this outcome?

Preventing abuse and neglect

The Board partner agencies continue to work together to prevent abuse and neglect through its communication and training functions and by developing early intervention services.

The use of inter-agency training and dissemination of learning to partner agency staff also supports this objective. This year we have continued to share learning from audits and reviews to inform prevention activities. This has been actioned via feedback events, e-Bulletins and the Safeguarding Board website.

Transition from Childhood to Adulthood

Following the publication of two Adult Practice Reviews in 2017, recommendations were made to develop a set of principles to support agencies in managing the transition of cases for young people into adulthood. These principles were developed and endorsed by the Board in 2018 and are as follows:

- 1. Planning and decision making should be carried out in a person-centred way
- 2. Support should be co-ordinated across all services
- 3. Planning should start early and continue up to age 25
- 4. All young people should get the support they need

- 5. Young people, parents and carers must have access to the information they need
- 6. Families and carers need support
- 7. A continued focus on transitions

An official launch of these principles is planned for September 2019.

Children Looked After

There has been much consideration around the role of the Board in relation to Children Looked After. One area of concern that has been highlighted again this year is the placement of children from outside of the Cwm Taf area without notifications being received by the placing authority or by the receiving care home. This is despite there being regulations in place setting out agencies' responsibilities. The Board has raised these concerns with the Welsh Government with a view to having some consistency in the approach to these placements.

Criminal Exploitation (County Lines)

County Lines is a major, cross-cutting issue involving drugs, violence, gangs, safeguarding, criminal and sexual exploitation, modern slavery and missing persons.

The UK Government defines County Lines as:

A term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of "deal line". They are likely to exploit children and vulnerable adults to move and store the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

County Lines activity and the associated violence, drug dealing and exploitation has a devastating impact on young people, vulnerable adults and local communities.

In Cwm Taf there has been a strong focus on raising awareness of the nature of this harm and providing practitioners with the ability to spot the signs of criminal exploitation.

KEY ACHIEVEMENT

A number of agencies in Cwm Taf have been fortunate to have received County Lines training facilitated by South Wales Police. This training has been universally positively received and utilising subject experts to deliver this specialist public protection message has enabled a consistent, informed, reliable message to be delivered across organisations. This is a good example of agencies sharing and supporting each other to improve our capacity to prevent abuse, harm and enhance safeguarding.

Radicalisation

The Board has worked closely with the Cwm Taf Community Safety Partnership to raise awareness of the PREVENT process to address radicalisation. This was identified as a priority for the Board's Training and Learning Group (see Section 7).

CASE STUDY

In August 2018, officers from the Wales Extremism and Counter Terrorism Unit (WECTU) presented a case review of a local radicalised young person to the Board's Operational Committee. The role of unfiltered access to violent extremist material was identified as one of the key findings in the case along with the earliest indications of change being noted by peers as opposed to teachers and parents.

The Board has since commissioned its own review into the case and the learning will be shared with agencies early in 2020.

Modern Slavery

The Board has ensured that all relevant staff have been made aware of the National Referral Mechanism which provides a framework to identify, refer and record potential victims of modern slavery.

CASE STUDY

An independent social worker was conducting a kinship carer assessment for the paternal grandmother of a child currently looked after by the local authority. She became concerned that there were some indicators of modern slavery and contacted the Council's Single Point of Access (SPA) for Adult Social Care to report her concerns. The woman did not appear to be an adult at risk or to have any support needs, but the SPA advisor contacted MASH for advice given the concerns. MASH took the information from SPA, had a conversation with the independent social worker to gain further information, obtained police intelligence on the suspected perpetrator, who was linked with human trafficking suspicions in another area and referred the grandmother to the Modern Slavery Co-ordinator. The suspicion was that the woman had been coerced into travelling to the UK and was being put forward as a kinship carer without her understanding or consent. She was living in poor conditions, with no heating in December and little food and with no access to money. She had come from Romania and could speak no English.

The Modern Slavery Co-ordinator arranged for a Romanian speaking advocate to contact the woman and establish a rapport with her. Ultimately, it was determined that she was not a victim of modern slavery and she returned to Romania when she was unable to take responsibility for her grandchild.

Violence Against Women, Domestic Abuse Sexual Violence (VAWDASV)

Close working arrangements are in place between the Regional Safeguarding Board and the VAWDASV Steering Group in Cwm Taf. Reports on training in accordance with the National Training Framework are presented to the Board's Training and Learning Framework (see Section 7).

STRATEGIC OUTCOME 5:

The Board communicates effectively and appropriately with its stakeholders

The Board is required to raise awareness of its objectives to protect and prevent children, young people and adults from becoming at risk of abuse, neglect and other forms of harm, and provide information about how this might be achieved.

As part of developing a positive culture of learning the Board should ensure that information is widely disseminated within the workforce to inform them about best practice and learning arising from reviews, audits and other Board activities.

How have we achieved this?

Throughout 2018/19, the Board has raised awareness of its objectives through a number of ways, including:

- Events
- Literature
- Partnership working
- Dedicated Communications and Engagement Officer

Events

- A Student Conference was held by Merthyr Tydfil CBC, with a focus on safeguarding, which included the subject of exploitation.
- On Human Rights Day, awareness raising sessions were held for adults in relation to safeguarding.
- A parent and young person event was set up by the Cwm Taf Youth Offending Service (YOS) to inform parents of the dangers young people place themselves in by engaging in anti-social behaviour in the community.
- Safeguarding Week 2018 in Cwm Taf was scaled down this year due to limited staffing resources, however some activities did take place, including:
 - Rhondda Cynon Taf's Children's Services held a Family Fun Day which was attended by 116 people.

- Public awareness raising sessions were held in the reception area of Keir Hardie Health Park, Merthyr Tydfil.
- Level 3 safeguarding training was delivered to managers and senior staff of various Cwm Taf UHB settings.
- A safeguarding awareness session was delivered to probation officers.

Information on other events can be found under section 7 (Participation and Involving) of this report.

KEY ACHIEVEMENT

In August 2018 a Graffiti project, involving young people, was held in Ynysangharad Park to engage young people in priding their environment. The event was launched by the Chief Superintendent to coincide with Emergency Services Day. The event covered racist and hate crime graffiti with a design created by local young people.

Literature (including digital resources)

- Posters for Safeguarding Week 2018 were developed in conjunction with Welsh Government.
- A review of Adult Safeguarding leaflets began.
- The Cwm Taf Safeguarding Board leaflets were updated.
- The use of the Board's website continues to be the key tool for communication for the Board and work has started on improving the website further to make it even more useful for both professionals and members of the public.

Partnership Working

Good partnership working is vital for the Board to achieve its aims and objectives and to be

able to have a thorough understanding of all the safeguarding work that is carried out throughout the region.

The Board's partnership with the Public Service Board's Information, Communication and Engagement Forum, Community Safety Partnership and Youth Engagement and Participation Service has improved. This has resulted in discussions on potential options and enhanced opportunities for Engagement, Participation and Communication (EPC) work.



The Board continues to use pro-formas in order to identify all the communication and engagement work relating to safeguarding that is carried out within the region. The return rate from agencies is getting better, however there is still room for improvement in order to capture all activity that is taking place throughout the region. The EPC Group has recognised this and has started to consider ways of making it easier for agencies to submit their information.

The pro-formas, which are collated on a quarterly basis by the EPC Group, enables colleagues to become more aware of the work in place that effectively engages various stakeholders across the region, including the work of the local youth forums.

The information submitted by agencies during 2018/19 evidenced a significant amount of engagement activity with children, young people and adults at risk. More information on this can be found under section 9 (Participation and Involving) of this report.

KEY ACHIEVEMENT

A Health Champions Award was completed in August 2018, involving 6 young people. The course was sponsored by the Community Alcohol Project Service (CAPS), a UK wide service and consisted of 30 hours teaching which took the form of one day per week for the 6 week summer holidays. The CAPS Area Manager complimented the quality of the young people's work and it will be considered gold standard. This is the only CAP Health Award in Wales currently and the young people will be invited to a UK wide Conference. This has generated very positive outcomes for the six young people.

Communication and Engagement Officer

The importance of communications and engagement was recognised by the Board as a priority area which led to the recruitment of a dedicated Communication and Engagement Officer in February 2019. This post holder is central to the development and delivery of the Board's Engagement, Participation and Communication (EPC) work.

STRATEGIC OUTCOME 6:

Practitioners in Cwm Taf are receiving or have access to good quality and up to date safeguarding training

The Board is required to review the training needs of practitioners and ensure that there is a co-ordinated approach to training, taking into consideration regional and national training activity, to ensure consistency and minimise duplication.

Our strategy for training also takes into account themes and learning arising from the delivery of the Board's functions.

Details on how we have achieved this outcome in 2018/19 can be found in Section 7 of this report.

STRATEGIC OUTCOME 7:

The Board will ensure the protection of people who, for their own safety and in their own best interests, need care that may deprive them of their liberty but who lack the capacity to consent

The Deprivation of Liberty Safeguards (DoLS) provide legal protection for those vulnerable people who are deprived of their liberty, but who are not detained under mental health law.

The DoLS exist to ensure that no one is deprived of their liberty without good reason and that it must be to provide a specific treatment or care plan that is in the person's best interests. The managing authority (the care home/hospital where the person is staying) must apply to the relevant supervisory body (the local authority or the Health Board responsible for the hospital or care home) for authorisation of the deprivation of liberty. The performance of the supervisory bodies is reported to the Board's Adults Quality Assurance Group.

How have we achieved this outcome?

The Health Board reported a slight increase in DoLS applications this year, with an average number of 80 per week. The waiting list numbers have varied from 55 to 108. The number of urgent applications has been steadily increasing which are prioritised; correspondingly standard applications are on the list longer. The number of applications which are not allocated to an assessor has continued to increase due to the high turnover of patients.

The liaison between the Health and Local Authority teams remains positive and where possible, documents are shared and problems resolved by consultation between agencies.

Productivity has fallen overall in 2018-19 for the Local Authorities, although only slightly so for Merthyr Tydfil. For both authorities, the number of new assessments is set either to have risen (MT) or remained steady (RCT), but the number of re-assessments has fallen for both Authorities. The main reason for this is the deliberate prioritisation of new work where there is an identified risk and also the continued falling productivity of rota assessors. Both waiting lists have increased, along with the number of priority cases.

6. Safeguarding Themes

Audit Activity

Achieving improvement in safeguarding policy, systems and practice is a core function of the Board. Thematic and case audits are carried out by the Board's Quality Assurance Groups to identify learning from the experience of its professionals across our partner agencies. Any recommendations made by these audits are monitored to identify how practice is adapted to reflect any learning. The Board carried out a range of audits in 2018/19, some of these are summarised below:

	THEMES IDENTIFIED	RECOMMENDATIONS	DISSEMINATION METHOD	OUTCOME
Individual Case Audit on an Adult at Risk being cared for by spouse	Domestic violence on a person lacking capacity Disguised compliance of perpetrator Support agencies not reporting concerns in a timely manner Providers not attending safeguarding meetings Providers not recording/reporting incidents	Seek legal advice to develop clear guidance on when to apply to the court of protection Multi-agency training on the purpose of section 126 enquiries Markers and flags in relation to health to be added to police systems following diagnosis	Though individual agency representatives and via training	Legal Guidance has been developed for social work staff and will be implemented in 2019/20 Section 126 training has been incorporated into existing Levels 2 and 3 safeguarding training Police flags and markers in place
Safeguarding Reports of Neglect in relation to Pressure Damage	No neglect found in the majority of cases All Wales Review Tool for Pressure Damage not being routinely submitted	Outcome of audit to be shared with adult services staff All Wales Review Tool should be submitted by health professionals when reporting concerns	Via Team meetings and the Multi Agency Safeguarding Hub	Audit shared and noted. There has been a significant improvement in the use of the tool.
Audit on the de- registration of 16/17 year olds.	Premature in some cases to remove name from the CPR as re-referrals were evident and in 2 cases further periods of registration took place. A lack of transition preparation and planning in some cases. Step down to preventative services not being routinely used.	MARAF should be completed when deregistraion being considered. Transition triggers and planning to receive focus and work being completed by WG to be used to inform local practice once complete. Step down to preventative services to be considered where appropriate.	LA representative to implement through internal communication arrangements	When Conference members are considering deregistration the chair asks 'critical questions,' designed to inform the decision to safely remove a child's name from the CPR. Transition Panel now in place Prevention programmes in place.

Adult Practice Reviews and Child Practice Reviews

The Board is required to carry out a Child Practice Review in circumstances of a significant incident where abuse or neglect of a child is known or suspected. The Board did not publish a Child Practice Review in 2018/19.

The Board is required to carry out an Adult Practice Review in circumstances of a significant incident where abuse or neglect of an adult at risk is known or suspected. The Board published one Adult Practice Review during 2018/19. The themes identified as part of this review were as follows:

THEME	OUTCOME / UPDATE
Emergency Admission Processes: Clear guidance should be in place to manage this	The local authorities have sourced current documentation and work will be undertaken in 2019/20 to streamline processes
Multi-agency Responsibility and Assessment of Need and Risk: Staff in partner agencies need to recognise their roles and responsibilities in the assessment of risk	The relevant Code of Practice within the Mental Health Measure has been identified and will be disseminated as appropriate during 2019/20
Communication and Documentation: Compliance with professional standards for documentation	A briefing paper is in development and will be disseminated as appropriate during 2019/20
Escalation: Effective processes to be in place when there are disagreements about an individual's care and support needs	Task and Finish Group being set up to develop guidance in 2019/20
Ensuring that all staff are aware of their responsibilities to report incidents	South Wales Police are developing an on-line referral form that care homes can use to report incidents without having to call 101.

Action plans are being monitored by the Board's Adult and Child Review Groups to ensure that the recommendations are carried out. Subsequent audits and reviews have evidenced that the recommendations are already being achieved.

7.Information Training and Learning

What did we say?

The Board is required to review the training needs of practitioners in the area and ensure that there is a co-ordinated approach to safeguarding training, taking into account themes and learning arising from the delivery of the Board's functions

This work is monitored by the Board's Training and Learning Sub Group

How have we achieved this?

The majority of the multi-agency safeguarding training is planned, delivered and coordinated by the local authority-based Cwm Taf Training Department.

In 2018/19, a total of 165 training courses were delivered to 2,806 delegates across the region.

In addition to the standard children and adults Levels 1-3 safeguarding training, additional multi agency training included Substance Misuse, Child Sexual Exploitation, Transgender Awareness, Human Trafficking and Foetal Alcohol Disorder.

Individual agencies also report to the Board on a quarterly basis with details of the safeguarding training activities taking place within their own organisation. This included:



- CP training to SWP officers on PPU training (2 sessions delivered- more to follow)
- Prevention of suicide and self harm materials updated and being delivered with full attendance (4 full day sessions), however September was unable to go ahead due to facilitator being unavailable.
- Conference and Core Group has been redesigned to take place over 1.5 days
- Due to staff redundancies in the voluntary sector there are capacity issues to deliver safeguarding training for children and adult at risk at Level 1 and Level 2

National Training Framework on Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)

The VAWDASV Steering Group partners are required to take reasonable steps to deliver the objectives specified in the local training plan. As of 31 March 2019, 73% of the Merthyr Tydfil workforce had received Level 1 training, with 32% of RCT staff completing and 64% of Health Board staff doing the same.

As of 31 March 2019, there were 14 fully accredited trainers who will be able to rollout the second stage 'Ask and Act' training. As yet, there are no 'Ask and Act' champions (Level 3) trained in the region. With regards Groups 4 and 5 (those working in specialist VAWDASV services, directly and only with those who have experienced VAWDASV), 3 staff have completed this at certificate level.

Prevent

Overall there has been an increase in the number of people who are aware of "Prevent" and the dangers of radicalisation. Prevent sessions have also focussed on children and young people this year, with 85 attendees receiving training.

Hate Crime

There has also been an increase in the number of young people who are aware of what "Hate Crime" is and how to report it. During the year, 281 Hate crime sessions were delivered for year 6 and year 7 pupils. Hate Crime Awareness week in October 2018 engaged with 800 people in RCT

South Wales Police

Domestic Abuse Coercive Control and County Lines training has been delivered to over 100 police officers and staff.

Adverse Childhood Experiences training has been delivered to 700 officers in 65 events across the force.

Youth Offending Service (YOS)

27 YOS Practitioners and 5 staff members from the RCT 16+ Team attended a Proactive Safeguarding and County Lines Presentation.

Level 2 Safeguarding training was delivered to 7 YOS volunteers.

Cwm Taf University Health Board

298 Health Board staff attended County Lines training98 staff received Bespoke Level 3 Child and Adult Safeguarding Training

Welsh Government Training Grant

In 2018/19, the Board received additional funding from the Welsh Government which has enabled us to fund additional activities, including:

- The Board worked in conjunction with the NSPCC and the Welsh Government to deliver a series of Child Sexual Abuse awareness raising sessions to 147 parents/carers and professionals. Following the delivery of these sessions across Wales a significantly positive social media engagement has been reported, with a 177% increase of traffic to the Stop it Now Wales website and a 31% rise in calls to the Stop it Now helpline compared with the same period the year before.
- The development of a new Cwm Taf Morgannwg Safeguarding Board website which will be live in August 2019.
- The production of a training DVD to support Domestic Abuse safeguarding training

Multi Agency Practitioner Events

The Board hosted 5 events during the year for professionals:

 3 feedback events on 2 published Adult Practice Reviews, disseminating the learning to a range of professionals.

- In October 2018, an event was held on the subject of Self Neglect which was well attended and received. The event also highlighted the learning from a case that had been subject to an audit via the Board's Adult Quality Assurance Group.
- A Domestic Abuse/Domestic Homicide Review event shared learning to over 40 participants from a broad range of organisations.

Dissemination of Information

As part of developing a positive culture of learning, the Board has disseminated best practice and learning within the workforce via Multi-Agency Practitioner Forums (see above), information within the bi-annual e-bulletin as well as updating the website with reports and learning outcomes from Adult/Child Practice Reviews and audits.

KEY ACHIEVEMENT

In the Board's Summer E-Bulletin, disseminated to all professionals working on our partner agencies the following are examples of the information shared:

Links to two YouTube videos discussing child abuse linked to faith or belief produced by the National FGM Centre. The first was an animation telling the story of young boy in the UK who was accused of witchcraft by his aunt and uncle; the second offers advice to professionals about how to work with children who have been accused of witchcraft.

A link to a North Wales protocol produced for Social Care staff who may encounter individuals living in unsanitary and hoarded conditions. It was noted that people with hoarding difficulties often experience obsessive compulsive disorder (OCD), which may or may not be directly connected to their clutter problem. Hoarding is also often associated with anxiety and depression. Compulsive hoarding is challenging to treat because many people who hoard don't see it as a problem, or have little awareness of their disorder and how it's impacting on their life. However, it's really important to encourage a hoarder to seek help, as their obsession can not only cause loneliness and mental health problems, but poses a health and safety risk, too. If not tackled, it is a problem that will most likely never go away.

Raising awareness of an on-line game known as Doki Doki which had raised safeguarding concerns and was at the centre of a coroner's inquest into the death of a 15 year old boy living in Manchester.

8. How have we collaborated with others?

Working in partnership with other agencies is integral to the work of the Board. We do this in a number of ways, with individuals, agencies, partnerships and organisations both within and external to Cwm Taf.

How have we achieved this?

Community Safety Partnership

The Board has collaborated with the Community Safety Partnership on 5 Domestic Homicide Reviews this year. This will result in shared learning being available from May 2019.

All Wales Child and Adult Protection Groups

Both of these national safeguarding groups are chaired by Cwm Taf Board members.

Wales Safeguarding Procedures and Practice Guides for Children

Cardiff and the Vale Safeguarding Board has been leading on the development of the new Wales Safeguarding Procedures for children and adults and the Cwm Taf Board has been actively involved in the Project Board overseeing the development of the procedures. Individual representatives from Cwm Taf have also been involved in editorial groups to review specific chapters. The Procedures will be launched later in November 2019.

The Board has also been involved in the development and consultation in respect of the Practice Guides for Children with Welsh Government.

Welsh Government

The Board has collaborated with the Welsh Government on a range of topics. For example, the Welsh Government wrote to all Boards requesting the current position in terms of safeguarding responses to radicalisation and the Prevent duty in Wales. In particular they were interested in whether radicalisation is an issue coming to the attention of Safeguarding Boards and whether connections are being made between Safeguarding Boards and regional Contest Boards. The Board was able to respond with our own experience of radicalisation in Cwm Taf and we expressed an interest in becoming involved in any further work relating to this subject.

Transition to the new Cwm Taf Morgannwg Safeguarding Board

Early in 2019, we began discussions with Bridgend local authority and other partners in Bridgend to plan the transition to the new Regional Safeguarding Board. This began with a joint Development Day in January 2019 and by April 2019 we were able to produce a joint Annual Plan for 2019/20.

This collaboration will continue into 2019/20 as Board governance and operational arrangements are embedded across the wider geographical area.

Radicalisation

Representatives from the Cwm Taf Community Safety Partnership attend Board groups to update on Prevent activities. In 2018, a review of a radicalisation case in Cwm Taf began and will be subject to a Multi-Agency Practitioner Event in 2020.

Other Wales Regional Safeguarding Boards

The Board regularly receives reports from other Boards on Child and Adult Practice Reviews. These are considered by the Board's Child and Adult Review Sub groups and any recommendations and learning pertinent to the region are shared appropriately.

This year, the Board agreed a collaborative approach to completing a Domestic Homicide Review with Gwent Safeguarding Board. This involves piloting the completion of the Domestic Homicide Review using the Adult Practice Review approach. This work will be completed in 2019/20.

Cwm Taf Public Service Board

The Board provides regular update reports to the Public Service Board (PSB) and joint working arrangements have been considered. This includes links between the Board's Engagement, Participation and Communications Group and the PSB's Information, Communication and Engagement Group.

National Independent Safeguarding Board

The Chair of the Engagement, Participation and Communications Sub Group and the Chair of the Training and Learning Sub Group took part in a group set up to develop a national awareness raising campaign on safeguarding. It is hoped that this group will continue to meet following the appointment of a new National Board.

Breaking the Silence

In March 2019, the Board also worked in partnership with the NSPCC and the Welsh Government to deliver an interactive learning session to 30 professionals to share best practice of recognising, listening and responding to disclosures of abuse.

Housing Providers

The Board has collaborated with local housing providers on a range of activities including the delivery of safeguarding training, the completion of case audits and on Domestic Homicide and Child Practice Review Panels.

Sexual Abuse Referral Centre Steering Group

The Cwm Taf Board is the only Regional Safeguarding Board represented on this group.

Mental Capacity Act/Deprivation of Liberty Safeguards All Wales Network

Representatives from the Board sit on this group.

9. PARTICIPATION AND INVOLVING

What did we say?

Children, young people or adults who are affected by the exercise of the Safeguarding Board's functions should be given the opportunity to participate in the work of the Board.

How have we achieved this?

Board partner agencies carried out the following engagement and participation work with children, young people and adults:

- RCT Adult Services Workshops to assist adults with learning difficulties to stay safe on multi-media platforms.
- Substance Misuse Awareness Raising for young people attending schools and youth clubs.



- Action on Elder Abuse Day which was aimed at the general public. This included a fundraiser and an information stand at Tonypandy Job Centre.
- Voices from Care held a workshop to increase young people's awareness of their rights to be safe and protected.
- A 'Two Sides' web site was developed for Children Looked After in RCT and consultation with a group of these young people will be established to review the structure of current and future content.
- The Cwm Taf Youth Offending Service (YOS) met with young people to create a scootering event in Aberdare. This provided an opportunity for services such as YOS and police to engage young people and their families in understanding anti-social behaviour and health and safety risks. RCT's Youth Engagement and Participation Service (YEPS) was also able to use this event to remind young people and their families of local youth provision.
- The Cwm Taf YOS carried out community reparation projects which led to an improvement in community engagement, positive relationships and opportunities for young people to become active within their local community as well as building public reassurance in the response to crime.
- The Cwm Taf YOS held a Substance Misuse Participation meeting whereby workers were assigned tasks to ensure the service develops good practice in relation to the participation standards. Similarly, health workers were also involved in the above work.

- The YOS also engaged in Anti Social Behaviour (ASB) discussion in primary schools to enable greater understanding of ASB and its link to wellbeing and community impact.
- Merthyr Tydfil CBC held a Student Conference to listen to the voice of the pupil on how best to improve well-being by knowing how to best cope with everyday life and its daily dilemmas. The focus of the conference was on screen overload and exploitation.

KEY ACHIEVEMENT

The Children's Services Department in Merthyr Tydfil has developed a database which records the views of parents/carers and the views of the individual child following case closure. This helps to measure the progress of families who require support and also provides social workers with feedback on how support can be improved. Examples of positive feedback include:

"(Social Worker) was great and when she wasn't available, other team members were always there to help me"

"Realising what could happen if I didn't look after my child"

"Children are happier, realised the bad relationship, had to see for myself"

"Thank you for being fair and listening to us"

"We both enjoyed the programmes that we did"

10. Contributions of Board Members

Each Safeguarding Board partner has a responsibility to ensure that the Board is operating effectively. There are clearly defined Terms of Reference as well as role profiles for Board members.

The Board continues to review the effectiveness of measures taken by partners and other bodies in relation to safeguarding via quality assurance, audits and performance management. All the required statutory partner agencies in Cwm Taf are represented on the Board, Operational Committees and Sub Groups and attendance is monitored at these meetings.

The Board Chairs, Members, Sub Group Chairs and Sub Group Members provide a significant amount of the time to support the Board and its work (see table below). The variable and diverse nature of the Board's work makes this difficult to report on within a quantifiable and measurable resource context and is not always obviously visible to other professionals and agencies. The process, management and publication of Child and Adult Practice Reviews, as well as the development of regional protocols and policies are just some examples of the work that require high levels of professional input, knowledge and expertise.

AGENCY	ATTENDANCE AT BOARD (4 meetings)	PRESENTED AT BOARD (4 meetings)	ATTENDANCE AT OPERATIONAL COMMITTEE (4 meetings)
Chairs: Director (RCT) Chief Officer (MT)	4	0	N/A
RCT Children Services	3	1	4
RCT Adult Services	3	1	4
RCT Public Protection	3	2	1
RCT Education	1	0	2
MT Children Services	4	1	2
MT Adult Services	3	1	4
MT Public Protection	0	0	2
MT Education	1	1	4
Cwm Taf University Health Board	4	3	4
South Wales Police	4	1	3
National Probation Service	4	1	2
Wales Community Rehabilitation Company	1	0	2
Third Sector	3	0	0
Cwm Taf Youth Offending Service	4	1	4
National Safeguarding Team (NHS Wales)	3	0	0
Welsh Ambulance Services NHS Trust	0	0	0

Individual agencies are requested to report to the Board on the outcome of internal agency reviews, evaluations and inspections to support effective challenge at a multi-agency strategic level. In 2018/19 the following reports were presented to the Board by Board agencies:

Cwm Taf University Health Board – Winter Planning Evaluation Report 2017/18 and Preparedness for Winter 2018/19

Merthyr Tydfil County Borough Council – Report on Staffing Arrangements and Inspection of Children's Services

National Safeguarding Team (NHS Wales) – Learning from Reviews report

In addition to the above, each partner has provided a summary below of their contributions during 2018/19 as follows:

Cwm Taf University Health Board

The Director of Nursing, Head of Safeguarding and Deputy Head of Safeguarding are all active members of the Safeguarding Board and its Sub Groups. he Head of Safeguarding chairs the Training and Learning Group which ensures that safeguarding training across the region is of a high standard and is effective in encouraging a culture of continuous learning. In addition, the Head of Safeguarding is the vice chair of the Board's Joint Operational Committee and leads on the Safeguarding Week Task Group that co-ordinates a multiagency approach to engagement activities for the public, third sector and statutory services. The UHB is a keen collaborator to the work of the Board and is proud to be central to preventing and protecting individuals from harm in Cwm Taf Morgannwg.

The UHB has an Executive Safeguarding Group and two Operational Safeguarding Groups one each for adults and children. This facilitates good governance arrangements and sharing of the work of the Board. Safeguarding Board activity such as audits, Adult/Child Practice Reviews and Domestic Homicide Reviews are discussed at these meetings as standard agenda items. Action plans and UHB position statements arising from reviews are monitored through its Executive Group. The UHB also produces its annual report in relation to safeguarding and public protection which is shared with the Safeguarding Board.

Merthyr Tydfil County Borough Council (MTCBC)

During the financial year 2018/19, Merthyr Tydfil CBC has contributed to the Cwm Taf Safeguarding Board in a number of ways.

Support has been provided in leading or contributing to the development of various policies. Some of this work includes:

- Guidance in Relation to Pre-birth Referrals and Child Protection Conferences
- Responding to Safeguarding Concerns About Individuals Whose Work Brings Them Into Contact with Children and Adults at Risk
- Principles and Approach to Transition

Other work includes:

- Joint Chair of the Safeguarding Board
- Chairing the Mash Quality Assurance, Protocols and Procedures and Adult Review Sub Groups
- Chair and reviewer for the Child Practice Group
- Supporting the work of Domestic Homicide Reviews
- Membership of the Project Board for the Wales Safeguarding Procedures

Extended Children's Senior Management Team has been involved in the implementation of new policies and staff briefings have been held to promote the work of the Safeguarding Board.

Rhondda Cynon Taf County Borough Council (RCTCBC)

In 2018/19 RCT Children and Adult Services have continued to contribute a comprehensive level of staffing, physical and financial resources to enable the Board to be effective in its operation. This has included:

- Chair of 3 Sub Groups and Vice Chair of 4 Sub Groups
- Membership on all Board Sub Groups
- Contributed to specific Task and Finish Groups e.g. PRUDiC Toolkit and Wales Safeguarding Procedures.
- Led on the development of new protocols/policies
- Shared co-ordination of Safeguarding Board Training Programme and provision of practitioner trainers
- Provision of Chairs and Reviewers for Child/Adult Practice Reviews and Domestic Homicide Reviews

RCTCBC has ensured that regular performance information is reported to the Board, with a focus on specific groups of children, young people and adults at risk of abuse and in need of safeguarding. This supports effective challenge amongst partner agencies and work with service providers to develop earlier identification and preventative services.

There continues to be an emphasis on the priorities of the Board to support effective interagency safeguarding practice and processes, robust quality assurance and information sharing systems. RCTCBC continues to support the MASH with the reconfiguration of Children's Services front door with the creation of the Information, Advice and Assistance Team, which has enabled MASH to focus on its core function of safeguarding. RCT have also supported the development of the Cwm Taf Business Support Team in MASH.

RCT has also ensured ongoing development and monitoring of multi-agency safeguarding practice through membership and chairing of Quality Assurance Sub Groups. This has enabled us to identify any professional learning needs and gaps in the provision of safeguarding training, and to address this internally and with the support of the Board.

RCTCBC has also contributed towards the programme of Multi Agency Practitioner Events, to share learning from audits and reviews with a wide audience of practitioners involved in safeguarding.

RCTCBC has also been proactive in engaging with its community and agreed additional funding for the appointment of a Communication and Engagement Officer. RCT Children's and Adult Services have undertaken age appropriate consultation with children and young people and with adults with learning disabilities, their parents and carers on what matters to them and to co-produce priorities for service change. Web-based platforms are also being used to further improve our engagement with the wider community, children, young people, adults with care and support needs and their parents/carers. Adult Services have also engaged in consultation events with citizens on re-modelling of its residential and day service provision and on what matters to them via a Community of Enquiry event. A recent Care Inspectorate Wales Inspection of Older Adult Services was positive about the quality of RCT's service models and delivery and recognised the impact of the excellent multi-agency working in the MASH in achieving good outcomes for adults at risk. The work of the Safeguarding Prevention Officer was also specifically mentioned, highlighting the excellent work within RCT's Learning Disability day Service on aspects of 'keeping safe' to which she contributed.

RCT Children's and Adults Services used the National Safeguarding Week to engage with adults, children and young people in order to raise awareness of issues relating to abuse and neglect. Whilst Safeguarding Week provided an excellent platform, there have been events throughout the year that promote engagement and involvement.

South Wales Police

South Wales Police continues to demonstrate its commitment to safeguarding. The single floor of Safeguarding incorporating the MASH has developed over the last year. The additional staff provided in the last calendar year have been invaluable in enhancing our response.

The Missing Persons Team have created established links with vulnerable children and their social workers. Recently a large scale missing person investigation commenced where Police and Partners worked tirelessly and seamlessly together. This resulted in the safe return of the vulnerable person together with a substantial custodial sentence being imposed on a person who had been instrumental in the disappearance.

This is a testament to the professional work and close liaison with partner agencies.

The MASH Initial Assessment Team has readily established itself as an invaluable part of the police resources within MASH. Police engagement and participation in all areas of safeguarding is evident and remain a priority.

Cwm Taf Youth Offending Service (YOS)

The Cwm Taf Youth Offending Service is fully aligned to the Cwm Taf Safeguarding Board. The YOS Head of Service is a member of the Board and also attends the Joint Operational

Committee (JOC). There is significant YOS representation on the safeguarding Board sub groups. The Engagement, Participation and Communications group is chaired by the YOS Head of Service, and the Merthyr Tydfil Team Operational Manager attends the Training and Learning and Policy and Procedures sub groups. An Operational Manager based in RCT attends the Multi Agency Child Sexual Exploitation (MACSE) meeting and the Quality Assurance Group (QASG).

YOS staff contribute to Adult Practice Reviews, Child Practice Reviews, Domestic Homicide Reviews and Multi Agency Practitioner Forums (MAPF) and all relevant learning is disseminated to those working within the service. The YOS has successfully embedded an Enhanced Case Management (ECM) approach during 2018/19, focussing on young people presenting with a number of adverse childhood experiences (ACEs). This work has highlighted the need for a child focussed approach to YOS business and brought positive outcomes for some of our young people.

National Probation Service (NPS)

The NPS Local Delivery Unit cascades all relevant safeguarding information and policies from the Board to managers and staff at our monthly strategic and operational management meetings. We attend all relevant Practice Review Panels and are currently chairing an Adult Practice Review panel. On a national basis all learning from Practice Reviews from both England and Wales are collated by our public protection team and themes of learning are disseminated throughout the organisation. NPS across the board understands how instrumental safeguarding is to our daily business of public protection and victim safety. This permeates from the Senior Managers to operational staff who recognise that safeguarding is a fundamental part of their day to day work. This ensures staff prioritise attendance at child protection conferences, contributing to core groups, and sharing of information pertaining to risks with all the necessary agencies.

The National Probation Service in Wales was subject to its first annual inspection late in 2018 as part of the new HMIP framework and the report from this has recently been published. We are pleased that we were rated as Good overall which is comparable with the other NPS Divisions inspected as part of the current inspection programme.

The inspection reviewed our work across three domains, we were delighted to receive a rating of Outstanding for our services to victims and our sentence plan reviewing practice.

In Wales, we are progressing with the proposals to bring Offender Management into the National Probation Service and developing options for how we want Accredited Programmes, Community Payback, Rehabilitation and Resettlement services to be delivered in the future. We have brought forward our original timescale for the transition of Offender Management in Wales to now be completed by December 2019. We are working closely with our Community Rehabilitation Company colleagues to oversee the transition of staff and cases whilst maintaining a clear focus on business as usual delivery. During this transition period we will ensure that safeguarding continues to be a priority.

National Safeguarding Team (NHS Wales)

Public Health Wales' National Safeguarding Team works closely with Welsh Government, Health Boards and NHS Trusts to improve safeguarding across NHS Wales. The National Safeguarding Team's designated professionals are members of all Regional Safeguarding

Boards (adult and children) across Wales. The aligned designated professional has consistently contributed to the work of the regional safeguarding board providing independent expertise to support agencies across the region.

The NHS Wales Safeguarding Network is fundamental to the collaboration, successfully linking both at a local level and nationally to support NHS Wales Health Boards and Trusts discharging their responsibilities for safeguarding. This collaboration has facilitated the successful delivery of demanding deliverables in 2018-19 and helped make optimum use of the enormous expertise across the group. Working together the Network has developed specialist professional learning and support, shared good safeguarding working practice as well as information from current national issues by engaging with existing groups. This work includes development of the Safeguarding Maturity Matrix, the Chaperone Best Practice Guidance, the Learning from Reviews Report and the bespoke NHS training package covering the Ask and Act under VAWDASV legislation.

The National Safeguarding Team's shared ambition is that the principles and duties of safeguarding should be holistically, consistently and effectively applied as the benefits of all cannot be achieved in isolation. The achievements of the NHS Wales Safeguarding Network over the last year have only been possible because of the close partnerships and high level of collaborative cooperation and co-creation.

Wales Ambulance Service NHS Trust

The Welsh Ambulance Services NHS Trust (WAST) achieves the safeguarding objectives of each Regional Safeguarding Board by effectively working together to ensure good outcomes for people who have contact with our service within the Board region. Our activity during 2018-19 to prevent, protect and support individuals and their families within the Cwm Taf Safeguarding Board region has included the following:

WAST Child at Risk Referrals to Local Authority	151
WAST Adult at Risk Referrals to Local Authority	42
WAST Adult Social Care Need Referrals to Local Authority	96

WAST opportunity for increased engagement has been promoted by attendance at the Regional Board meetings and involvement in the associated work plans. This has included participation in 3 Adult Practice Reviews, 2 Child Practice Reviews and 4 Domestic Homicide Reviews.

Learning from the Reviews is coordinated by the WAST Safeguarding Strategic Group to ensure dissemination throughout the organisation. WAST staff have attended Practice Review Learning Events which has ensured the voice of our practitioners has directly contributed to the Review, that practitioners can hear the perspectives of the family and that with other multi-agency attendees they are able to reflect on what happened and identify learning for future practice. All learning is incorporated into WAST Safeguarding training, policies and procedures as appropriate.

11. Managing our Resources

The Cwm Taf Safeguarding Board uses the national funding formula to assess and identify annual financial contributions from statutory partner agencies.

This is calculated as follows:

Agency	% Split	% Split
Rhondda-Cynon-Taf CBC	61.02%	80%
Merthyr Tydfil CBC	01.02%	20%
Cwm Taf UHB	23.73%	
South Wales Police	10.17%	
Probation Service	5.08%	50%
Wales Community Rehabilitation Company	5.06%	50%
Totals	100.00%	100%

In 2018/19 expenditure was as follows:

Staff	£175,941
Premises	£33,616
Other	£14,621

Training costs are not included as this sits outside the Board budget.

12. Other Board Activities

Adult Protection and Support Orders (APSOs)

The statutory guidance issued under the Social Services and Wellbeing (Wales) Act 2014 sets out the arrangements for these civil orders to be used by a local authority to enable an authorised officer to speak in private with a person suspected of being an adult at risk.

The Board has ensured that there are 4 authorised officers in Cwm Taf who are appropriately trained and that a regional process has been put in place.

To date, no orders have been sought in Cwm Taf.

Guidance and Advice received from the Welsh Ministers and/or the National Board

The NISB report on Adult Deaths/Reviews in Wales was considered and relevant learning was highlighted in the bi-annual e-Bulletin.

Section 137 requests for information

Section 137(1) of the Act provides a Safeguarding Board with the power to request specified information from a qualifying person or body provided that the purpose of the request is to enable or assist the Board to perform its functions under the Act.

In 2018/19 the Board did not use its Section 137 powers to access information.

Are You Concerned About Someone?

If you suspect that a **child or young person** is being harmed or is at risk of being harmed then you have a duty to report it immediately. All calls concerning worries about children are treated seriously. Contact your local Safeguarding Team on the numbers provided below:

In Rhondda Cynon Taf: 01443 425006 In Merthyr Tydfil: 01685 725000 In Bridgend: 01656 642320

Opening Hours:

Monday - Thursday 8.30am - 5.00pm

Friday - 8.30am - 4.30pm

If you suspect that an **adult** is being harmed or is at risk of being harmed then you have a duty to report it immediately. All calls concerning worries about vulnerable adults at risk are treated seriously. Contact your local Safeguarding Team on the numbers provided below:

In Rhondda Cynon Taf: 01443 425003 In Merthyr Tydfil: 01685 725000 In Bridgend: 01656 642477

Opening Hours:

Monday - Thursday 8.30am - 5.00pm

Friday - 8.30am - 4.30pm

To contact Children or Adults Services outside office hours, at weekends and bank holidays, call:

Cwm Taf Morgannwg Emergency Duty Team on 01443 743665.

If you suspect that a child, young person or an adult is at immediate risk of harm call 999 and speak to the Police.

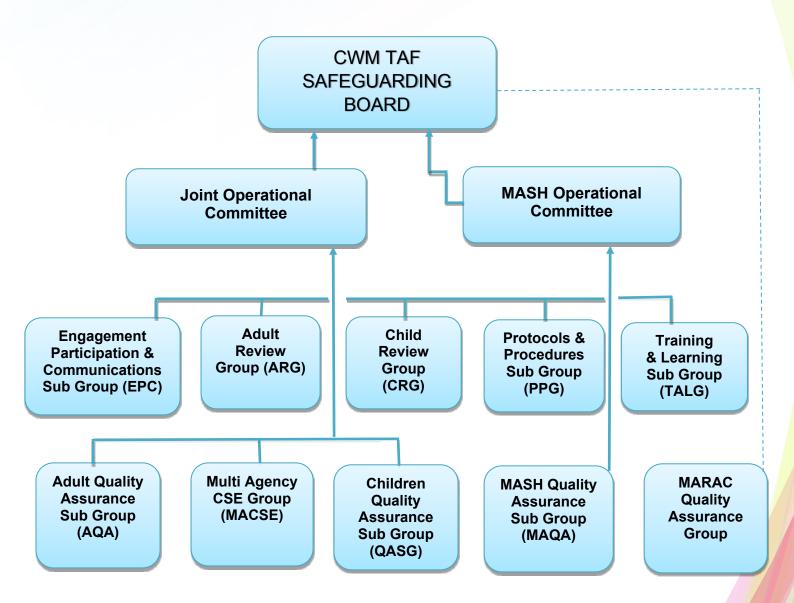
If you would like to report a non-urgent incident, or have a problem or general query, you can call 101, the 24 hour non-emergency number for the police. *Use 101 when the incident is less urgent than 999.*

APPENDIX 1 BOARD MEMBERSHIP

NAME	TITLE	AGENCY	
Gio Isingrini	Director of Community and Children's Services (Co-Chair)		
Louise Davies	Head of Public Protection		
Jackie Neale	Adult Safeguarding Service Manager	Rhondda Cynon Taf County Borough Council	
Neil Elliot	Service Director, Adult Services		
Julie Clark	Head of Safeguarding and Support (Children)		
Gaynor Davies	Director of Education and Lifelong Learning		
Ann Batley	Service Director, Children Services		
Cara Miles	Head of Legal - Community Care and Children		
Lisa Curtis- Jones	Chief Officer, Social Services (Co-Chair)		
Jon Eyre	Safeguarding Principal Manager		
Alyn Owen	Chief Officer, Community Regeneration	Merthyr Tydfil County Borough Council	
Susan Walker	Chief Officer, Education		
Annabel Lloyd	Head of Children Services		
Steve Peters	Head of Public Protection		
Mark Anderton	Head of Adult Services		
Carys Kennedy	Head of Legal and Governance		
Angela Hopkins	Director of Nursing, Midwifery and Patient Services	Cwm Taf (Morgannwg) University Health Board	
Louise Mann	Head of Safeguarding		
Karen Thomas	Superintendent, Northern BCU		
Beth Aynsley Sue Hurley	Independent Protecting Vulnerable Person Manager	South Wales Police	

NAME	TITLE	AGENCY
Eirian Evans	Assistant Chief Officer	National Probation Service
David Bebb	Assistant Chief Executive	Wales Community Rehabilitation Company
lan Davy	Chief Officer	Voluntary Action Merthyr Tydfil
Maria James	Third Sector Representative	Interlink
Lyndon Lewis	Head of Service	Cwm Taf Youth Offending Service
Jean Harrington	Director / Interlink Chair	TEDS (Treatment and Education Drug Service)
Lorna Price	Designated Doctor (National Safeguarding Team)	Public Health Wales
Nikki Harvey	Assistant Director for Quality, Safety and Patient Experience	Welsh Ambulance Services NHS Trust

APPENDIX 2 BOARD ORGANISATION CHART



Glossary of Terms

Adult Practice Review

The Regional Safeguarding Board must commission an Adult Practice Review in cases where an adult at risk has died, sustained potentially life threatening injury or sustained serious and permanent impairment of health.

Child Abduction Warning Notice

CAWN's are a tactic used by police and social care to protect children from people that may place them at risk. Effectively they are warning letters to those that are believed to be involved in harbouring children.

Child Practice Review

The Regional Safeguarding Board must commission a Child Practice Review in cases where a child has died, sustained potentially life threatening injury or sustained serious and permanent impairment of health.

Child Protection Medical

This is a child protection examination which is carried out by a doctor to look for signs that a child or young person has been abused or neglected

Child Sexual Exploitation

Child sexual exploitation (CSE) is a type of sexual abuse. Children in exploitative situations and relationships receive something such as gifts, money or affection as a result of performing sexual activities or others performing sexual activities on them.

Children Looked After

A child is looked after by a local authority if a court has granted a care order to place a child in care, or a council's children's services department has cared for the child for more than 24 hours.

Community Safety Partnership

Statutory partnership to develop and implement strategies to tackle crime and disorder including anti-social and other behaviour adversely affecting the local environment.

Contest Board

A multi-agency meeting that provides a strategic lead in addressing the threat, risks and vulnerabilities associated with counter-terrorism in the region.

County Lines

A term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of "deal line". They are likely to exploit children and vulnerable adults to move and store the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

Disclosure and Barring Service (DBS)

A fundamental element of safeguarding that involves background checks of people working with vulnerable people. The checks ensure that any previous charges are investigated. People with charges are not necessarily prohibited from jobs needing a DBS check, but they will come under more scrutiny.

Domestic Homicide Review

A Domestic Homicide Review (DHR) is a locally conducted multi-agency review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by:

- a person to whom he or she was related, or with whom he or she was or had been in an intimate personal relationship; or,
- a member of the same household as himself or herself.

Independent Mental Capacity Advocate (IMCA)

IMCAs are a legal safeguard for people who lack the capacity to make specific important decisions: including making decisions about where they live and about serious medical treatment options. IMCAs are mainly instructed to represent people where there is no one

independent of services, such as a family member or friend, who is able to represent the person.

Kinship Care

Kinship Care is an arrangement where a child who cannot be cared for by their parent(s) goes to live with a relative or a family friend.

MARAC

A monthly risk management meeting where professionals share information on high risk cases of domestic violence and abuse and put in place a risk management plan.

Multi-Agency Practitioner Forum (MAPF)

Forums arranged and facilitated by a Regional Safeguarding Board for practitioners and managers from agencies with the purpose of learning from cases, audits, inspections and reviews in order to improve future child or adult protection policy and practice.

National Independent Safeguarding Board

Provides support and advice to safeguarding boards and reports on the adequacy and effectiveness of arrangements to safeguard children and adults in Wales

Police Powers of Protection

A Police Constable has the legal right to remove a child from accommodation or prevent removal, where they have reasonable cause to believe the child would otherwise be likely to suffer significant harm.

Prevent

The Prevent strategy, published by the Government in 2011, is part of the overall counter-terrorism strategy, CONTEST. The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism. In the Act this has simply been expressed as the need to "prevent people from being drawn into terrorism".

PRUDIC

This procedure sets a minimum standard for a response to unexpected deaths in infancy and childhood. It describes the process of communication, collaborative action and information sharing following the unexpected death of a child.

Public Protection Notification (PPN)

A Public Protection Notification report is submitted by staff in relation to concerns which include:

- Domestic abuse, stalking and harassment
- Child concerns and child exploitation
- Adults at risk
- Honour based abuse

Public Service Board

Improves the economic, social, environmental and cultural well-being in its area by strengthening joint working across all public services in Wales www.ourcwmtaf.wales

Repeat Referrals

Referrals that are made within a defined timescale (usually 12 months) following an earlier referral.

Section 47

Under Section 47 of the Children Act 1989, if a child is taken into Police Protection, is the subject of an Emergency Protection Order or there are reasonable grounds to suspect that a child is suffering or is likely to suffer Significant Harm, a Section 47 Enquiry is initiated. This is to enable the local authority to decide whether they need to take any further action to safeguard and promote the child's welfare.

Social Services and Wellbeing (Wales) Act 2014

The Social Services and Well-being (Wales) Act is the law for improving the well-being of people who need care and support, and carers who need support.

Strategy Meeting

A meeting for social workers and other professionals to plan what they are going to do next about a case.

Supervisory Bodies

The supervisory body is the local authority or local health board that is responsible for considering a deprivation of liberty request, commissioning the statutory assessments and, where all the assessments agree, authorising deprivation of liberty.

Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)

The Violence against Women, Domestic Abuse & Sexual Violence (Wales) Act 2015 focusses on the prevention of these issues, the protection of victims and support for those affected by such issues.



RHONDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

11th SEPTEMBER 2019

PUBLIC SERVICES OMBUDSMAN FOR WALES - ANNUAL REPORT AND LETTER 2018-2019

REPORT OF THE MONITORING OFFICER IN DISCUSSIONS WITH CLLR M. WEBBER, DEPUTY LEADER AND CABINET MEMBER FOR COUNCIL BUSINESS

1. PURPOSE OF THE REPORT

To advise Cabinet of the publication of the Public Services Ombudsman for Wales' ('PSOW') Annual Report and Annual Letter to this Council for 2018-2019.

2. RECOMMENDATION

2.1 That Cabinet considers and notes the Public Services Ombudsman for Wales' Annual Report and Annual Letter to this Council 2018-2019.

3. BACKGROUND

- 3.1 The PSOW is independent of all government bodies and has legal powers to investigate complaints about public services and independent care providers in Wales. They also investigate complaints that Members of local government bodies have breached their authority's Code of Conduct.
- 3.2 Following commencement of the Public Services Ombudsman (Wales) Act 2019 the office also has new powers aimed at:
 - Providing a seamless mechanism for complaint handling when a patient's NHS care is inextricably linked with private healthcare;
 - Allowing the PSOW to undertake own initiative investigations when required in the public interest (e.g. where PSOW suspects potential systemic failures of services or where residents feel unable to complain due to the fact that they are dependent on health/council services or because they are vulnerable);
 - Ensuring that complaints data from across Wales may be used to drive improvement in public services for citizens in Wales; and
 - Improving access to his office.
- 3.3 The Council has adopted the Welsh Government's Model Corporate Concerns and Complaints Policy. This is a two-stage process with Stage 1 complaints

being seen as informal. Stage 2 complaints are seen as formal complaints. A complainant is entitled to escalate any matter to the PSOW if they remain unhappy following receipt of a Stage 2 response.

4. ANNUAL REPORT & LETTER 2018-2019

- 4.1 The PSOW has published his Annual Report for 2018-2019 ('AR') pursuant to the Public Services Ombudsman (Wales) Act 2005. The AR has been combined with the annual accounts for the PSOW as it was last year. The purpose of the AR is to report on the performance of the PSOW's office over the year, provide an update on developments and to deliver any key messages arising from their work carried out during the year.
- 4.2 The AR is attached at Appendix 1 to the report and can also be accessed via the PSOW website via the following link:

Annual Report 2018-2019 CYMRAEG

- 4.3 The PSOW also issues an Annual Letter (AL) to each Local Authority in Wales with a summary of complaints received by his office that relate specifically to that Local Authority. The 2018-2019 AL for this Council is attached as Appendix 2 to this report.
- 4.4 The AR sets out the workload that has been dealt with by the PSOW during 2018-2019. It breaks the workload down into the number of enquiries received and the number of complaints received, and also breaks down the complaints into those received about services (public body complaints) and those received in relation to Member Code of Conduct Complaints.
- 4.5 During this year the overall number of complaints about public bodies increased by 11%. Complaints about Health Boards increased by 4% compared with the previous year, though the rate of increase has slowed.
- 4.6 The Ombudsman has noted that whilst complaints received relating to local authorities across Wales increased from 742 to 912 he was pleased that they continue to work with his office to resolve many of the complaints at an early stage and this is certainly true of this Authority's approach when liaising with the Ombudsman's office. Early resolution provides complainants with appropriate and timely remedies avoiding the need for his office to fully investigate complaints.
- 4.7 Of the 2,207 complaints received about public bodies the top 5 categories related to health (41%), housing (12%), complaint handling (11%), planning and building control (9%) and social services (9%).
- 4.8 During 2018-2019 36 complaints (for periods 2017/2018 36 and 2016/2017 47) were received by the PSOW relating to this Authority. Adjusted for population the average expected to be received by the PSOW for a local authority the size of Rhondda Cynon Taf would be 68, so this total compares favourably. Zero complaints were investigated by the PSOW against an average (adjusted for population size) of 2 Wales wide see Table A of Appendix 2.
- 4.9 6 Welsh councils had more PSOW complaints investigated than would be expected based on their population size.

4.10 The highest number of complaints for this Council, by subject, related to Children's Social Services (as per the previous period) followed by Adult Social Services. Four complaints were received relating to complaints handling (as against 3 in the previous period) and housing (as against 2 in the previous period). There is a marked reduction in the number of complaints under the 'environment and environmental health' subject compared to the previous period – from 5 to 1:

SUBJECT	COMPLAINTS 16/17	COMPLAINTS 17/18	COMPLAINTS 18/19
Adult Social Services	3	2	5
Benefits	2	1	1
Administration			
Children's Social	10	10	9
Services			
Community Facilities,	-	-	1
Recreation and			
Leisure			
Complaints Handling	2	3	4
Education	2	1	2
Environment &	5	5	1
Environmental Health			
Finance and	6	2	2
Taxation			
Health	1	-	1
Housing	3	2	4
Planning and	1	4	3
Building Control			
Roads and Transport	3	3	2
Various Other	9	3	1
TOTAL	47	36	36

- 4.11 Of the 34 complaints closed by the PSOW during the period, 15 were closed after initial consideration, 7 were considered to be out of jurisdiction and 8 premature. Those considered to have been premature related to cases where the complainant had not exhausted the Council's complaints policy. 4 complaints were resolved through the PSOW 'early resolution' process, meaning that the Council agreed to undertake actions to resolve matters without the need for a formal PSOW investigation see Table C of Appendix 2.
- 4.12 In total 12% of the Council's cases during the period required PSOW intervention, a reduction from 17% in the previous period. The PSOW found no evidence of breach in relation to the single Code of Conduct complaint received during the period. 4 complaints were received in relation to Town and Community Councils within RCT but all were closed after initial consideration. see Table D and E of Appendix 2.
- 4.13 The PSOW also publishes a quarterly casebook which contains the summaries of all reports issued during the quarter, as well as a selection of summaries relating to quick fixes and voluntary settlements. These can be accessed via the following link:

https://www.ombudsman.wales/case-books/ CYMRAEG

4.14 Appendix 3 contains the relevant extracts from the Casebooks for the 2018-2019 period that related to this Council.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications arising from this report.

6. CONSULTATION

- 6.1 The PSOW requests that his Annual Letter to the Council is presented to Cabinet.
- 6.2 The Annual Report and Letter will be also be presented to the Overview & Scrutiny Committee to assist Members in their scrutiny of the Council's performance.

7. EQUALITY AND DIVERSITY IMPLICATIONS

7.1 There are no equality and diversity implications arising from this report.

8. FINANCIAL AND RESOURCE IMPLICATIONS

8.1 There are no financial implications arising from this report however it should be noted that the PSOW has legal powers to require the Council to make payments to complainants where they have suffered financial loss or compensation as a consequence of maladministration.

9. WELL-BEING OF FUTURE GENERATIONS (WALES) ACT

9.1 Learning from complaints, and customer feedback, can contribute to the development of services that meet the needs and expectations of the Council's residents and service users. In this way residents and service users can be involved in improving services and ensuring that they meet long-term needs in a sustainable way. The ability to identify the causes of complaint and service failure presents an opportunity to have a preventative impact – particularly where services manage wellbeing issues.

10. **CONCLUSION**

- 10.1 The PSOW has requested that the Annual Letter for this Council be presented to Cabinet for consideration the details of which have been set out in this report.
- 10.2 Cabinet will also receive an Annual Report in respect of complaints, compliments and comments received during the relevant period in respect of both the Statutory Social Services complaints process and those handled through the Council's corporate Customer Feedback Scheme. These reports will enable Cabinet to further review and assess how the Council is managing, and learning from, the feedback it receives.

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

11th SEPTEMBER 2019

<u>DISCUSSION PAPER OF THE MONITORING OFFICER IN DISCUSSIONS WITH CLLR M. WEBBER, DEPUTY LEADER AND CABINET MEMBER FOR COUNCIL BUSINESS</u>

Background Papers:

Public Services Ombudsman For Wales – Annual Report & Accounts 2018-2019

Contact: Andy Wilkins – Director of Legal Services & Monitoring Officer – (01443) 424105

Report Consultees:

Jayne Thomas - Customer Feedback, Engagement And Complaints Manager







INNOVATION P IMPROVEMENT P INFLUENCE

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Annual Report & Accounts

of

The Public Services Ombudsman for Wales for the year ended
31 March 2019

Laid before the National Assembly for Wales under paragraphs 14,16 and 17 of Schedule 1 of the Public Services Ombudsman (Wales) Act 2005

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Ombudsman's Review of the Year



Innovation, Improvement and Influence: A Review of 2018/19

This is the final year covered by my corporate plan *Innovation, Improvement* and *Influence*. In terms of *innovation* I am delighted that new legislation has now been passed by the National Assembly for Wales. The new Act draws on best practice from Ombudsman schemes across the world, from Scotland and Ireland to Catalonia and Ontario.

The increasing number of health complaints coming to the office continues to be a challenging concern. This year the overall number of complaints about public bodies increased by 11%. Complaints about Health Boards increased by 4% compared with the previous year, though the rate of increase has slowed. Complaints about GPs and Dentists increased significantly, meaning that overall complaints about NHS bodies increased by 9%.

The performance of the four health boards that we have continued to designate as *improvement* bodies has been disappointing. Hywel Dda University Health Board's complaint figures were the same as for the previous year and the increase in complaints about Betsi Cadwaladr Health Board matched the all-Health Board average. There were substantial increases in complaints about both Abertawe Bro Morgannwg and Aneurin Bevan Health Boards of 15% and 11% respectively.

A significant number of the complaints about NHS bodies were principally about complaint handling (9%). This suggests that there is a cultural issue within Health Boards, which I hope the additional powers provided under the new Public Services Ombudsman (Wales) legislation can help address.

Despite the continued pressure and strain on the office as a result of increased numbers of health complaints, my staff have succeeded in increasing case closures substantially, compared with the previous year; a fantastic achievement.

However, as well as the number of complaints going up, the proportion of cases where I found maladministration or service failure has also increased during the year, with 67% of investigated complaints upheld or settled. Early resolution continues to play an important part in providing administrative justice, accounting for 57% of positive outcomes for complainants.

Fourteen complaints resulted in public interest reports in the course of the year. The majority were health-related though there were significant local government cases, too. I also issued one special report, under Section 22 of the Public Services Ombudsman (Wales) Act 2005, in respect of Wrexham County Borough Council. The Council failed to complete the actions it had agreed with me to address shortcomings in its service provision in the Welsh language.

In order to meet the ever-increasing demands on my office, we can only function successfully by getting the best from the talented staff we employ. During the year, we were able to further develop support for staff and we are working to improve wellbeing. I was absolutely delighted that, during 2018/19, our staff survey revealed that 93% of staff were proud to work in the office.

My office has continued to have *influence* within Wales and outside Wales. I was pleased to host visits to the office from the Republic of Korea's Anti-Corruption and Civil Rights Commission, while I also hosted a delegation from the Jiangsu Government Action Supervision Training Program. Additionally, I participated in a Council of Europe seminar with delegates from Georgia and Abkhazia. I also met with new colleagues taking up their roles as Older People's Commissioner for Wales, Welsh Language Commissioner and Auditor General.

I participated fully in International Ombudsman Institute events and Public Service Ombudsman Group meetings, including meetings in Gibraltar in December. In September I was pleased to be at Aberystwyth University to address the Standards Conference. In terms of broader stakeholder engagement, I was delighted that my office had a stand at the National Eisteddfod in Cardiff.

During the course of the year I met with Assembly Members from across the political spectrum and also gave evidence to the Equality, Local Government and Communities Committee, the Public Accounts Committee and the Finance Committee of the National Assembly for Wales.

As Chair of the Ombudsman Association (OA) I also attended the launch of the All-Party Parliamentary Group on Consumer Protection Report following their Ombudsman Inquiry.

The new legislation governing my work provides for a more proactive role for my office. I want this to provide a voice for the voiceless, ensuring that our services are accessible and allowing my office to initiate investigations proactively rather than waiting for a complaint to arrive at my door.

During the year, our Welsh Language Policy has been reviewed and revised. Changes to our case management systems have improved our recording of language preferences and I look forward to working with the Welsh Language Commissioner in the year ahead to develop formal language standards as required under the new legislation governing my work.

The combination of a challenging complaints context, our experience of improvement activities and the additional legislative powers will inform our strategic focus for the next three years ahead. My next Corporate Plan, **Delivering Justice**, will focus on delivering our key complaint service, promoting learning and improvement and using resources wisely so that we are as fit as we can be to face future challenges.

Who we are, what we do

Role of the Public Services Ombudsman for Wales

As Ombudsman, I have two specific roles. The first is to consider complaints about public services providers in Wales; the second is to consider complaints that members of local authorities have broken the Code of Conduct. I am independent of all government bodies and the service that I provide is free of charge.

Complaints about public service providers

Under the Public Services Ombudsman (Wales) Act 2005, I consider complaints about bodies providing public services where responsibility for their provision has been devolved to Wales. The types of bodies I can look into include:

- local government (both county and community councils)
- the National Health Service (including GPs and dentists)
- registered social landlords (housing associations)
- the Welsh Government, together with its sponsored bodies.

I am also able to consider complaints about privately arranged or funded social care and palliative care services.

When considering complaints, I look to see whether people have been treated unfairly or inconsiderately, or have received a bad service through some fault on the part of the service provider. Attention will also be given to whether the service provider has acted in accordance with the law and its own policies. If a complaint is upheld I will recommend appropriate redress. The principal approach taken when recommending redress is, where possible, to put the complainant (or the person who has suffered the injustice) back in the position they would have been in if the problem had not occurred. Furthermore, if, from my investigation, I see evidence of a systemic weakness, recommendations will be made with the aim of reducing the likelihood of others being similarly affected in future.

Code of Conduct Complaints

Under the provisions of Part III of the Local Government Act 2000, together with relevant Orders made by the National Assembly for Wales under that Act, I consider complaints that members of local authorities have breached their authority's Code of Conduct. I am also a "prescribed person" under the Public Interest Disclosure Act for raising whistleblowing concerns about breaches of the Code of Conduct by members of local authorities. I can consider complaints about the behaviour of members of:

- county and county borough councils
- community councils

- fire authorities
- national park authorities and
- police and crime panels.

All these authorities have a code of conduct which sets out in detail how members must follow recognised principles for behaviour in public life. If a county councillor wishes to make a complaint about another county councillor within their own authority, I expect them first to make their complaint to the authority's Monitoring Officer, as it may be possible to resolve the matter locally without my involvement.

Snapshot of the Year 2018/19

Snapshot of the Year

2018/19

April

Ombudsman conducts Compliance Visits on two public interest reports issued about Betsi Cadwaladr University Health Board in 2017/18





Ombudsman Chairs Ombudsman Association 25th Annual Conference

June

Two Public Interest Reports issued about Cwm Taf University Health Board and Hywel Dda University Health Board highlighting serious shortcomings in clinical care and treatment





Ombudsman issues a Special Report about Wrexham County Borough Council regarding its failure to honour a settlement agreement on Welsh language service provision

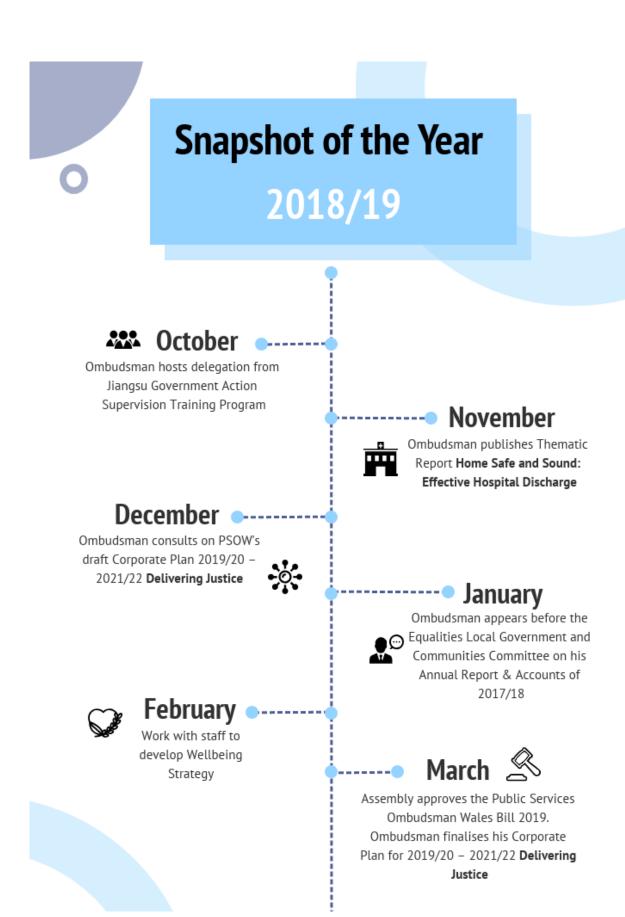
August

PSOW takes part in the National Eisteddfod of Wales in Cardiff Bay and Ombudsman issues a public interest report about Newport City Council highlighting financial safeguarding concerns in respect of a person with learning difficulties

September 🙃



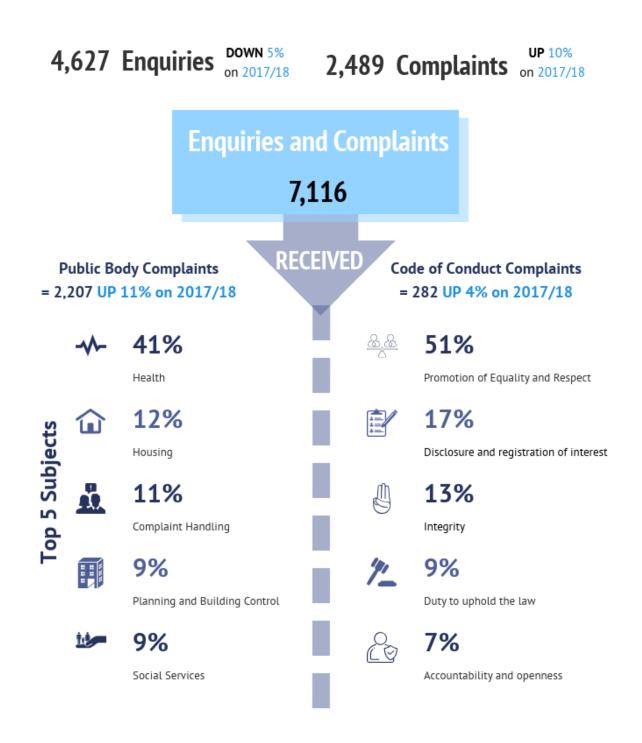
Ombudsman address the Standards Conference on ethical standards in Wales and begins preparation of PSOW's new Corporate Plan



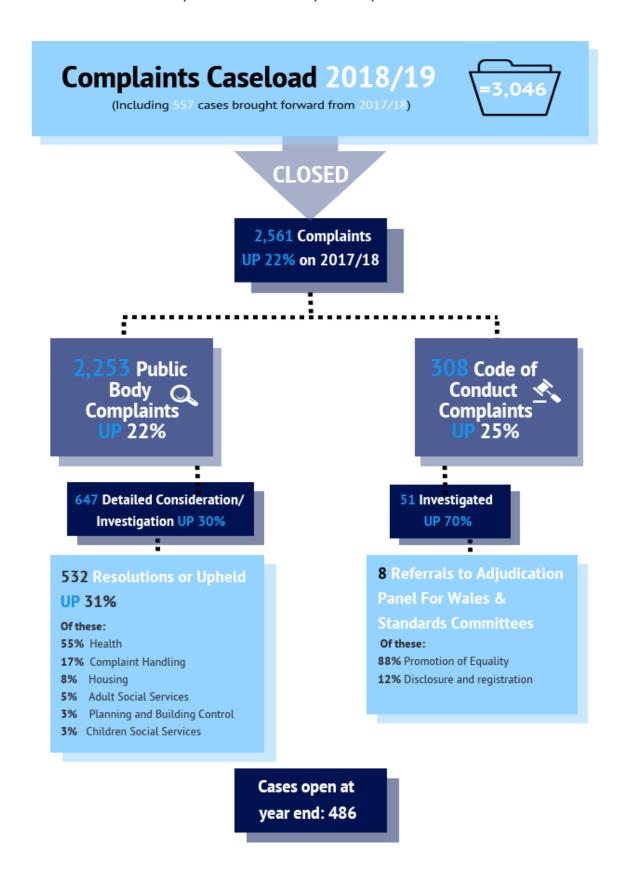
The Complaints Service

Information on the complaints service is presented in two sections. The analysis firstly reflects the complaints **received** during the year and then shows complaints **closed** during the year.

The year in summary: Complaints Received



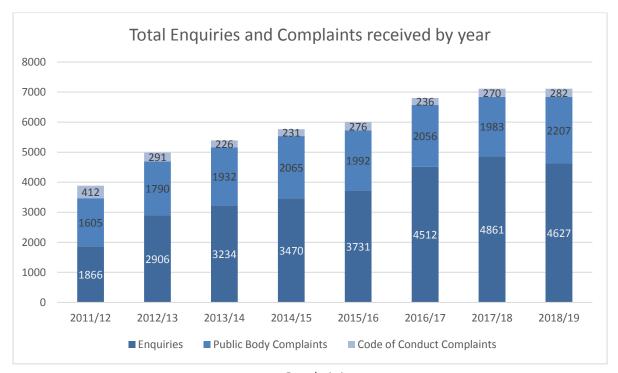
The year in summary: Complaints Closed



Strategic Aim 1 – A high quality, proportionate and effective complaints service

Public Body Complaints Received

During 2018/19 we received 2,207 complaints about public service providers, a considerable 11% increase compared to the previous year. This is the highest number of complaints received by the office since it was established. Unsurprisingly, it is the number of complaints (and particularly complaints about health care) that is the prime driver of the workload of the office.



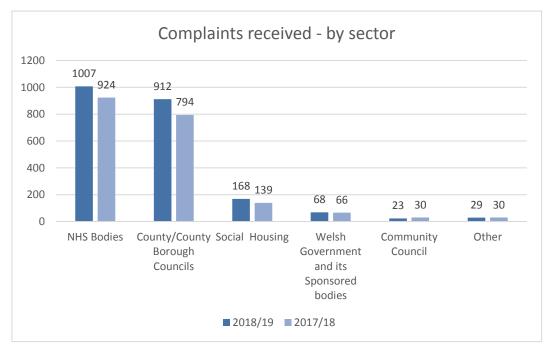
Graph 1.1

Sectoral breakdown of complaints received

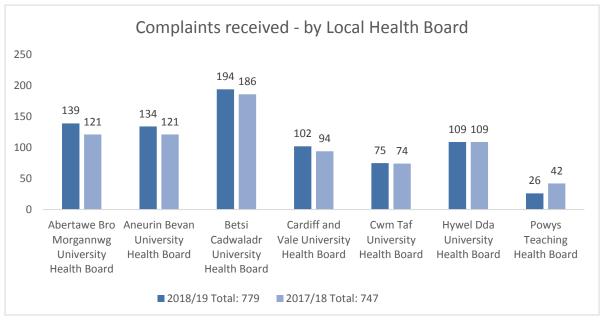
The sectoral breakdown of the complaints received can be found in Graph 1.2 below. Complaints about NHS Bodies have increased by 9% on the previous financial year -1,007 in 2018/19 compared to 924 in 2017/18. This is the first time that the number of complaints about NHS bodies has exceeded 1,000 in one year.

Betsi Cadwaladr, Abertawe Bro Morgannwg, Aneurin Bevan and Hywel Dda remain the Health Boards about which the Ombudsman has received the highest number of complaints. Of these, the Health Board with the largest year-on-year increase in complaints was Abertawe Bro Morgannwg. I received 139 complaints about Abertawe Bro Morgannwg in 2018/19 compared to 121 in 2017/18; an increase of 15%.

In last year's Annual Report, I reported that complaints about health care are five times more likely to require investigation than complaints about other public services. This remains the case because we are less likely to be able to resolve a complaint or reach a decision without securing additional information, including medical records. It also continues to be the case that they can be complex and time-consuming to investigate because, since I am able to consider professional judgement in health complaints, I frequently need to seek professional clinical advice to inform my decision making.



Graph 1.2



Graph 1.3

Complaints received about public bodies by subject

Analysis of complaints by subject, rather than sector, shows that, as in previous years, health complaints make up the largest part of our caseload – 41%. Housing (12%), Complaint Handling (11%) Social Services and Planning and Building Control (9% each) remain other areas where there are significant numbers of complaints.

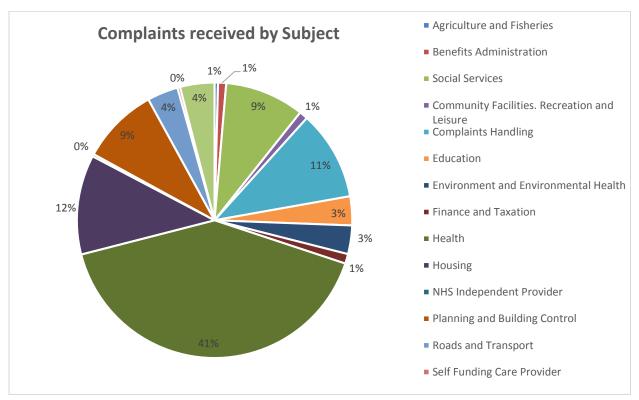


Chart 1.1

Outcomes of public body complaints considered – cases closed during 2018/19

During 2018/19 we closed 2,252 cases. Despite the competing pressures arising from the continuing increases in health-related complaints made to my office, we achieved a significant increase in the number of cases closed - a 22% increase compared to the previous year. This is testament to the hard work and commitment of my staff.

Cases closed per sector

Sector	2018/19	2017/18
NHS Bodies	1,040	812
County/County Borough Councils	905	766
School Appeal Panels	23	13
Social Housing	167	140
Welsh Government and its sponsored bodies	68	65
Community Council	22	30
Other	27	28
Total cases closed	2,252	1,854

Table 1.1

A detailed breakdown of the outcomes can be found below.

Complaint about a Public Body	2018/19	2017/18
Closed after initial consideration	1604	1357
Complaint settled voluntarily (2018/19 – includes 302 Early Resolutions)	322	257
Investigation discontinued	12	8
Investigation: complaint not upheld	103	84
Investigation: complaint upheld in whole or in part	196	144
Investigation: complaint upheld in whole or in part - public interest		
report	14	4
Special report under Section 22 of the PSOW Act – public body		
failed to carry out actions it had previously agreed with the		
Ombudsman	1	0
Total Outcomes – complaints	2252	1854

Table 1.2

Upheld complaints and voluntary settlements of complaints are interventions by my office that provide positive outcomes for complainants. These increased markedly in 2018/19. Table 1.3 below shows the numbers and percentages of complaints, about the seven Health Boards and the 22 local authorities in Wales, in which my office has intervened (whether in upholding a complaint or settling a complaint) and delivered a positive outcome for complainants.

	No. of complaints with PSOW intervention	Total number of closed complaints	% interventions
Abertawe Bro Morgannwg University Health Board	54	139	39%
Aneurin Bevan University Health Board	49	128	38%
Betsi Cadwaladr University Health Board	86	210	41%
Cardiff and Vale University Health Board	37	107	35%
Cwm Taf University Health Board	27	82	33%
Hywel Dda University Health Board	48	115	42%
Powys Teaching Health Board ¹	10	17	59%
Powys Teaching Health Board – All-Wales	7	4.6	4.40/
Continuing Health Care cases	7	16	44%
Total	318	814	39%

^{1.} Powys Teaching Health Board figures exclude complaints relating to All-Wales Continuing Health Care cases which are shown separately.

Table 1.3a

	No. of complaints with PSOW Interventions	Total number of complaints closed	% of cases with PSOW intervention
Blaenau Gwent County Borough Council	2	7	29%
Bridgend County Borough Council	6	36	17%
Caerphilly County Borough Council	8	68	12%
Cardiff Council	19	110	17%
Cardiff Council – Rent Smart Wales	1	3	33%
Carmarthenshire County Council	4	48	8%
Ceredigion County Council	5	24	21%
Conwy County Borough Council	5	39	13%
Denbighshire County Council	4	30	13%
Flintshire County Council	16	56	29%
Gwynedd Council	6	35	17%
Isle of Anglesey County Council	5	31	16%
Merthyr Tydfil County Borough Council	0	14	0%
Monmouthshire County Council	0	23	0%
Neath Port Talbot County Borough Council	4	40	10%
Newport City Council	7	43	16%
Pembrokeshire County Council	6	33	18%
Powys County Council	11	64	17%
Rhondda Cynon Taf County Borough Council	4	34	12%
Swansea Council	11	81	14%
Torfaen County Borough Council	1	12	8%
Vale of Glamorgan Council	7	30	23%
Wrexham County Borough Council	8	44	19%
Total	138	905	15%

Table 1.3b

Early Resolutions and Settlements - Positive outcomes for complainants

We adopt a proportionate approach to our complaint handling and aim to provide effective resolutions to complaints whenever possible. Below are examples of such resolutions which have provided complainants with appropriate remedies without the need for my office to fully investigate the complaint.

Loss of medical records by Health Board

Mr A complained about the care and treatment provided to his late mother, Mrs A, during the hospital admission before her death and that the medical notes relating to the admission had been mislaid by Cwm Taf University Health Board.

My office contacted the Health Board to express concern that the records were missing and that this would deny Mr A the opportunity to have his complaint reviewed by my office. The loss was a serious matter and evidence of maladministration on the Health Board's part that

had resulted in a significant injustice to Mr A. The Health Board agreed to provide Mr A with an appropriate apology and a payment of £1750 in recognition of the uncertainty and distress caused to Mr A due to its administrative failing.

Loss of education as a result of school exclusion

Mrs X complained, following her son's permanent exclusion from school in November 2018, that her local authority had not arranged education for him until February 2019. A gradual integration into the child's new school was to start early in March, but only for one hour a day. The complainant said that her son was depressed as a result of being out of his educational routine and she had been unable to go to work.

The child had missed a substantial number of hours of his education following his exclusion and the local authority had acted contrary to Welsh Government guidance which says that all learners should receive education 15 days after an exclusion for 5 hours a day.

The Council agreed to apologise to the family, consider any systemic issues identified from the failings in this case, provide the child with extra tuition to allow him the opportunity to catch up with the education he had missed and provide a plan for the child to receive the five hours a day education he is entitled to.

Failure to provide financial assistance to a family member whose niece had been placed in her care

Mrs T complained that she had not received financial assistance from the Council following her niece's placement with her in November 2016. She said she was informed that she would receive the same payments as a foster parent. However, despite contacting the Council about this and chasing the matter for over one year, the Council had not responded to her request.

I was satisfied that financial assistance should have been provided. The Council agreed to apologise to Mrs T for the failure to respond to her request for financial assistance; to provide Mrs T with a payment of £250 in recognition of the time and trouble caused to her due to the failure to respond to her request; to calculate the amount of financial assistance due to Mrs T and provide her with this backdated payment of approximately £20,000.

Failure to fulfil duties owed to Special Guardians for two young people

Mr C and his wife were Special Guardians for two young people. Mr C complained that the Council had failed to fulfil its duties to them and the young people, both during and on expiry of the Special Guardianship Orders.

The investigation into this complaint was discontinued when the Council agreed to settle the complaint by making the payment of £32,275 in respect of guardianship and lodgings payments. The Council also agreed to write to Mr C to inform him of the learning areas identified as a result of his case.

Performance - Decision times

Time taken to tell the complainant if I will take up their complaint

We have set ourselves target times within which we will decide and tell complainants whether or not we will take up their complaints.

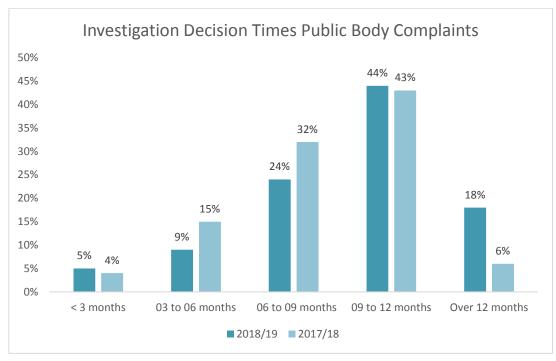
We aim to achieve the following times:

- Decision on whether complaint is within jurisdiction/premature within 6 weeks.
- Decision on whether or not to investigate, following detailed assessment within 6 weeks.
- Resolution of complaint, where we seek early resolution without the need to investigate within 9 weeks.
- Investigation start, where investigation is required within 6 weeks of the Date Sufficient Information is Received (DSIR).

The following table shows the percentage of cases where we met these targets.

	Percentage	Percentage
	2018/19	2017/18
Decision on whether complaint within		
jurisdiction/premature – within 3 weeks	83%	92%
Decision on whether or not to investigate,		
following detailed assessment - within 6 weeks.	84%	89%
Where decision to seek early resolution without		
need to investigate, resolution achieved – within		
9 weeks	85%	91%
DSIR to Investigation start date – within 6 weeks	55%	74%

Table 1.4



Graph 1.4

Decision Times

It is very disappointing that our performance against our target decision times to inform a complainant whether we will take up their complaint fell significantly. We carried over a high number (557) of open cases into 2018/19 compared with the previous year. A significant number of these cases were open investigations. We also appointed a number of new members of staff to cover maternity/adoption leave and the time taken for induction, training and development meant that they were not immediately as productive as the colleagues they were covering.

In view of the pressures of an increasing caseload on our casework staff, we needed to 'queue' new cases received in the office between May and September 2018, to prevent staff from having a caseload that was too high to progress effectively. Each case was generally queued for one month. Whilst the queuing of new cases gave our investigative staff an opportunity to make progress on, and close, a high number of cases during this period, the inevitable consequence of the queue was that we did not meet our 6 weeks decision timescale for informing complainants we were starting investigations in 45% of cases last year.

It is also disappointing that, in 2018/19, we completed 82% of investigations within 12 months, compared with 94% in 2017/18. This is despite the fact that we closed 30% more cases after detailed consideration or investigation during 2018/19 compared with the previous year. Many of the 557 open cases we carried over into 2018/19 from the previous year were open investigations. Health cases account for 80% of the cases we fully investigate, so many of those cases from 2017/18 were complex, with multiple heads of complaint, requiring clinical advice from more than one adviser.

The introduction of the 'queue' for the five-month period, together with the dedication of my staff and managers, helped us complete many of the older cases and alleviated some of the casework pressures. Since we closed more cases in 2018/19, fewer open cases (486) have been carried over into 2019/20. This remains a high and demanding caseload, but is more manageable. Whilst I am disappointed with the time it took us to close some cases, I am pleased that we are in a better position and we will work to improve decision times.

Code of Conduct Complaints received

The total number of Code of Conduct complaints received increased slightly by 4% from 270 to 282. Within this, complaints against members of Town and Community Councils increased significantly, by 14%.

code of conduct complaints received			
	2018/19	2017/18	
Town and Community			
Councils	190	167	
Local Authorities	91	102	
National Parks	1	1	
Total	282	270	

Code of Conduct complaints received

Table 1.5

As in previous years, the majority of Code of Conduct complaints received during 2018/19 related to matters of 'promotion of equality and respect'. These accounted for 51% of complaints. 'Disclosure and registration of interests' (17%), 'Integrity' (13%), 'Duty to uphold the law' (9%) and 'Accountability and openness' (7%) were the other common subjects of complaints. Chart 1.2 below shows a breakdown of the nature of Code of Conduct complaints received:

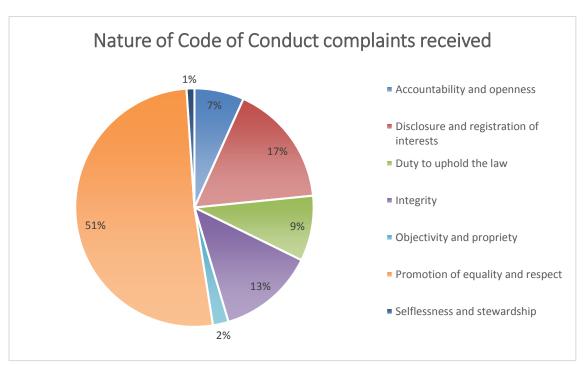


Chart 1.2

Code of Conduct complaint outcomes

My staff carefully consider the details of complaints on receipt to consider whether there is evidence suggesting the Code may have been breached and whether it is in the public interest to investigate. 255 of the 308 Code of Conduct complaints concluded during the year were closed after this initial consideration. In this way my investigative resources are directed to the more serious complaints where an investigation is required in the public interest.

In 2018/19, I saw a further rise in complaints made about members of Town and Community Councils. Concerningly, many of these alleged a failure to uphold the principle of 'promotion of equality and respect'. I have noted an increase in the number of these complaints from Clerks or staff members of such councils. These complaints often pose some evidential difficulties and must be considered carefully in the context of the relevant case law. Such complaints are often indicative of a breakdown in the employment relationship, as opposed to true Code of Conduct issues. However, where I have found conduct suggestive of a failure to show respect and consideration or bullying and harassing behaviour, I have referred such behaviour for consideration by the appropriate Standards Committee. I have also committed to assisting the representative organisations in their production of guidance for employees of Town and Community Councils to assist them in understanding my role and jurisdiction and in distinguishing between employment and conduct matters.

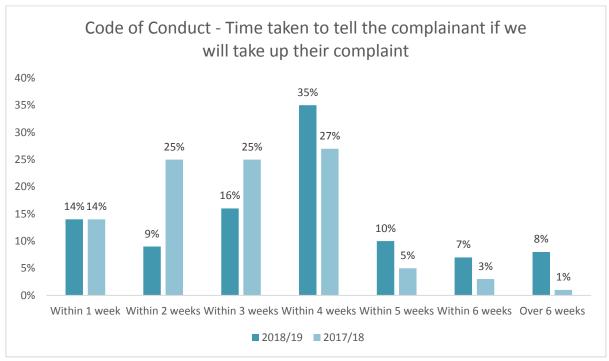
A significant percentage of the cases I have referred to the Adjudication Panel for Wales this year focus on the principle of the promotion of equality and respect. This is not representative of a wider decline in member conduct. Two of referrals made featured a single serious allegation of disrespectful behaviour towards a fellow member. The third related to the way in which that particular member responded to the complaint and its subsequent investigation. The fourth referral was made due to disreputable conduct of a member which came to my attention as a result of an investigation. These matters are yet to be determined by the Adjudication Panel for Wales.

	2018/19	2017/18
Closed after initial consideration	255	213
Complaint withdrawn	2	4
Investigation Discontinued	15	4
Investigation completed: no evidence of breach	9	13
Investigation completed: no action necessary	19	10
Investigation completed: Refer to Standards Committee	4	0
Investigation completed: Refer to Adjudication Panel	4	3
Total Code outcomes	308	247

Table 1.6

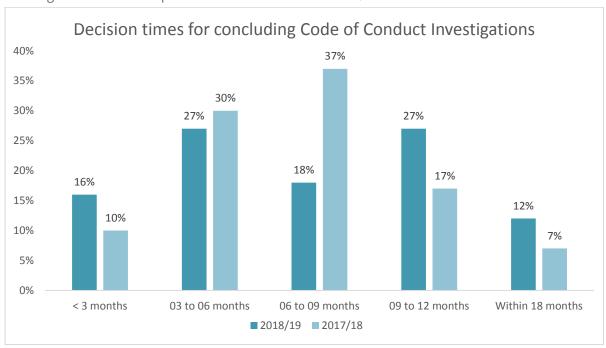
Code of Conduct Investigation Decision Times

In respect of Code of Conduct complaints, 75% of complainants were informed whether I would take up their complaint within 4 weeks of the date I received sufficient information and 92% within 6 weeks. The casework pressures explained above, contributed to this decline in performance in meeting the 4-week target.



Graph 1.5

Graph 1.6 below shows decision times for investigated complaints. 43% of Code of Conduct investigations were completed within 6 months and 88% within 12 months.



Graph 1.6

Whistleblowing disclosure report

Since 1 April 2017, as the PSOW, I am a 'prescribed person', and required to report annually on whistleblowing disclosures made in the context of Code of Conduct complaints.

The Public Interest Disclosure Act 1998 provides protection for employees who pass on information concerning wrongdoing in certain circumstances. The protection only applies where the person who makes the disclosure reasonably believes:

- 1. that they are acting in the public interest, which means that protection is not normally given for personal grievances; and
- 2. that the disclosure is about one of the following:
 - criminal offences (this includes financial improprieties, such as fraud),
 - failure to comply with duties set out in law,
 - miscarriages of justice,
 - endangering someone's health and safety,
 - damage to the environment, or
 - covering up wrongdoing in any of the above categories.

In 2018/19, I received seven complaints which raised potential whistleblowing concerns about alleged breaches of the Code of Conduct. Most of these complaints were received from employees of local authorities and raised issues relating to alleged criminal offences and a perceived failure to comply with equality duties, as set out in law. The remainder were received from staff or former staff of Town and Community Councils and raised concerns primarily relating to the duty to comply with the law in the context of financial impropriety and confidentiality of information.

Of the number of potential whistleblowing cases received, I determined that two of the complaints did not meet my criteria for investigation. Of those investigated, two were subsequently discontinued as the circumstances were such that the continuation of the investigation was no longer in the public interest. The investigations in respect of the remaining three complaints are continuing.

Strategic Aim 2 – Use knowledge and insight to improve complaint handling, improve public services and inform public policy.

Public Interest Reports

Issuing a public interest report is one of the key ways I can highlight learning from complaints and help to ensure that listed authorities are accountable for the services they provide.

The **public interest** factors the I consider include wide ranging values and principles relating to the public good, for example: to ensure that there is transparency, accountability and good decision-making by public bodies and ensure justice and fair treatment for all.

The factors which I consider when deciding whether to issue a public interest report include cases where there are wider issues from which others can learn; what went wrong is significant or is ongoing and the investigation has highlighted systemic problems; the failures identified are ones my office has identified previously and lessons haven't been learned or when a public body has refused to agree to my recommendations.

During 2018/19, I issued **14** public interest reports. While the majority of these related to service failure in our hospitals, there were some notable reports regarding maladministration in local government.

In July, I issued my second <u>special report</u>. This related to Wrexham County Borough Council breaking an undertaking to correct Welsh language errors in its council tax notices. The notice contained errors in its Welsh version for three consecutive years and, despite previously agreeing with my office to correct the matter in time for the 2018/19 financial year, it failed to do so.

An unusual complaint received by my office, which resulted in a public interest report, involved a gentleman who, after returning home from hospital following surgery, found that Flintshire County Borough Council had wrongly classified his vehicle as abandoned and had destroyed it.

The vehicle also contained valuable tools and these were destroyed with the car. This was as classic case of maladministration as I have witnessed as Ombudsman and the report generated media coverage across the UK.

One of the most tragic <u>cases</u> of this year concerned the care and treatment of a young mother and her new born baby, by Glangwili and Withybush General Hospitals in West Wales.

Sadly, the baby died in hospital after delays in treatment and attendance by medical staff. My investigation unearthed a catalogue of serious failings; the family will never know if the baby would have survived if there had been no delay in treatment.

Another report which was deeply disturbing was that of a young boy who was forced to wait for three years to have his kidney removed. This had a serious impact on his life and it is likely his human rights were compromised because of the impact on both his physical and mental wellbeing and the extent of suffering he endured.

You can read all our public reports <u>here</u>. While the standard of service received by those featured in public interest reports is not typical of that provided by Welsh public services, it is important that lessons are learned to ensure the same mistakes are not repeated.

Compliance Visits

In April 2018, I undertook a compliance visit following two public interest reports I issued about Betsi Cadwaladr University Health Board in 2017/18. The first report was about inadequate post-operative care following surgery at Ysbyty Glan Clwyd, when a patient died from sepsis. During my compliance visit, I found that guidelines to clinical staff, especially junior doctors, now emphasises that middle and consultant grades are available over weekends and bank holidays. This was pleasing, as it addressed the recommendations in my public interest report, but it also responds to the wider concerns about out of hours care I highlighted in my Thematic Report <u>Out of Hours: Time to Care</u> which was published in March 2016.

The second public interest report concerned delays by the Urology Service in diagnostic investigations and the scheduling of surgery in respect of a patient who had an aggressive form of prostrate cancer. At the time of my visit, I found that the Health Board had significantly reduced diagnostic waiting times in the service (from nine months to eight weeks) and that it was investing to improve future access to diagnostic tools.

Thematic report

In 2018, I issued a Thematic Report <u>Home Safe and Sound: Effective Hospital Discharge</u> which identified five primary areas in which service providers fall short when conducting discharging patients. These include the lack of effective communication or planning between hospitals and community services and a failure to involve family members in the process. I highlighted a number of matters for Health Boards, GPs and local authorities to consider for future improvement.

Annual letters for health boards and local authorities

Each year I issue Annual letters to the health boards and local authorities in Wales which generate the majority of the complaints which come to my office. In these letters I draw attention to any learning points which have arisen from complaints in the previous year, including any public interest reports. I also draw attention to the percentage of complaints resulting in 'intervention' by my office, as outlined in Table 1.3 above.

A number of Health Boards and Councils responded positively to my 2017/18 Annual letters during the course of last year, by confirming that they had reflected upon the issues which I had drawn to their attention. For example, one Health Board shared learning from reports I upheld with staff via its Listening & Learning Feedback Newsletter and another had worked to improve its performance in complying with the recommendations I made in my reports.

Annual letters can be found here.

Strategic Aim 3 – Plan for a new Public Services Ombudsman (Wales) Act.

The PSOW Bill 2019 was approved by the National Assembly for Wales in March. During the course of last year, my office began initial preparatory work for the new powers contained within the new Act.

Complaints other than in Writing

Processes have been devised for the staff who will be taking oral complaints. The criteria to apply to requests for oral complaints have been set and plans made to store complaints received in this way.

Private Health Care

The private bodies affected by the new Act have been identified and plans have been made to alert them to PSOW's new powers.

Own Initiative Investigations

Internal processes have been drafted which outline how subjects for 'Own Initiative' investigations will be identified and how the investigations will be undertaken. The process for consulting on the draft criteria I intend to apply will begin in summer 2019.

Complaints Standards Authority

The format of the Complaints Standards Authority (CSA) has been devised and the principles for complaint handling drafted. The structure of the CSA has been planned in readiness for a recruitment programme to begin in summer 2019.

Staff Training

Plans are under way to ensure PSOW staff are trained in the work that is necessary under PSOW's new powers. Regular updates to staff on the progress being made towards preparing for the new powers have been undertaken.

Communications Strategy

PSOW's Communications staff will be based within the team responsible for the new powers. Work is ongoing to prepare for the challenges faced in promoting the various new aspects of PSOW's work.

Strategic Aim 4 – Be accountable for the service we provide and the money we spend.

This Annual Report & Accounts forms a key part of my accountability arrangements. The Corporate Governance Report, included in the Accountability Report section of this document, sets out the structures and mechanisms in place to secure accountability.

Corporate Plan

Last year, I consulted widely on our new Corporate Plan for 2019/20 – 2021/22 <u>Delivering Justice</u>. This focuses on delivering our key complaints service, promoting learning and improvement and using resources wisely so that we are equipped to face future challenges.

Service user satisfaction

In the past, I gathered information on service user satisfaction through hard-copy survey forms sent by post. The response rate declined and, in most cases, responses were submitted at an early stage of the process, so did not reflect satisfaction or otherwise with investigations and decisions. To address this, I introduced an on-line satisfaction form and asked complainants to complete the form at any stage of the process, including the conclusion of the case. Disappointingly, response rates have not been high.

The results are summarised below. The responses and comments show that there are mixed levels of satisfaction, with those whose complaints are not investigated likely to respond less positively than those whose complaints are investigated.

It was easy to find out how to contact the Ombudsman	84% agree or strongly agree
The service was helpful and sensitive	51% agree or strongly agree
I was given a clear explanation of what would happen	71% agree or strongly agree
Staff understood my query or complaint	49% agree or strongly agree

Table 4.1

A number of positive comments were made by those responding. These included:

```
'most comprehensive and helpful' 'efficient and swift'

'My family and I now have a better understanding of the events ... are very pleased with the recommendations ...' 'helpful and sensitive'

'clear and helpful' 'highly useful and highly recommended'

'excellent service' '... impressive. Correspondence was clear...'

'I found the service very good in every way. All extremely professional and competent'

'helpful and courteous' 'very empathetic to my cause'

'an exemplary service ... polite, efficient and professional'

'I was kept informed of developments. Extremely thorough ... and ... sensitive'
```

There were, however, a number of less positive comments, generally where complaints have not been taken forward for investigation or have not been upheld. Some comments indicate that the complainant considers that the evidence provided by the public body is given greater weight than their evidence, or that our staff have not fully engaged with and understood the complaint. Whilst the nature of the work, and the fact that complainants reaching my office have generally exhausted the public body's complaint process without getting the outcome they seek, means that the outcomes will always disappoint some complainants, we will be working with staff in the year ahead to address some of the less positive responses and improve the service.

I have published my Service Standards, which reflect the service standards recommended by the Ombudsman Association. These are:

- We will ensure that our service is accessible to all
- We will communicate effectively with you
- We will ensure that you receive a professional service from us
- We will be fair in our dealings with you
- We will operate in a transparent way

The Public Services Ombudsman for Wales website provides more details of what these standards mean in practice. The website also helps service users to make a complaint about the service my staff have provided and to ask that a casework decision taken by my office is reviewed. More detail of this is provided below.

Reviews of casework decisions

Where a service user (generally the complainant) considers that a decision made by my staff, in respect of a complaint about a public body or a councillor, is flawed, they can request a review of that decision if there is additional information, or if some of the information they provided has not, in their view, being properly considered. Reviews are then undertaken by the Review Manager who has not been involved in the case previously. During the year 213 requests for a review were received. 88% of these were considered and responded to within 20 working days. In 23 reviews (11%), the outcome was that the case would be re-opened for further consideration and/or investigation.

Complaints about our service

If a service user is unhappy about the service they have received, they can make a formal complaint about our service. During the year, 30 new complaints were received.

Cases brought forward from 2017/18	5
Received during the year	30
Closed during the year	32
Open at year-end	3
Responses within 20 days	30 (94%)
Responses outside 20 days	2 (6%)

Table 4.2

In 94% of cases, responses were sent within the timescale we set. However, where 'Easy Read' (a combination of words and pictures to help those with a learning disability understand documents) responses are required, it has proved difficult to comply with timescales, as Easy Read translation can take up the full time allowed for a response. Efforts will be made to speed up this process during 2019/20.

The outcomes of the complaints about our service were as follows:

Fully or partially upheld	9
Not upheld	15
Not upheld – disagreement with investigation matter	7
Withdrawn	1
Total	32

Table 4.3

In nine cases, the complaints were fully or partially upheld. These included a failure to update the complainant regularly, typographical errors in a letter and mishandling of a changed telephone number. In one case, which was re-opened as a result, we had not properly engaged with comments received on a draft report. Wherever possible, learning points are drawn from complaints and shared with staff.

Independent External Review of Complaints About our Service

To ensure that we are open and accountable, when we respond to complaints about our service, we include an option to refer to an Independent External Reviewer of Complaints About our Service. There was a change of reviewer during the course of the year.

During the year, eight cases referred to the External Reviewer were concluded. Two cases were partially upheld. In one case the External Reviewer concluded that we should have sought a further apology from a Health Board as part of a complaint settlement. In another case, the External Reviewer concluded that, by accepting a service complaint from a complainant who wanted a different decision in respect of their complaint about a public body, we had given them false hope.

Learning points from these cases have been shared with staff.

Staff survey

During the year, a staff survey, open to all staff, was conducted. 86% of staff responded. The results showed 93% of those staff are proud to work for PSOW; 89% say it is a good place to work and 87% consider that their managers communicate effectively with them. Areas generating the most negative responses were around resources and workload. Work to improve in the least positive and most negative areas has commenced and will continue in 2019/20.

Annual Sustainability Report

I am continuing to develop sustainable practices throughout the organisation. Efforts are ongoing at local and national level to ensure that protecting the environment remains a priority. Where possible, PSOW will make changes to reduce the impact of the office on the environment and operate in a sustainable and responsible manner.

Our Building

We currently have one office in Pencoed, near Bridgend. We originally took up the lease for the ground floor in 2005 and have, since then, expanded to occupy part of the first and second floors to accommodate approximately 70 staff and visitors in a largely open plan office space.

Electricity is the only energy supply used and this provides lighting and heating/cooling as well as powering normal office equipment. The building is leased, which limits our ability to make substantial changes to the energy efficiency of the building. However, we are making changes within our office space where we can, for example with the introduction of LED lighting – see below.

We will be opening a small office in Bangor during 2019/20.

Building Statistics

The table below provides key information about our offices in Pencoed, heating arrangements and energy usage for the year.

Building	Constructed	No. of Floors	Total Usable Floor Area (ft²)	Heating Type	Electricity usage (kWh)
1 Ffordd yr Hen Gae	2004	3	16,460	Air Handling Units	106,701

Table 5.1

Accessibility

The offices have reasonable transport links. The railway station at Pencoed (less than one mile away) together with bus services to/from the site, provide public transport options for staff and visitors. Our offices are also easily accessed by car from the M4 motorway.

Travel, emissions and suppliers

We consider sustainability, as well as cost and practicality, in determining the most appropriate means of travel to meetings and training, with preference given to public transport. Staff are

encouraged to travel sustainably, and showers and bicycle stands are provided at our offices. A number of staff now work at home as part of their normal working pattern. Opening a small office in Bangor during 2019/20 will accommodate staff who reside in North Wales.

Local suppliers are used where possible to help reduce carbon emissions.

Lighting & Energy

New LED lighting was fitted across the whole of the ground floor offices and part of the first floor in March 2018. Staff have also been encouraged to turn off lights and heating/air conditioning when not in use. This has resulted in an average electricity usage reduction of 16%. During the year, our remaining office space was fitted with LED lighting, with a view to reducing energy usage further.

Waste management

Individual desk bins have been removed, with recycling and waste bins placed throughout the office to encourage staff to recycle what they can. We recycle all waste paper confidentially and recycle general waste such as plastic, cardboard and tins, along with batteries and toner cartridges.

We produce little food waste, but coffee grounds and used tea bags are offered to staff for use in compost. Office newspapers are recycled in the paper recycling.

Office waste continues to be collected by two different companies, one for general waste and mixed recycling and one for confidential waste.

Reduction in the use of plastic

The UK government aspires to eliminate all avoidable plastic within 25 years. We do not use disposal cups for hot drinks, with staff and visitors using ceramic cups and mugs. With the removal of bottled water coolers, disposal plastic cups are no longer purchased. Staff and visitors have access to reusable cups/glasses.

Current Waste Figures

The table below shows the amount of waste, of different types, we produce annually.

Туре	Total Waste (kg)	Trees Saved	Landfill Saved (m3)	KwH Saved	CO2 Saved (kg)	Water Saved (L)
Recycled Paper & Confidential Waste	8,860	150.62	2.05	37,212	5,316	283,520
Mixed Recycling	2,250					
General Waste	20,000					

Table 5.2

We will be working to reduce the amount of waste sent to landfill in 2019/20.

Annual Equality Report

Staff Equality Data Gathering/Monitoring

Our staff are asked annually to complete and return a monitoring form seeking information in respect of each of the protected characteristics. That disclosure is, of course, on a voluntary basis. 49 staff responded to the survey.

Age	The composition of staff ages is as follows:
Age	Under 25: 6%
	25 to 34: 12%
	35 to 44: 29%
	45 to 54: 33%
	55 to 64: 20%
Gender	69 % of staff stated they were female and 31% male.
	When asked if the gender staff identify with was the same as described at birth,
	100% of the staff who answered the question said yes.
Disability	94% of staff said they were not disabled, 4% of staff said that they were a
	disabled person and 2% staff preferred not to say. However, when asked if
	their day-to-day activities were limited because of a health problem or
	disability which had lasted, or was expected to last, at least 12 months, 4% said
	that they were limited a lot, 6% said they were limited a little, 88% said their
	day to day activities were not limited (2% preferred not to say)
Nationality	In describing their nationality, 50% said they were Welsh; 39% said British, 10%
	said they were English (1 person did not answer).
Ethnic group	The ethnicity of staff is:
	96% White (Welsh, English, Scottish, Northern Irish, British);
	4% Black (African, Caribbean, or Black British/Caribbean).
Language	When asked about the main language of their household, 87% of staff said this
	was English; 13% said Welsh (2 people did not answer).
Religion or	Responses to the question asking staff about their religion were as follows:
Belief	No religion: 53%;
	Christian: 43%;
	Other: 2%
	(2% preferred not to say)
Marriage/Civil	56% of staff stated they were married; 4% were in a civil partnership; 27% were
Partnership	single; 9% replied other, 4% preferred not to say (1 person did not answer)
Sexual	Responding on this, 96% said that they were heterosexual or straight, 2% said
Orientation	gay or lesbian (2% preferred not to say)
	L

Table 6.1

Staff Training

Staff training is provided to support staff in their specific job roles and for their ongoing development. Significant developments have been made during the year, with the introduction of a new training and development process which accommodates the whole organisation's training needs from induction through to continued professional development. Other activities during the year include:

- A training plan is now created at the start of every year which details the organisation's training requirements with costings. The training budget is carefully managed to meet these needs.
- A comprehensive induction programme has been set up so that new members of staff are integrated well into the organisation.
- Online training has been set up for a number of mandatory topics. These will be repeated at agreed frequencies.
- Staff are required to identify and undertake a target number of hours of continued professional development each year.
- Good practice seminars are held for internal training and are also recorded so they can be used to refresh knowledge and are available for new staff.
- All training is evaluated to ensure its effectiveness and value for money.

Pay and Gender – data as at 31 March 2019

As at 31 March 2019, there were 67 members of staff employed. The table below provides an analysis by grade and gender. 73% of the overall workforce is female. Whilst women are well represented at the higher pay scales within my office, making up 60% of senior managers, this remains slightly lower than their proportion of the overall workforce. At the most junior level, 84% of staff are female.

Under the specific Equality Act duties, we are required to set an equality objective for gender and pay, or explain a decision not to do so. To support staff development and progression, a number of staff were supported to complete a management development programme during the year. In addition, an external review will be undertaken during 2019/20 to identify any actions that should be taken to support equality in the workplace, with a view to achieving greater equality. In a relatively small organisation, individual recruitment outcomes can make apparently large differences – for example one senior manager equates to 20% at that level.

Considerable flexibility is available to all staff, with flexitime, limited core hours and a flexible working policy. As at 31 March 2019, there was one member of staff on a fixed term contract, with all other staff on permanent contracts. 17 members of staff work part time (15 female, 2 male).

Head count (not Full Time Equivalents)	Male	Female	Total	Male : Female
	No.	No.	No.	ratio
Frontline and Administrative staff	3	16	19	16:84
Investigation Officers and Support	6	21	27	22:78
Service Managers				
Improvement Officers and Managers	7	9	16	44:56
Senior Managers	2	3	5	40:60
Total	18	49	67	27:73

Table 6.2

Recruitment

During the past year, five members of staff have left. There has been recruitment to replace departing staff, for a new post and for fixed term cover for maternity leave and a secondment. Eight new employees were recruited on permanent contracts and one on a fixed term contract.

We ask all applicants to complete anonymous equality questionnaires, which are not shared with those who are shortlisting and/or interviewing.

Analysis of the recruitment equality questionnaires indicates that all age ranges are broadly appropriately represented (though no applicants said they were over 65). Around 70% of applicants are female. Although many applicants did not complete the equality questionnaire, we are concerned that recruitments do not always attract a proportionate number of applicants from non-white backgrounds (compared with the all-Wales or more local populations). We are reviewing our recruitment advertising and looking at where to advertise opportunities.

Applications forms are anonymised before they are passed to those who are shortlisting and/or interviewing. Staff involved in recruitment decisions have undertaken equality and recruitment training, to support equality in recruitment.

Disciplinary/Grievance

Due to the small number of staff working in the office and the very small number of instances of disciplinary/grievance, it is not considered appropriate to report on equality data for this category, due to the risk of identification of individual staff. I remain satisfied that there are no identifiable issues in this area that would cause concern.

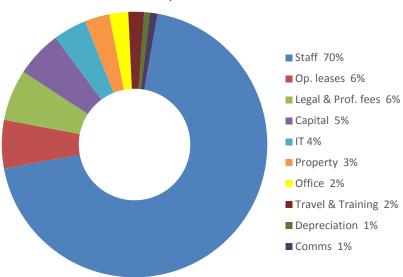
Procurement

Our procurement policy refers to the relevant equality requirements that we expect our suppliers to have in place.

Financial Management

Resource Out-turn	£000s	£000s	Change
	2018/19	2017/18	£000s
Total Resource	4,445	4,210	+235
Cash Requirement	4,390	4,178	+212

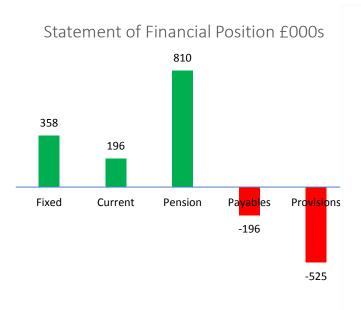
Gross Resource Expenditure

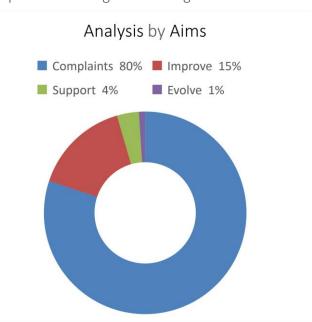


Overall, resource expenditure has increased compared to the same period last year.

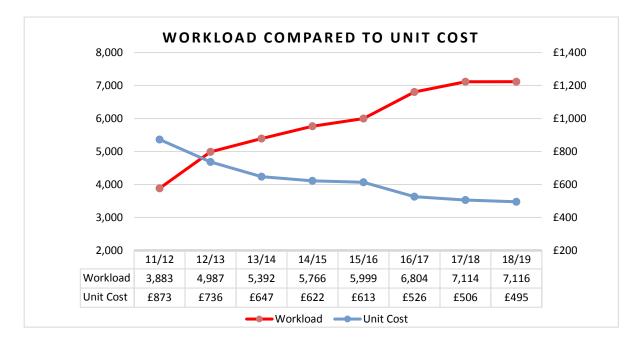
This can be attributed to an increase in employment costs due to pay awards, increments and an increase in frontline staffing numbers and significant capital investment in both an IT infrastructure upgrade project and further development of the Case Management system. There was a cash underspend of £20k.

Fixed assets have increased by £130k from the same period last year as a result of the large capital investment. £43k provisions have been utilised in the year, and the pension fund surplus is now £810k following an actuarial re-measurement. An analysis of spending by aim shows that the majority of resources continued to be applied to complaints handling and investigation.

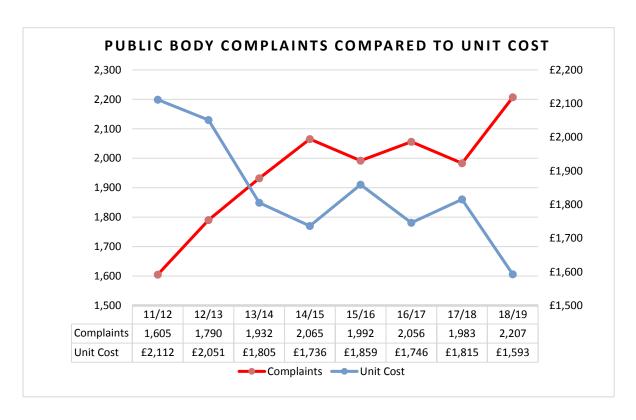




Unit Costs



Total workload has increased by 83% whilst unit costs has reduced by 43% when adjusted for CPI inflation.



Public body complaints have increased by 38% with a corresponding reduction in unit cost of 25%.

Expenditure to 31 March 2019 compared to previous year

	2018/19	2017/18	Reasons for significant changes
	£000	£000	
Salaries	2,389	2,194	
Social Security costs	221	210	2% pay award, increments and
Pension costs	480	439	increased staffing levels in complaints handling
Pension fund charges	42	55	
Total Pay	3,132	2,898	•
Rentals under operating leases	264	265	•
External Audit fee	18	18	
Legal and professional fees	261	319	Reduced legal costs
Other property costs	135	205	Reduced rates and maintenance
Computer services	182	239	Website development 2017/18
Office costs	103	98	
Travel and subsistence	31	36	
Training and Recruitment	55	55	
Communications	41	45	Reduced translation costs
Depreciation	31	43	Aged assets fully depreciated
Total Other Administration Costs	1,121	1,323	
Gross Costs	4,253	4,221	
Income	(61)	(31)	Secondment to HIW
Net Expenditure	4,192	4,190	•
Capital	253	20	New IT infrastructure and Case Management System development
Net Resource	4,445	4,210	

More detailed financial information can be found in the notes that support the accounts.

Nick Bennett

Accounting Officer
Public Services Ombudsman for Wales

2 July 2019



Corporate Governance Report

Ombudsman's Report

Background

Under the Government of Wales Act 2006, the office is financed through the Welsh Consolidated Fund (WCF) with any unspent cash balances repaid into the WCF after a certified copy of the accounts has been laid before the National Assembly for Wales. This creates a further control in that there is a need to effectively manage the budget on both a cash and a resource basis. The salary of the office holder of the Public Services Ombudsman for Wales and the related costs are a direct charge on the WCF and are administered through the National Assembly for Wales.

As at 31 March 2019, the Office comprised 68 staff based in Pencoed, Bridgend including the Ombudsman, Chief Operating Officer, Director of Policy, Legal and Governance, as well as investigation and support staff.

The National Assembly for Wales provided cash of £4.4 million for the funding of the Office, although £20k of this is due to be returned to the WCF being the unused cash balance at the year end. The sum of £20k is within the accepted year-end balance criteria of 3% funding. The Office has achieved a level of spending in line with the Estimate agreed in November 2017 and amended by Supplementary Budgets during 2018/19.

Great strides have been made over recent years in improving efficiency in the way we consider complaints. This has been essential in view of the ever-increasing caseload. The table below shows that, over the past eight years, the Office has seen an increase of over 83% in all contacts (that is, in enquiries, complaints about the conduct of members of local authorities and public body complaints), whilst unit costs have reduced by 43% when adjusted for CPI inflation.

Workload	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19	Change
Enquiries	1,866	2,906	3,234	3,470	3,731	4,512	4,861	4,627	148%
Code of Conduct Complaints	412	291	226	231	276	236	270	282	-32%
Public Body Complaints	1,605	1,790	1,932	2,065	1,992	2,056	1,983	2,207	38%
Total	3,883	4,987	5,392	5,766	5,999	6,804	7,114	7,116	83%
Unit Cost	£873	£736	£647	£622	£613	£526	£506	£495	-43%

Remuneration and Pension Liabilities

Details of the pay and related costs of the Ombudsman and the Office are shown in the Remuneration Report.

Pension obligations to present and past employees are discharged through the Principal Civil Service Pension Scheme (PCSPS), the Local Government Pension Scheme administered through the Cardiff and Vale of Glamorgan Pension Scheme and the pensions paid directly to former Commissioners or their dependants.

Further details are given in the Pensions Disclosures.

Corporate Governance

The office holder of the Public Services Ombudsman for Wales is a Corporation Sole. In addition, upon taking up my role as Ombudsman, I was appointed by the Treasury as the Accounting Officer for the public funds with which the National Assembly entrusts me to undertake my functions. The Audit & Risk Assurance Committee supports the Ombudsman by reviewing the comprehensiveness and reliability of assurances on governance, risk management, the control environment and the integrity of financial statements and the annual report. Further details are set out in the Annual Governance Statement.

Register of Interests

A register of interests is maintained for the Ombudsman, Directors and members of the Advisory Panel and Audit and Risk Assurance Committee.

Accounts Direction

Under the Accounts Direction issued by HM Treasury dated 21 December 2006, I was required to prepare accounts for the financial year ended 31 March 2019 in compliance with the accounting principles and disclosure requirements of the edition of the Government Financial Reporting Manual (the FReM) issued by HM Treasury which was in force for 2018/19.

The accounts have been prepared to:

- (a) give a true and fair view of the state of affairs at 31 March 2019 and of the net resource outturn, resources applied to objectives, recognised gains and losses and cash flows for the financial year then ended
- (b) provide disclosure of any material expenditure or income that has not been applied for the purposes intended by the National Assembly for Wales or material transactions that have not conformed to the authorities that govern them.

Auditors

The Auditor General for Wales is the External Auditor of the accounts of the PSOW as laid down in paragraph 17 of Schedule 1 to the Public Services Ombudsman (Wales) Act 2005. The cost of the audit for 2018/19 was £18k, with no increase since 2017/18.

As far as I am aware, I have taken all the steps necessary to make the auditors aware of any relevant audit information.

Nick Bennett

Accounting Officer

Public Services Ombudsman for Wales

2 July 2019

Statement of Accounting Officer's Responsibilities

Under the Public Services Ombudsman (Wales) Act 2005, as Public Services Ombudsman for Wales, I am required to prepare, for each financial year, resource accounts detailing the resources acquired, held or disposed of during the year and the use of resources by the PSOW during the year.

The accounts are prepared on an accruals basis and must give a true and fair view of the state of affairs of the PSOW and its net resource outturn, Statement of Financial Position and cash flows for the financial year.

In preparing the accounts, as the Accounting Officer, I am required to comply with the requirements of the *Government Financial Reporting Manual* and in particular to:

- observe the Accounts Direction issued by the Treasury including the relevant accounting and disclosure requirements and apply suitable accounting policies on a consistent basis
- make judgements and estimates on a reasonable basis
- state whether applicable accounting standards as set out in the Government Financial Reporting Manual have been followed and disclose and explain any material departures in the accounts
- prepare the accounts on a going concern basis
- confirm that the Annual Report and Accounts as a whole is fair, balanced and
- understandable and take personal responsibility for the Annual Report and Accounts and the judgements required for determining that it is fair, balanced and understandable.

My relevant responsibilities as Accounting Officer include the propriety and regularity of the public finances for which the Accounting Officer is answerable, for keeping proper records and for safeguarding the PSOW's assets, as set out in Managing Welsh Public Money and the Public Services Ombudsman (Wales) Act 2005.

As the Accounting Officer, I have taken all the steps that I ought to have taken to make myself aware of any relevant audit information and to establish that PSOW's auditors are aware of that information. So far as I am aware, there is no relevant audit information of which the auditors are unaware.

Annual Governance Statement 2018/19

Status of the Public Services Ombudsman for Wales

As laid down in Schedule 1 paragraph 2 of the Public Services Ombudsman (Wales) Act 2005, the Ombudsman is a Corporation Sole holding office under Her Majesty and he discharges his function on behalf of the Crown. Schedule 1 paragraph 18 states that the Ombudsman is the Accounting Officer for the Office of the Ombudsman.

Scope of Responsibility

In undertaking the role of Accounting Officer, I ensure that the Office operates effectively and to a high standard of probity. In addition, I have responsibility for maintaining a sound system of internal control that supports the achievement of PSOW's policies, aims and objectives, whilst safeguarding the public funds and assets for which I am personally responsible, in accordance with the responsibilities assigned to me in "Managing Welsh Public Money".

I am independent of the National Assembly for Wales, but am accountable to its Public Accounts Committee for the use of resources made available to support my statutory functions. In determining the level of resources available to the Office, the PSOW's budget proposals are considered by the Finance Committee of the National Assembly for Wales in accordance with the process laid down in the Act. I produce a combined Annual Report and Accounts for consideration by the Equality, Local Government and Communities Committee and the Finance Committee.

I am required to include this statement with my annual report and accounts to explain how the governance of my Office works and to ensure it meets the requirements of the Corporate Governance Code. To enable me to satisfy these requirements, I have established appropriate structures, systems and procedures that are comprehensive and provide me with evidence that the governance arrangements are working as intended across the whole organisation and its activities. Such arrangements include my Governance Framework, a comprehensive internal control environment, effective internal and external audit arrangements and robust financial management, risk planning and monitoring procedures.

Strategic Planning and Performance Monitoring

In my Strategic Plan for the three years 2016/17 to 2018/19, I established the following:

Vision: A public service culture that values complaints and learns from them to improve public service delivery.

Mission: by considering complaints, to put things right for service users and contribute to improved public service delivery and standards in public life.

Whilst individual teams within the Office are charged with implementing the actions identified, the Management Team monitors progress made against targets and the outcomes achieved via monthly reports. I was very pleased that all key activities for 2018/19 had been delivered by the end of the financial year.

System of Internal Control

The system of internal control is designed to manage risk to a reasonable level rather than eliminate all risk of failure to achieve policies, aims and objectives; it can therefore only provide reasonable, and not absolute, assurance of effectiveness. It is based on an ongoing process designed to identify and prioritise the risks to the achievement of my policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically. The system has been in place in the Office of the PSOW for the year ended 31 March 2019 and up to the date of approval of these accounts and accords with HM Treasury guidance. No significant areas of internal control weaknesses have been identified from audit work and steps to improve controls further are implemented promptly and monitored by the Audit and Risk Assurance Committee.

Corporate Governance arrangements

Governance arrangements include an Audit & Risk Assurance Committee (ARAC). The Committee's responsibilities are:

Audit & Risk Assurance Committee

(a) Terms of Reference

Following a review of governance arrangements, the Terms of Reference of ARAC were amended so that it is now a stand-alone Committee. The Committee supports the Ombudsman by reviewing the comprehensiveness and reliability of assurances on governance, risk management, the control environment and the integrity of financial statements and the annual report.

(b) Membership

Membership comprises up to six independent external members. Three new independent members joined ARAC during the year and attended their first meetings in June and September 2018. They are Mrs Anne Jones, former Assistant Information Commissioner; Mr Trevor Coxon, former Monitoring Officer of Wrexham County Borough Council and Mr Ian Williams, former Group Chief Executive of Hendre Limited. The other members are Dr Tom Frawley CBE, former Northern Ireland Assembly Ombudsman and Commissioner for Complaints; Mr Jim Martin,

former Scottish Public Services Ombudsman and Mr Jonathan Morgan, former Assembly Member and former chair of the National Assembly's Public Accounts Committee. Mr Morgan continues to Chair the Committee.

(c) Training

Members of the Committee are invited to assess their training needs annually. An induction programme is provided for all members of the Audit & Risk Assurance Committee. Ian Williams attended an induction day on 18 September 2018.

In June 2018, all members at that time took part in a bespoke Governance and Accountability training programme. In addition, in October 2018, the Chair attended a joint Sector Update meeting, run by Deloitte LLP and held at the Future Generations Commissioner's Office. The Ombudsman, Chief Operating Officer and Financial Accountant also attended.

In November 2018, the Audit & Risk Assurance Committee Chair and the Financial Accountant attended a workshop held for chairs of Audit & Risk Assurance Committees and facilitated by the Wales Audit Office. This was useful for networking and sharing best practice and information.

(d) Meetings

The Committee sets itself an annual work programme. There were four meetings of the Committee during the year.

The Ombudsman attends ARAC Meetings and the Chief Operating Officer acts as Secretary to the Committee. The meetings were also regularly attended by internal and external auditors and appropriate members of the PSOW's Management Team.

At each meeting, the Committee received a number of standing agenda items. These include declarations of any identified fraud or losses, including any data losses. At each meeting, the Committee received a copy of the latest Budget Monitoring report considered by the Management Team. This is intended to provide the Committee with an assurance that there is regular scrutiny of the financial position within the Office.

During the year, the Committee also received reports on a number of other appropriate matters within its Terms of Reference. They included the 9 and 12-month accounts, internal audit plans, a review of the Whistleblowing Policy, a review of governance arrangements, updates on major IT developments and the development of a Strategic ITC Plan and relevant financial and corporate governance matters issued by HM Treasury. The Committee considered the PSOW review of the Cabinet Office Counter-Fraud Framework to satisfy itself that appropriate arrangements are in place.

The Committee provided advice to the Ombudsman to ensure that the 2018/19 Annual Governance Statement included appropriate information and complied with best practice.

The Committee also considered risk management at each meeting. A new approach to the risk register was adopted in 2017, with the aim of securing focus on key risks. The main principle of the current risk management report format is that there are five key risk horizons, and that an assessment is made by the PSOW Management Team, on a regular basis, for each of these risk horizons:

- Core Function
- Data Privacy/information security
- Financial
- Operational & Support
- Governance

The Committee is presented with a risk summary table and assessment of the five risk horizons as a method of ensuring that they are kept aware of key risks and can review risk management and risk mitigation.

Attendance was as follows:

Membership:

Jonathan Morgan (Chair)	4
John Williams (until June 2018)	1
Tom Frawley	4
Jim Martin	4
Anne Jones	4
Trevor Coxon	4
Ian Williams (from September 20	018) 3

(e) Internal and External Audit

The Committee received regular reports from both the internal and external auditors. The work of Deloitte as Internal Auditors during the year was planned based on their overall needs assessment and carried out through their third annual programme. Their reports highlighted the satisfactory internal control framework within the organisation and made recommendations for improvement where necessary.

The rolling audit programme covering the other aspects of the Office's work and controls also noted the satisfactory internal control framework within the Office and made recommendations for improvement where necessary. The overall assessments were as follows:

Information Security SUBSTANTIAL assurance

Financial Systems:

Budgetary Control

Revenue & Receivables

Payroll

Pension arrangements

Corporate Governance/Risk Management

SUBSTANTIAL assurance
SUBSTANTIAL assurance
SUBSTANTIAL assurance
SUBSTANTIAL assurance

In all audits, the level of assurance was considered 'Substantial', the highest assurance level. A number of low priority recommendations were made and these have either been completed or will be completed in accordance with agreed timescales.

The internal auditors' Annual Report for 2018/19 stated: 'Based on the work we have undertaken during the year we are able to conclude that the Ombudsman has a basically sound system of internal control, which should provide **substantial assurance** regarding the achievement of the Ombudsman's objectives.' These findings provide assurance that the arrangements in place are reducing the Office's exposure to risk. The Committee noted the thoroughness of the audit work, practicality of recommendations and the open and positive response of management to the recommendations made.

The role of external audit is undertaken by the Wales Audit Office (WAO). The Committee considered the Annual Report and Accounts that included the Governance Statement of the Office for 2017/18 together with the External Audit of Financial Statements Report and Management Letter. The audit conclusions for the 2017/18 financial year were reviewed at the September 2018 meeting of the Committee.

An unqualified opinion was given on the 2017/18 Accounts on 17 July 2018 with no recommendations arising from the Audit.

Both Internal and External Auditors have the right, if considered appropriate, to raise any matter through an open access policy to the Chair and through that right to bring any matter to the attention of the Committee. The Committee, by reviewing the programmes of both the External and the Internal Auditors, ensured that they were co-operating effectively with each other. The quality of the audit work and that of the Committee has been evaluated during the year through consideration of the audit reports and recommendations and dialogue at meetings between Committee Members and the Auditors.

To ensure that appropriate matters can be raised in confidence, the Chair of the Committee holds an annual meeting with representatives of the External and Internal Auditors. Such a meeting was held on 27 March 2019.

(f) Monitoring processes

At each meeting during 2018/19, the Committee received a report on progress made on the implementation of External and Internal Audit recommendations. The Committee members were satisfied that all the recommendations made had been implemented or will be implemented by the first quarter of 2018/19.

(g) Annual Review and Assessment

This annual review is undertaken to ensure that the work of the Audit and Risk Assurance Committee continues to comply with the Good Practice Principles set out in the HM Treasury Audit Committee Handbook. To assist the Committee in determining that it was complying with good practice, each member was invited to complete the National Audit Office's 'The Audit Committee self-assessment checklist.'

Comments received from Committee members were considered in preparing the Annual Report for 2018/19.

The report concluded that it had received comprehensive assurances and information that was reliable and sufficient to enable it to carry out its responsibilities. Those assurances demonstrated a satisfactory overall internal control environment, financial reporting and the management of risk and of the quality of both the Internal and External Audit work undertaken.

The Committee was therefore able to provide assurances to effectively support me as the Public Services Ombudsman for Wales to comply with my Accounting Officer responsibilities in providing evidence to assist in the preparation of this Annual Governance Statement.

Advisory Panel

The Advisory Panel is a non-statutory forum whose main role is to provide support and advice to the Ombudsman in providing leadership and setting the strategic objectives of the office of the Public Services Ombudsman for Wales. The Panel also brings an external perspective to assist in the development of policy and practice.

The Panel provides specific advice and support to the Ombudsman on:

- vision, values and purposes
- strategic direction and planning.

The Advisory Panel is an advisory-only body to the Ombudsman and does not make decisions in its own right.

Reporting of Personal Data Related Incidents

All incidents involving personal data are reported to the Audit and Risk Assurance Committee, regardless of whether the PSOW is at fault. Where PSOW is at fault, guidance issued by the Information Commissioner's Office (ICO) is considered to establish whether it is necessary to report the incident to that office. PSOW's process for handling such incidents has been amended to reflect the requirements of the Data Protection legislation and updated guidance issued by the ICO. During 2018/19, there were no incidents that required reporting to the ICO.

The Risk and Control Framework

As required by "Managing Welsh Public Money", I am supported by a professionally qualified Financial Accountant who carries out the responsibilities of a Finance Director as set out in that document.

Risk management and the risk register are standing Agenda items for the Audit and Risk Assurance Committee.

I am continuing to enhance the robust internal control arrangements to ensure that the Office has the capacity to identify, assess and manage risk effectively. In undertaking this responsibility during the year ended 31 March 2019, I have been supported by a Chief Operating Officer to whom some of the Ombudsman's responsibilities have been delegated. In addition, the Management Team which I chair has responsibility for overseeing risk management. I am satisfied that the systems in place identify potential risks at an early stage and enable, through active management, the appropriate action to be taken to minimise any adverse impact on the office. As already stated the Audit and Risk Assurance Committee receives regular reports on the Risks relating to this Office.

Risks are considered across a number of key areas or risk horizons. These are:

- risks that could affect my ability to fulfil my core functions
- risks affecting data security
- financial risks
- governance risks
- risks affecting facilities and support arrangements (such as premises and IT services).

Key risks at the financial year-end were identified as follows:

Risk horizon	Risk affects:	Risk management and mitigation:	Residual risk:
Core function	Suitable and reliable facilities and systems - the risk arises specifically from concerns about external IT support provision and repeated systems outages	Complete the upgrade of IT infrastructure as soon as practically possible. Proactive contract management of IT Support provider	Unreliable IT systems could affect service delivery and ability to handle caseload effectively. It could also give rise to reputational damage. The residual risk is therefore considered RED
Data Security	System security – physical and cyber security	Robust, documented and audited IT controls, password controls, back up arrangements, external IT support, penetration testing, regular software updates	IT security is a high priority with controls in place, but the risk of cyber security attacks remains real for everyone and for all organisations. The residual risk is therefore considered RED

I and my Management Team will continue to work to manage and minimise the risks in these key areas in the year ahead and the risks will be considered at each meeting of the Audit & Risk Assurance Committee.

Risk Assurance Framework Arrangements

PSOW Framework

- Strategic objectives from Business Plan
- Work programme
- Risk management
- Anti-fraud policy
- Governance framework
- Policies, procedures and code of conduct

Accounting Officer

Governance Decision making Financial management Risk management

Advisory Panel

Provides support and advice on vision, values and purposes as well as strategic direction and planning

Audit and Risk Assurance Committee

Reviews and monitors governance, risks and internal controls. Agrees annual governance statement.

Management Team

3-year strategic plan
Operational plan
Performance monitoring
Corporate policies
Risk management
Value for money

Central Guidance

HM Treasury FReM

Managing Welsh Public Money Public Sector Internal Audit

PSOW policies, plans and risk register

Annual Governance Statement

Assurance Map Components

1st line of defence

Strategic and operational delivery reporting

KPI reporting

Financial controls/Budget monitoring

2nd line of defence

Risk register reviews

Quality assurance
Information security assurance

3rd line of defence

Internal audit reports
Financial accountant spot checks
Scrutiny by Finance Committee and PAC

Other Assurances

External audit

Budgeting Process

As Accounting Officer, I ensure that I have in place arrangements for tight control of the public money entrusted to me. The Management Team receives a monthly budget monitoring report setting out details of actual against budgeted expenditure. Any unexpected expenditure issues that may arise during the year are considered and actions required to ensure that the office remains within its budgeted expenditure are agreed. No major issues arose in respect of the PSOW's budget for 2018/19.

As far as the process of producing the PSOW's financial estimate for 2019/20 is concerned, a paper setting out initial budget criteria was considered by the Advisory Panel in June 2018. Following on from this, a draft budget estimate paper was considered at the meeting in September 2018. That paper set out in full the financial resources that the PSOW sought to discharge its functions and develop its improvement work with public service providers. It allowed for some pay and price inflation and sought largely to absorb, through greater efficiency, the continuing and significant growth in the number (and complexity) of complaints. The Estimates paper, seeking a 3.8% cash increase, was submitted to the Finance Committee of the National Assembly for Wales. The Finance Committee considered the paper in October 2018 and I was pleased to be able to attend the meeting to answer Assembly Members' specific questions on the submission. Following that meeting, the Finance Committee Chair wrote to the Ombudsman, requesting that the submission be modified and resubmitted, with the increase limited to 1.6% and the proposals to support improvement work in public service providers deleted. A revised estimate was submitted and subsequently approved.

A supplementary budget for 2019/20 will be submitted in April 2019 to fund:

- The Civil Service Pensions increase in employer contributions of 6%, and
- The additional costs associated with the new Public Services Ombudsman (Wales) Bill

Conclusion

I can report that there were no significant weaknesses in the Office's system of internal controls in 2018/19 which would affect the achievement of the Office's policies, aims and objectives and that robust Corporate Governance is in operation with no breaches of the Corporate Governance Code.

Nick Bennett

Accounting Officer
Public Services Ombudsman for Wales

2 July 2019

Remuneration Report

Public Services Ombudsman for Wales

The Government of Wales Act 2006 provides for my remuneration and associated national insurance and pension costs to be met from the Welsh Consolidated Fund, rather than being paid directly. These costs are included, for transparency, in the remuneration report.

Remuneration

The following sections provide details of the remuneration and pension interest of the most senior management of the Office: Nick Bennett - Ombudsman, Chris Vinestock - Chief Operating Officer and Director of Investigations and Katrin Shaw - Director of Policy, Legal and Governance.

Officials	Salary (£'000)		Bonus payments (£'000)		Benefits in Kind (to nearest £100)		Pension benefits (to nearest £1,000)		Total (£'000)	
	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18
Nick Bennett	145-150	145-150	-	-	-	-	58,000	57,000	205-210	200-205
Chris Vinestock	95-100	90-95	-	-	-	-	34,000	27,000	125-130	120-125
Katrin Shaw	75-80	75-80	-	-	-	-	29,000	30,000	105-110	105-110

Nick Bennett's pension benefits for 2017/18, disclosed as £56,000, were recalculated by MyCSP due to a salary underpayment in that financial year.

Salary

Salary includes gross salary, overtime and any other allowances to the extent that they are subject to UK taxation.

Benefits in kind

The monetary value of benefits in kind covers any expenditure paid by the PSOW and treated by HM Revenue and Customs as a taxable emolument. There was no such expenditure.

Bonuses

No bonus was paid during the year to me or to any staff within my office, as no bonus scheme is in operation.

Pay multiples

The banded remuneration of the highest-paid director in the financial year 2018/19 was £145,000-£150,000 (2017/18 = £145,000-£150,000). This was 3.5 times (2017/18 = 3.6) the median remuneration of the workforce, which was £41,847 (2017/18 = £41,025). In 2018/19, no employee received remuneration in excess of the highest-paid director (2017/18 = none).

Remuneration ranged from £18,000 to £150,000 (2017/18, £17,000-£150,000). Total remuneration includes salary, non-consolidated performance-related pay and benefits-in-kind. It does not include severance payments, employer pension contributions and the cash equivalent transfer value of pensions.

Pay awards

Staff pay is linked to the pay awards made to employees within Local Government in England and Wales. In line with that procedure, a 2% pay increase was awarded to staff that covered the year April 2018 to March 2019.

Pensions

Pension entitlements for the persons shown above are detailed below:

Name	Accrued pension at pension age as at 31/03/19 and related lump sum £000	Real increase in pension and related lump sum at pension age	CETV at 31/03/19 £000	CETV at 31/03/18 £000	Real Increase in CETV £000	Employer contribution to partnership pension accounts Nearest £100
Nick Bennett	40-45	2.5-5	495	395	29	-
Chris Vinestock	55-60	0-2.5	822	706	19	-
Katrin Shaw	30-35	0-2.5	476	403	14	-

Pension Liabilities

The pension obligations to present and past employees are discharged through:

- (a) the Principal Civil Service Pension Scheme (PCSPS)
- (b) the Local Government Pension Scheme administered through the Cardiff and Vale of Glamorgan Pension Scheme (the Fund) and
- (c) the pensions paid directly to former Commissioners or their dependants.

Further details are given in the Pensions Disclosures.

Sickness

During the year, an average of 3.3 days per employee were lost through sickness, compared with 5.6 days in 2017/18. This is the equivalent of 1.2% (2.1% in 2017/18) of total possible workdays.

Reporting of Civil Service and other compensation schemes

No exit packages were paid in 2018/19 (2017/18 Nil).

Advisory Panel and Audit and Risk Assurance Committee

The following non-pensionable payments, based on a daily rate, were made to members of the Advisory Panel and Audit and Risk Assurance Committee:

	2018/19	2017/18
	£	£
Jonathan Morgan	3,789	1,565
Anne Jones	2,488	846
Jim Martin	2,799	622
Tom Frawley	2,488	622
Trevor Coxon	2,799	-
Ian Williams	1,866	-
Margaret Griffiths (left during year)	282	564
John Williams (left during year)	282	904
William Richardson (left 2017/18)	-	1,263
Sharon Warnes (left 2017/18)	-	622
Beverley Peatling (left 2017/18)	-	622

Due to the late timing of the March 2018 meeting only 3 payments were made to committee members in 2017/18, with the fourth payment being made in April 2018.

For staff reporting issues see the Annual Equality Report.

Nick Bennett

Accounting Officer
Public Services Ombudsman for Wales

2 July 2019

National Assembly for Wales Accountability and Audit Report

In addition to the primary statements prepared under International Financial Reporting Standards (IFRS), the Government Financial Reporting Manual (FReM) requires the Ombudsman to prepare a statement and supporting notes to show resource outturn against the Supply Estimate presented to the Assembly, in respect of each request for resource.

Summary of Net Resource Outturn

for the year ended 31 March 2019

		evised stimate		(Outturn		2017/18	
	Gross Expenditure	Income	Net Total	Gross Expenditure	Income	Net Total	Net total outturn compared to estimate	Net Total
	£000	£000	£000	£000	£000	£000	£000	£000
Revenue	4,313	(62)	4,251	4,253	(61)	4,192	59	4,190
Capital	229	-	229	253	-	253	(24)	20
Net Resource	4,542	(62)	4,480	4,506	(61)	4,445	35	4,210
Net Cash Requirement	4,472	(62)	4,410	4,451	(61)	4,390	20	4,178

The Ombudsman is paid directly from the Welsh Consolidated Fund and not by the Office and is not included in the PSOW accounts.

For transparency, the Ombudsman's remuneration continues to be disclosed in the Remuneration Report.

Reconciliation of Net Resource to Net Cash Requirement

for the year ended 31 March 2019

	Note	2018/19 Revised estimate	2018/19 Net total Outturn	Net total outturn compared to revised estimate	2017/18 Outturn
		£000	£000	£000	£000
Net Revenue	2-4	4,251	4,192	59	4,190
Net Capital	6	229	253	(24)	20
Net Resource		4,480	4,445	35	4,210
Movement in provisions	10	(20)	12	(32)	7
Capital charges	6	(70)	(31)	(39)	(43)
Movements in working capital	7-9	20	(16)	36	24
Pension charges (LGPS)	Pensions Disclosures	-	(20)	20	(20)
Net cash requirement		4,410	4,390	20	4,178

Nick Bennett
Accounting Officer
Public Services Ombudsman for Wales

2 July 2019

The Certificate and Independent Auditor's Report of the Auditor General for Wales to the National Assembly for Wales

Report on the audit of the financial statements

Opinion

I certify that I have audited the financial statements of the Public Services Ombudsman for Wales For the year ended 31 March 2019 under paragraph 17 (2) of Schedule 1 of the Public Services Ombudsman (Wales) Act 2005. These comprise the Summary or Net Resource Outturn, Statement of Comprehensive Net Expenditure, Statement of Financial Position, Consolidated Statement of Cash Flows, Statement of Changes in Taxpayers Equity and related notes, including a summary of significant accounting policies. These financial statements have been prepared under the accounting policies set out within them. The financial reporting framework that has been applied in their preparation is applicable law and HM Treasury's Financial Reporting Manual based on International Financial Reporting Standards (IFRSs) as adopted by the European Union/United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In my opinion the financial statements:

- give a true and fair view of the state of Public Services Ombudsman for Wales affairs as at 31 March 2019 and of its net cash requirement, net resource outturn and net operating cost, for the year then ended; and
- have been properly prepared in accordance with HM Treasury directions issued under the Public Services Ombudsman (Wales) Act (2005).

Basis for opinion

I conducted my audit in accordance with applicable law and International Standards on Auditing in the UK (ISAs (UK)). My responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of my report. I am independent of the body in accordance with the ethical requirements that are relevant to my audit of the financial statements in the UK including the Financial Reporting Council's Ethical Standard, and I have fulfilled my other ethical responsibilities in accordance with these requirements. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Conclusions relating to going concern

I have nothing to report in respect of the following matters in relation to which the ISAs (UK) require me to report to you where:

- the use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Accounting Officer has not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the body's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The Accounting Officer is responsible for the other information in the annual report and financial statements. The other information comprises the information included in the annual report other than the financial statements and my auditor's report thereon. My opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in my report, I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, my responsibility is to read the other information to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by me in the course of performing the audit. If I become aware of any apparent material misstatements or inconsistencies, I consider the implications for my report.

Opinion on regularity

In my opinion, in all material respects, the expenditure and income in the financial statements have been applied to the purposes intended by the National Assembly for Wales and the financial transactions recorded in the financial statements conform to the authorities which govern them.

Report on other requirements

Opinion on other matters

In my opinion, the part of the Remuneration Report to be audited has been properly prepared in accordance with HM Treasury directions made under the Public Services Ombudsman (Wales) Act (2005).

In my opinion, based on the work undertaken in the course of my audit:

- the information given in the Annual Governance Statement for the financial year for which the financial statements are prepared is consistent with the financial statements and the Governance Statement has been prepared in accordance with HM Treasury guidance;
- the information given in the Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements and has been prepared in accordance with the Public Services Ombudsman (Wales) Act (2005).

Matters on which I report by exception

In the light of the knowledge and understanding of the body and its environment obtained in the course of the audit. I have nothing to report in respect of the following matters, which I report to you, if, in my opinion:

- proper accounting records have not been kept;
- the financial statements and the part of the Remuneration Report to be audited are not in agreement with the accounting records and returns;
- information specified by HM Treasury regarding the remuneration and other transactions is not disclosed; or
- I have not received all of the information and explanations I require for my audit.

Report

I have no observations to make on these financial statements.

Responsibilities

Responsibilities of the Accounting Officer for the financial statements

As explained more fully in the Statement of Accounting Officer's Responsibilities, the Accounting Officer is responsible for preparing the financial statements in accordance with the Public Services Ombudsman (Wales) Act 2005 and HM Treasury directions made there under, for being satisfied that they give a true and fair view and for such internal control as the Accounting Officer determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Accounting Officer is responsible for assessing the body's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless deemed inappropriate.

Auditor's responsibilities for the audit of the financial statements

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of the auditor's responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website www.frc.org.uk/auditorsresponsibilities. This description forms part of my auditor's report.

Responsibilities for regularity

The Accounting Officer is responsible for ensuring the regularity of financial transactions. I am required to obtain sufficient evidence to give reasonable assurance that the expenditure and income have been applied to the purposes intended by the National Assembly for Wales and the financial transactions conform to the authorities, which govern them.

Adrian Crompton

Auditor General for Wales 3 July 2019 24 Cathedral Road Cardiff CF11 9LJ



Statement of Comprehensive Net Expenditure

for the year ended 31 March 2019

Note	2018/19	2018/19 2017/18	
	£000	£000	
2	3,132	2,898	
3	1,121	1,323	
	4,253	4,221	
4	(61)	(31)	
	4,192	4,190	
	4,192	4,190	
	2	£000 2 3,132 3 1,121 4,253 4 (61) 4,192	

All activities commenced in the period are continuing.

Notes 1 to 18 and the Pensions Disclosures form part of these statements.

Statement of Financial Position

as at 31 March 2019

	Note	2018/19 £000	2017/18 £000
Non-current assets		1000	£000
Property, Plant and Equipment	6а	185	128
Intangible assets	6b	172	7
Receivables due after more than one year	7	1	3
Pension fund surplus	Pensions Disclosures	810	30
		1,168	168
Current Assets			
Trade and other receivables	7	175	186
Cash and cash equivalents	8	20	32
		195	218
Total assets		1,363	386
Current liabilities			
Trade and other payables	9	(172)	(177)
Provisions less than one year	10	(44)	(43)
		(216)	(220)
Total assets less current liabilities		1,147	166
New years to be the second			_
Non-current liabilities Trade and other payables due after one year	9	(24)	(28)
Provisions greater than one year	10	(481)	(494)
Trovisions greater than one year	10	(505)	(522)
		()	(/
Total assets less liabilities		642	(356)
General Fund		642	(356)

Notes 1 to 18 and the Pensions Disclosures form part of these statements. The significant change to the pension fund surplus is clarified in the Pensions Disclosures on page 88.

The financial statements were approved by the Accounting Officer and authorised for issue on 2^{nd} July 2019 by:

Nick Bennett

Accounting Officer
Public Services Ombudsman for Wales

2 July 2019

Statement of Cash Flows

for the year ended 31 March 2019

	Note	2018/19 £000	2017/18 £000
Net cash outflow from operating activities	11	(4,137)	(4,158)
Net cash flow from investing activities	12	(253)	(20)
Financing from National Assembly for Wales	13	4,410	4,210
Prior year cash balance repaid		(32)	(34)
Net increase (decrease) in cash equivalents after adjustments for payments to Welsh Consolidated Fund	_	(12)	(2)
Cash and cash equivalents at the beginning of period	_	32	34
Cash and cash equivalents at the end of period		20	32

Notes 1 to 18 and the Pensions Disclosures form part of these statements.

Statement of Changes in Taxpayers' Equity

for the year ended 31 March 2019

Balance as at 1 April	General Fund 2018/19 £000 (356)	General Fund 2017/18 £000 (354)
Net operating costs	(4,192)	(4,190)
Funding by National Assembly for Wales	4.410	4.210

Funding by National Assembly for Wales	4,410	4,210
Due back to Welsh Consolidated Fund	(20)	(32)
Actuarial re-measurement of LGPS pension fund	800	10
Total recognised income and expense for year	998	(2)
Balance as at 31 March	642	(356)

Notes 1 to 18 and the Pensions Disclosures form part of these statements.

An actuarial re-measurement under paragraph 64 of IAS 19 has resulted in a significant surplus of £800k to be recognised in the 2018/19 financial accounts. Further details can be found in the Pensions Disclosures.

Notes to the Financial Statements

1. Statement of Accounting Policies

These financial statements have been prepared in accordance with the Government Financial Reporting Manual (the FReM) issued by HM Treasury which is in force for 2018/19. The accounting policies contained in the FReM apply International Financial Reporting Standards (IFRS), as adopted or interpreted for the public sector. Where the FReM permits a choice of accounting policy, the accounting policy which has been judged to be most appropriate to the particular circumstances of the PSOW for the purpose of giving a true and fair view has been selected. The particular accounting policies adopted by the PSOW are described below. They have been applied consistently in dealing with items considered material in relation to the accounts.

1.1 Accounting Convention

These accounts have been prepared under the historical cost convention modified to account for any revaluation of fixed assets, where material to their value to the business, by reference to their current costs.

1.2 **Property, Plant and Equipment**

Expenditure on property, plant and equipment is capitalised where the purchases are expected to have a useful life extending over more than one year and the cost exceeds £1k. Assets costing less than £1k may be capitalised providing they are capital in nature and are part of a larger scheme that is, in total, more than £1k. Assets are shown at cost less an allowance for depreciation. On initial recognition, fixed assets are measured at cost, including such costs as installation, which are directly attributable to bringing them into working condition for their intended use. In reviewing the costs of the fixed assets previously acquired and the prices paid for the new acquisitions during the year, there is no material difference between the historic net book value of the assets and their replacement cost, less depreciation.

1.3 **Depreciation**

Assets are depreciated at rates calculated to write them down to zero or, if applicable, estimated residual value on a straight-line basis over their estimated useful life following an initial charge of a full month's depreciation in the month of purchase. Assets in the course of construction are depreciated when the asset is brought into use. Except where otherwise noted, asset lives are assumed to be the following:

Plant 10 years or the lease term if shorter

Furniture and other fittings 10 years or, in the case of fittings, the lease term

Computers and other equipment 3 to 10 years

1.4 Intangible assets

Purchased computer software licences and developed software are capitalised where expenditure of £1k or more is incurred and the useful life is more than one year. Intangible assets costing less than £1k may be capitalised, providing they are capital in nature and are part of a larger scheme that is, in total, more than £1k. Intangible assets are reviewed annually for impairment and are stated at amortised historic cost. Software licences are amortised over the shorter of the term of the licence and the useful economic life of the computer equipment on which they are installed. This would usually be from 3 to 5 years. Developed software is amortised over the estimated useful life. In the year of acquisition, following an initial charge of a full month's depreciation in the month of purchase, the balance is amortised on a straight-line basis over the balance of the estimated life.

1.5 Value Added Tax

The PSOW is not registered for VAT. Expenditure is therefore disclosed gross of VAT.

1.6 **Pensions**

The pension obligations to present and past employees are covered by the provisions of the Principal Civil Service Pension Scheme (PCSPS), the Local Government Pension Scheme administered through the Cardiff and Vale of Glamorgan Pension Scheme (the Fund) and by direct payment to previous Commissioners for Local Administration in Wales and any surviving beneficiaries. Full details are disclosed in the Pensions Disclosures at the end of the Financial Statements. The costs of providing these pensions are charged through the Statement of Comprehensive Net Expenditure with actuarial gains and losses relating to the Cardiff and Vale of Glamorgan Pension Scheme being recognised in the year in which they occur.

1.7 Early departure costs

Where the PSOW is required to meet the additional cost of benefits beyond the normal benefits payable by the appropriate pension scheme in respect of employees who retire early, these costs are charged to the Statement of Comprehensive Net Expenditure in full when the liability arises.

1.8 Operating Leases

Expenditure on leased property is charged in the period to which it relates. Operating lease charges for equipment are spread equally over the life of the lease.

1.9 Staff Costs

In line with IAS, 19 short-term employee benefits, such as wages, salaries and social security contributions, paid annual leave and paid sick leave, as well as non-monetary benefits for current employees, are recognised when an employee has rendered services in exchange for those benefits.

1.10 **Provisions**

These are sums which are of uncertain timing or amount at the balance sheet date and represent the best estimate of the expenditure required to settle the obligations. Where the effect of the time value of money is significant, the estimated risk-adjusted cash flows are discounted using the recommended HM Treasury discount rate.

1.11 Income

All income is recognised in the Statement of Comprehensive Net Expenditure in accordance with IAS 18.

1.12 Impact of Standards Not Yet Effective

Standard	Effective date	Further details
IFRS 16 Leases	2020/21	IFRS 16 will replace the current leases standard IAS 17. The key change is that it largely removes the distinction between operating and finance leases for lessees by introducing a single lessee accounting model that requires a lessee to recognise assets and liabilities for all leases with a term of more than 12 months, unless the underlying asset is of low value. It will lead to all leases being recognised on the balance sheet as an asset based on a right of use principle with a corresponding liability for future rentals. This is a significant change in lessee accounting.

2. Staff Costs and Numbers

The aggregate employment costs were as follows:

	2018/19 £000	2017/18 £000
Permanent staff:		
Salaries	2,389	2,194
Social Security costs	221	210
Pension costs	480	439
Pension fund charges	42	55
Total	3,132	2,898

There were no temporary staff employed by the PSOW.

The average number of whole-time equivalent persons employed (including senior management and fixed term appointments) during the year was as follows:

	2018/19	2017/18	
	No.	No.	
Directors	2	2	
Complaints Handling	49	45	
Corporate Services and IT	8	7	
Communications and PA	3	3	
Total	62	57	

3. Non-Staff Administration Costs

	2018/19 £000	2017/18 £000
Rentals under operating leases	264	265
External Audit fee	18	18
Legal and professional fees	261	319
Other property costs	135	205
Computer services	182	239
Office costs	103	98
Travel and subsistence	31	36
Training and Recruitment	55	55
Communications	41	45
Sub-total	1,090	1,280
Depreciation	24	32
Amortisation charge	7	11
Loss on disposal	-	_
Sub-total	31	43
Total Other Administration Costs	1,121	1,323

4. Operating Income

	2018/19	2017/18
	£000	£000
Seconded staff	(60)	(30)
Interest receivable	-	-
Other – Future Generations Commissioner	(1)	(1)
Total	(61)	(31)

5. Operating Costs by Strategic Aims

The costs of providing a first class Ombudsman service to Wales are set out below. We have identified four new strategic aims for delivering our mission and the allocation to each of the aims has been based on the following:

- An estimate of the staff time spent on the objective
- Direct allocation of expenditure where applicable
- Apportionment of other costs pro rata to the estimate of staff time

	2018/19		201	7/18
	£000	%	£000	%
Strategic Aim 1: To provide a complaints service that is of the highest quality, proportionate and effective.	3,356	80.1	3,307	78.9
Strategic Aim 2: To use the knowledge and insight obtained from the complaints we consider to improve complaint handling by public services providers and to have an impact in improving public service delivery and informing public policy.	651	15.4	661	15.8
Strategic Aim 3: To continue to evolve and grow as an office, specifically planning for implementation of the Ombudsman's new powers should the National Assembly for Wales create a new Public Services Ombudsman (Wales) Act.	40	1.0	52	1.2
Strategic Aim 4: To be accountable for the service we provide and the public money we spend.	145	3.5	170	4.1
Net operating costs	4,192	100.0	4,190	100.0

6a. Property, Plant and Equipment

	Plant	Computers and other equipment	Furniture and other fittings	Total
2018/19	£000	£000	£000	£000
Cost or valuation at 1 April 2018	156	150	430	736
Additions	-	66	15	81
Disposals	-	-	(17)	(17)
At 31 March 2019	156	216	428	800
Depreciation At 1 April 2018 Charged in the year Disposals At 31 March 2019	(156) - - (156)	(131) (8) - (139)	(321) (16) 17 (320)	(608) (24) 17 (615)
Carrying amount as at 31 March 2019	-	77	108	185
Carrying amount as at 31 March 2018	-	19	109	128

	Plant	Computers and other equipment	Furniture and other fittings	Total
2017/18	£000	£000	£000	£000
Cost or valuation at	156	182	415	753
1 April 2017				
Additions	-	5	15	20
Disposals		(37)	-	(37)
At 31 March 2018	156	150	430	736
Depreciation	(156)	(152)	(305)	(613)
At 1 April 2017				
Charged in the year	-	(16)	(16)	(32)
Disposals	_	37	-	37
At 31 March 2018	(156)	(131)	(321)	(608)
Carrying amount as at 31 March 2018	-	19	109	128
Carrying amount as at 31 March 2017	-	30	110	140

6b. Intangible Assets

	Information	Software	Total
2018/19	Technology £000	Licences £000	£000
Cost or valuation at 1 April 2018	328	52	380
Additions	172	-	172
Disposals	-	-	_
At 31 March 2019	500	52	552
Amortisation as at 1 April 2018	(321)	(52)	(373)
Amortisation charged in the year	(7)	-	(7)
Disposals	-	-	-
At 31 March 2019	(328)	(52)	(380)
Carrying Value as at 31 March 2019	172	-	172
Carrying Value as at 31 March 2018	7	-	7
	Information	Software	Total
2017/18	Technology £000	Licences £000	£000
Cost or valuation at 1 April 2017	328	71	399
Additions	-	-	-
Disposals	-	(19)	(19)
At 31 March 2018	328	52	380
Amortisation as at 1 April 2017	(310)	(71)	(381)
Amortisation charged in the year	(11)	-	(11)
Disposals	-	19	19
At 31 March 2018	(321)	(52)	(373)
Committee Value on at 34 NA with 3040			
Carrying Value as at 31 March 2018	7	-	7
Carrying Value as at 31 March 2017	18	_	18

In the opinion of the Public Services Ombudsman for Wales, there is no material difference between the net book value of assets at current values and at their historic cost.

7. Trade and other Receivables

	2018/19 £000	2017/18 £000
Amounts falling due within one year		
Prepayments	175	186
Trade debtors	-	-
Amounts falling due after more than one year		
Prepayments	1	3
Total	176	189

8. Cash and Cash Equivalents

Any bank balance held at the year-end must be returned to the Welsh Consolidated Fund. A figure of £20k (£32k in 2017/18) has been included within the accounts, being the net balance at the year end on all the bank accounts operated by the PSOW, irrespective of whether the individual account is in debit or credit. This balance will have to be repaid to the Welsh Consolidated Fund in 2019/20 under the Government of Wales Act 2006.

9. Trade Payables and other Current Liabilities

	2018/19 £000	2017/18 £000
Amounts falling due in one year		
Untaken annual leave	61	70
Deferred rent reduction	5	5
Welsh Consolidated Fund - unspent balances	20	32
Trade payables	15	24
Accruals	71	46
	172	177
Amounts falling due in more than one year		
Deferred rent reduction	24	28
Total	196	205

10. Provisions for Liabilities and Charges

	2018/19				2017/18
	Pensions for Former Commissioners	Dilapidation Costs	Other Costs	Total	Total
	£000	£000	£000	£000	£000
Balance at 1 April	260	277	-	537	544
Additional provision required	24	9	-	33	75
Discount rate movement	(2)	-	-	(2)	1
Provisions utilised in the year	(43)	-	-	(43)	(83)
Balance at 31 March	239	286	-	525	537

Analysis of expected timings of payment of provisions:

	2018/19	2017/18
	£000	£000
Payable within one year	44	43
Payable within 2 to 5 years	157	172
Payable in more than 5 years	324	322
Balance at 31 March	525	537

Pension provisions are calculated based on the National Life Tables for England and Wales issued by the Office of National Statistics. Later year pension increases are in line with GDP deflator information issued by HM Treasury. The discount factor has been amended to 0.29% for the financial year (0.10% in 2017/18) in line with the guidance issued by the Treasury. Two surviving spouses of former Commissioners remain as a pension liability.

Dilapidations were increased in 2018/19 in line with BCIS building indices for general building costs provided by PSOW's building consultants.

11. Reconciliation of Operating Cost to Operating Cash Flows

Net operating cost	Notes	2018/19 £000 (4,192)	2017/18 £000 (4,190)
Adjust for non-cash items	3	51	63
Decrease /(Increase) in trade and other receivables	7	13	(26)
Increase/(Decrease) in trade and other payables	9	(9)	-
Movement in provisions	10	(12)	(7)
Movement in cash repaid to Welsh Consolidated Fund	8	12	2
Net cash outflow from operating activities	_	(4,137)	(4,158)

12. Non-Current Asset Expenditure and Financial Investment

	2018/19	2017/18
	£000	£000
Purchases of property, plant and equipment	(81)	(20)
Proceeds of disposals of property, plant and equipment	-	-
Purchases of intangible assets	(172)	-
Net cash outflow from investing activities	(253)	(20)

13. Reconciliation of Net Cash Requirement to Increase/(Decrease) in Cash

	2018/19	2017/18
	£000	£000
Net Cash Requirement:		
Operating activities	(4,137)	(4,158)
Capital Expenditure	(253)	(20)
	(4,390)	(4,178)
Financing from National Assembly for Wales	4,410	4,210
Repayment to Welsh Consolidated Fund	(32)	(34)
Increase /(Decrease) in cash and cash equivalents	(12)	(2)

14. Commitments under Operating Leases

	2018/19	2017/18
	£000	£000
Total future minimum operating lease payments on Building:		
Payable within one year	183	183
Within two and five years	732	732
More than five years	250	433
	1,165	1,348
Other:		
Payable within one year	12	20
Within two and five years	-	12
More than five years	-	_
	12	32
Total – all operating leases	1,177	1,380

15. Contingent Liabilities

None.

16. Capital Commitments

There were no capital commitments at 31 March 2019 (2017/18 Nil).

17. Related Party Transactions

The PSOW is headed by the Public Services Ombudsman for Wales and was established under the Public Services Ombudsman (Wales) Act 2005. The Ombudsman is independent of Government and the funding arrangements of the Office are set up to ensure that the independence of the Office is secured. The PSOW has had a number of material transactions with the National Assembly for Wales, HM Revenue and Customs (Tax and National Insurance payments) and the Cabinet Office (payments in respect of the Principal Civil Service Pension Scheme). During the year, no directors, key members of staff or their related parties have undertaken any material transactions.

18. Events after the Reporting Period

None.

Pensions Disclosures

Two pension schemes are operated on behalf of current staff – The Principal Civil Service Pension Scheme (PCSPS) and the Cardiff and Vale of Glamorgan Pension Fund (the Fund). There also remains an ongoing liability to meet the unfunded pensions of two dependant relatives of former Local Government Commissioners.

Civil Service Pensions

Pension benefits are provided through the Civil Service pension arrangements. From 1 April 2015, a new pension scheme for civil servants was introduced – the Civil Servants and Others Pension Scheme or alpha, which provides benefits on a career average basis with a normal pension age equal to the member's State Pension Age (or 65 if higher). From that date, all newly appointed civil servants and the majority of those already in service joined alpha. Prior to that date, civil servants participated in the Principal Civil Service Pension Scheme (PCSPS). The PCSPS has four sections: three providing benefits on a final salary basis (classic, premium or classic plus) with a normal pension age of 60 and one providing benefits on a whole career basis (nuvos) with a normal pension age of 65.

These statutory arrangements are unfunded with the cost of benefits met by monies voted by Parliament each year. Pensions payable under classic, premium, classic plus, nuvos and alpha are increased annually in line with Pensions Increase legislation. Existing members of the PCSPS who were within ten years of their normal pension age on 1 April 2012 remained in the PCSPS after 1 April 2015. Those who were between ten years and thirteen years and five months from their normal pension age on 1 April 2012 will switch into alpha sometime between 1 June 2015 and 1 February 2022. All members who switch to alpha have their PCSPS benefits 'banked', with those with earlier benefits in one of the final salary sections of the PCSPS having those benefits based on their final salary when they leave alpha. (The pension figures quoted for officials show pension earned in PCSPS or alpha — as appropriate. Where the official has benefits in both the PCSPS and alpha the figure quoted is the combined value of their benefits in the two schemes.) Members joining from October 2002 may opt for either the appropriate defined benefit arrangement or a 'money purchase' stakeholder pension with an employer contribution (partnership pension account).

Employee contributions are salary-related and range between 4.6% and 8.05% for members of classic, premium, classic plus, nuvos and alpha. Benefits in classic accrue at the rate of 1/80th of final pensionable earnings for each year of service. In addition, a lump sum equivalent to three years initial pension is payable on retirement. For premium, benefits accrue at the rate of 1/60th of final pensionable earnings for each year of service. Unlike classic, there is no automatic lump

sum. classic plus is essentially a hybrid with benefits for service before 1 October 2002 calculated broadly as per classic and benefits for service from October 2002 worked out as in premium. In nuvos, a member builds up a pension based on his pensionable earnings during their period of scheme membership. At the end of the scheme year (31 March) the member's earned pension account is credited with 2.3% of their pensionable earnings in that scheme year and the accrued pension is uprated in line with Pensions Increase legislation. Benefits in alpha build up in a similar way to nuvos, except that the accrual rate in 2.32%. In all cases members may opt to give up (commute) pension for a lump sum up to the limits set by the Finance Act 2004.

The partnership pension account is a stakeholder pension arrangement. The employer makes a basic contribution of between 8% and 14.75% (depending on the age of the member) into a stakeholder pension product chosen by the employee from a panel of providers. The employee does not have to contribute, but where they do make contributions, the employer will match these up to a limit of 3% of pensionable salary (in addition to the employer's basic contribution). Employers also contribute a further 0.5% of pensionable salary to cover the cost of centrally-provided risk benefit cover (death in service and ill health retirement).

The accrued pension quoted is the pension the member is entitled to receive when they reach pension age, or immediately on ceasing to be an active member of the scheme, if they are already at or over pension age. Pension age is 60 for members of classic, premium and classic plus, 65 for members of nuvos, and the higher of 65 or State Pension Age for members of alpha. (The pension figures quoted for officials show pension earned in PCSPS or alpha — as appropriate. Where the official has benefits in both the PCSPS and alpha the figure quoted is the combined value of their benefits in the two schemes but note that part of that pension may be payable from different ages.)

Further details about the Civil Service pension arrangements can be found at the website www.civilservicepensionscheme.org.uk

Cash Equivalent Transfer Values

A Cash Equivalent Transfer Value (CETV) is the actuarially assessed capitalised value of the pension scheme benefits accrued by a member at a particular point in time. The benefits valued are the member's accrued benefits and any contingent spouse's pension payable from the scheme. A CETV is a payment made by a pension scheme or arrangement to secure pension benefits in another pension scheme or arrangement when the member leaves a scheme and chooses to transfer the benefits accrued in their former scheme. The pension figures shown relate to the benefits that the individual has accrued as a consequence of their total membership of the pension scheme, not just their service in a senior capacity, to which disclosure applies.

The figures include the value of any pension benefit in another scheme or arrangement which the member has transferred to the Civil Service pension arrangements. They also include any additional pension benefit accrued to the member as a result of their buying additional pension benefits at their own cost. CETVs are worked out in accordance with The Occupational Pension Schemes (Transfer Values) (Amendment) Regulations 2008 and do not take account of any actual or potential reduction to benefits resulting from Lifetime Allowance Tax which may be due when pension benefits are taken.

Real Increase in CETV

This reflects the increase in CETV that is funded by the employer. It does not include the increase in accrued pension due to inflation, contributions paid by the employee (including the value of any benefits transferred from another pension scheme or arrangement) and uses common market valuation factors for the start and end of the period.

Compensation for loss of office

No staff left under Voluntary Exit or Voluntary Redundancy terms during the financial year.

Cardiff and Vale Pension Fund - Local Government Pension Scheme

The disclosures below relate to the funded liabilities of the Cardiff and Vale of Glamorgan Pension Fund (the Fund) which is part of the Local Government Pension Scheme (the LGPS). The funded nature of the LGPS requires the PSOW and its employees who are members of the scheme to pay contributions into the Fund, calculated at a level intended to balance the pension's liabilities with investment assets.

The PSOW recognises gains and losses in full, immediately through the Statement of Comprehensive Net Expenditure. In accordance with International Financial Reporting Standards, disclosure of certain information concerning assets, liabilities, income and expenditure relating to pension schemes is required.

No further employer contributions are required to be paid to the Fund by the PSOW.

Disclosure under IAS19 (LGPS funded benefits)

Introduction

The figures below relate to the funded liabilities within the Fund which is part of the Local Government Pension Scheme (LGPS).

Results under IAS 19 (LGPS funded benefits)

Date of the last full actuarial valuation	31 March 2016
Expected employer contributions next year (£M)	-
Duration of liabilities	12.8 years

Key assumptions (% per annum)

	31 March 2019	31 March 2018	31 March 2017
	%	%	%
Discount rate	2.40	2.60	2.50
RPI Inflation	3.30	3.20	3.10
CPI Inflation	2.20	2.10	2.00
Pension increases	2.20	2.10	2.00
Pension accounts revaluation rate	2.20	2.10	2.00
Salary increases	3.20	3.10	3.00

Mortality assumptions

The mortality assumptions are based on actual mortality experience of members within the Fund based on analysis carried out as part of the 2016 valuation, and allow for expected future mortality improvements. Sample life expectancies at age 65 resulting from these mortality assumptions are shown below:

Assumed life expectancy at age 65	31 March 2019	31 March 2018
Males		
Member aged 65 at accounting date	22.4	23.1
Member aged 45 at accounting date	23.0	24.2
Females		
Member aged 65 at accounting date	24.8	25.8
Member aged 45 at accounting date	25.9	27.2

Asset allocation

		Value at 31 March 2019		Value at 31 March 2018
	Quoted %	Unquoted %	Total %	Total %
Equities	0.0	0.0	0.0	0.0
Property	0.0	0.0	0.0	0.0
Government bonds	100.0	0.0	100.0	100.0
Corporate bonds	0.0	0.0	0.0	0.0
Cash	0.0	0.0	0.0	0.0
Other	0.0	0.0	0.0	0.0
Total	100.0	0.0	100.0	100.0

Reconciliation of funded status to Statement of Financial Position

	Value at 31 March 2019	Value at 31 March 2018
	£M	£M
Fair value of assets	7.00	6.84
Present value of funded defined benefit obligation	5.26	5.32
Funded status	1.74	1.52
Unrecognised asset	(0.93)	(1.49)
Asset/(Liability) recognised on the balance sheet	0.81 1	0.03

¹ The increase in asset value is as a result of a change in the LGPS regulations in May 2018. This permits the refund of a surplus on exiting the Fund which has been reflected in the calculations this year. The actuary's opinion is that this is a "one off" event and any adjustments in future years should be relatively small, particularly given that PSOW has a "gilts based" investment strategy which will reduce any volatility.

The split of the liabilities at the last valuation between the various categories of members is as follows:

Active Members 6%
Deferred Pensioners 12%
Pensioners 82%

Amounts recognised in Statement of Comprehensive Net Expenditure

	Period ending 31 March 2019 £M	Period ending 31 March 2018 £M
Operating cost		
Current service cost	0.02	0.02
Past service cost (incl. curtailments)	0.00	0.00
Settlement cost	0.00	0.00
Financing Cost		
Interest on net defined benefit liability (asset)	0.00	0.00
Pension expense recognised in profit and loss	0.02	0.02
Remeasurements in Other Comprehensive Income		
Return on plan assets (in excess)/below that recognised in net interest	(0.21)	0.12
Actuarial (gains)/losses due to change in financial assumptions	0.19	(0.01)
Actuarial (gains)/losses due to changes in demographic assumptions	(0.20)	0.00
Actuarial (gains)/losses due to liability experience	0.01	0.04
Adjustments due to the limit in paragraph 64	(0.59)	(0.16)
Total amount recognised in other comprehensive income (OCI)	(0.80)	(0.01)
Total amount recognised in profit and loss and OCI	(0.78)	0.01
Allowance for administration expenses included in current service cost (£M) $$	0.00	0.00

Changes to the present value of the defined benefit obligation

	Period ending 31 March 2019 £M	Period ending 31 March 2018 £M
Opening defined benefit obligation	5.32	5.35
Current service cost	0.02	0.02
Interest expense on defined benefit obligation	0.14	0.13
Contributions by participants	0.00	0.00
Actuarial (gains)/losses on liabilities – financial assumptions	0.19	(0.01)
Actuarial (gains)/losses on liabilities – demographic assumptions	(0.20)	0.00
Actuarial (gains)/losses on liabilities – experience	0.01	0.04
Net benefits paid out	(0.22)	(0.21)
Past service cost (incl. curtailments)	0.00	0.00
Net increase in liabilities from disposals/acquisitions	0.00	0.00
Settlements	0.00	0.00
Closing defined benefit obligation	5.26	5.32

Changes to the fair value of assets

	Period ending 31 March 2019 £M	Period ending 31 March 2018 £M
Opening fair value of assets	6.84	7.00
Interest income on assets	0.17	0.17
Re measurement gains/(losses) on assets	0.21	(0.12)
Contributions by the employer	0.00	0.00
Contributions by participants	0.00	0.00
Net benefits paid out	(0.22)	(0.21)
Net increase in assets from the disposals/acquisitions	0.00	0.00
Settlements	0.00	0.00
Closing fair value of assets	7.00	6.84

Actual return on assets

	Period ending	Period ending
	31 March 2019	31 March 2018
	£M	£M
Interest income on assets	0.17	0.17
Remeasurement gain/(losses) on assets	0.21	(0.12)
Actual return on assets	0.38	0.05

Funded Benefits

The following data was provided by the Fund Administering Authority and/or the Employer and has been used to produce the IAS 19 results in this report. Details of the split of assets between the various asset classes were also provided by the Fund Administering Authority and are shown above. We have also shown some of the intermediate calculations used in evaluating the figures in this report.

Active Members as at 31 March 2016

	Number	Total Pay £(M)
Total	1	0.05

Pensioner and deferred pensioner members as at 31 March 2016

Туре	Number	Total Pension £(M)
Deferred members	5	0.02
Pensioners and dependants	11	0.23

Funded cash-flow data provided

	Months Provided	Amount Provided (£M)	Amount Used (£M)
Employer – Normal contributions	12	0.00	, ,
Employer – Additional capital contributions	12	0.00	
Employer – Early retirement strain on fund payments	12	0.00	
Total contributions by the Employer			0.00
Employee – Normal contributions	12	0.00	
Employee – Added years contributions	12	0.00	
Total contributions by participants			0.00
Transfers in	12	0.00	
Other income	12	0.00	
Transfers out	12	0.00	
Retirement lump sums	12	0.00	
Other outgoings	12	0.00	
Death in service lump sums *	12	0.00	
Benefits paid (i.e. pension paid)	12	0.22	
Net benefits paid out **			0.22
* We have calculated the expected death in service lump sums over t	he year to be	(£M)	0.00
** The 'Net benefits paid out' figure includes an allowance for expense	es of (£M)		0.00

Annualised pensionable payroll over the accounting period

Type	(£M) *
Period ending 31 March 2019	0.05
Period ending 31 March 2018	0.05

^{*} The annualised pensionable payroll has been derived from the contributions paid over the relevant accounting period

Fund return

The overall Fund return over the accounting period has been calculated as 5.7%.

The asset return over the accounting period for the Employer has been taken as the index return on the published FTSE Index Linked UK Gilts over 5 years total return index, to reflect the notional low risk investment strategy which has been put in place with effect from 1 December 2016, in respect of the Employer.

Pensions for former Ombudsmen

With the agreement of the Secretary of State for Wales in 1991 and subsequent confirmation by Statutory Instrument 1993 No. 1367, Local Government Commissioners became eligible to join the Local Government Pension Scheme. However, the pensions of the three previous Local Government Commissioners remained the responsibility of the Public Services Ombudsman for Wales and are met through the Statement of Comprehensive Net Expenditure. At 31 March 2019 two surviving spouses of former Commissioners continued to receive a pension.

Pensions are increased annually in line with other pension schemes within the Public Sector. The basis of calculations of the Annual Pensions Increase has been changed from using the annual movement based on the Retail Price Index (RPI) to the Consumer Price Index (CPI). The amount of the uplift applied is normally set out in the Statutory Instrument Pensions Increase (Review) Order. This uplift for 2018/19 was 3%.

The total payments during 2018/19 were £43k (£41k in 2017/18). The liabilities arising out of the obligation to finance these pensions together with any dependant pensions has been calculated to be £239k (£260k in 2017/18). The calculation to determine the overall liability has been carried out internally using life expectancy tables for males and females in Wales obtained from the website of the Government Actuary's Department. A discount rate, from PES (2018), of 0.29% (0.10% in 2017/18) has been applied in accordance with the Treasury guidance that all pension liabilities should be discounted.

Public Services Ombudsman for Wales

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Our ref: NB Ask for: Communications

a 01656 641150

Date: 7 August 2019 🖄 communications

@ombudsman-wales.org.uk

Councillor Andrew Morgan Council Leader Rhondda Cynon Taf County Borough Council

By Email Only andrew.morgan2@rctcbc.gov.uk

Dear Councillor Andrew Morgan

Annual Letter 2018/19

I am pleased to provide you with the Annual letter (2018/19) for Rhondda Cynon Taf County Borough Council. This year I am publishing my Annual Letters as part of my Annual Report and Accounts. I hope the Council finds this helpful and I trust this will enable it to review its own complaint handling performance in the context of other public bodies performing similar functions across Wales.

Whilst overall the number of complaints received relating to local authorities across Wales increased from 794 to 912, I am pleased that local authorities continue to work with my office to resolve many of these complaints at an early stage. This provides complainants with appropriate and timely remedies avoiding the need for my office to fully investigate complaints.

A summary of the complaints of maladministration/service failure received relating to the Council is attached.

Also attached is a summary of the Code of Conduct complaints relating to members of the Council and the Town & Community Councils in your area.

Page **1** of **7**

The Public Services Ombudsman (Wales) Act 2019 has now been introduced. I am delighted that the Assembly has approved this legislation giving the office new powers aimed at:

Improving access to my office

 Providing a seamless mechanism for complaint handling when a patient's NHS care is inextricably linked with private healthcare

 Allowing me to undertake own initiative investigations when required in the public interest

• Ensuring that complaints data from across Wales may be used to drive improvement in public services for citizens in Wales.

I am very much looking forward to implementing these new powers over the coming year.

Action for the Council to take:

 Present my Annual Letter to the Cabinet to assist Members in their scrutiny of the Council's performance

Work to reduce the number of cases which require intervention by my office

• Inform me of the outcome of the Council's considerations and proposed actions on the above matters by **31 October 2019**.

This correspondence is copied to the Chief Executive of your Council and to your Contact Officer. Finally, a copy of all Annual Letters will be published on my website.

Yours sincerely

Nick Bennett

Public Services Ombudsman for Wales

CC: Chris Bradshaw, Chief Executive Claire Gummer, Contact Officer

Factsheet

A. Complaints Received and Investigated with Local Authority average adjusted for population distribution

Local Authority	Complaints Received	Average	Complaints Investigated	Average
Rhondda Cynon Taf County Borough Council 2018/19	36	68	0	2
Rhondda Cynon Taf County Borough Council 2017/18	36	60	0	2
Blaenau Gwent County Borough Council	8	20	0	0
Bridgend County Borough Council	33	41	0	1
Caerphilly County Borough Council	65	51	1	1
Cardiff Council	115	103	0	2
Carmarthenshire County Council	49	53	1	1
Ceredigion County Council	23	21	0	0
City and County of Swansea	83	70	0	2
Conwy County Borough Council	41	33	2	1
Denbighshire County Council	26	27	1	1
Flintshire County Council	50	44	2	1
Gwynedd Council	32	35	2	1
Isle of Anglesey County Council	31	20	2	0
Merthyr Tydfil County Borough Council	15	17	0	0
Monmouthshire County Council	20	27	0	1
Neath Port Talbot County Borough Council	38	40	1	1
Newport City Council	38	43	0	1
Pembrokeshire County Council	35	35	0	1
Powys County Council	67	38	4	1
Torfaen County Borough Council	12	26	1	1
Vale of Glamorgan Council	24	37	0	1
Wrexham County Borough Council	45	38	3	1
Grand Total	886		20	

B. Complaints Received by Subject

Rhondda Cynon Taf County Borough Council	Complaints Received
Adult Social Services	5
Benefits Administration	1
Children Social Services	9
Community Facilities. Recreation and Leisure	1
Complaints Handling	4
Education	2
Environment and Environmental Health	1
Finance and Taxation	2
Health	1
Housing	4
Planning and Building Control	3
Roads and Transport	2
Various Other	1

C. Comparison of complaint outcomes with average outcomes for Local Authorities, adjusted for population distribution

Local Authority	Out of Jurisdiction	Premature	Other cases closed after initial consideration	Early Resolution / Voluntary settlement	Discontinued	Other Report - Not upheld	Other Report - Upheld in whole or in part	Public Interest Reports
2018/19								
Rhondda Cynon	7	8	15	4			-	-
Rhondda Cynon (adjusted)	12	22	23	9	0	1	1	0
2017/18								
Rhondda Cynon	6	12	12	6	-	ı	1	-
Rhondda Cynon (adjusted)	10	17	21	8	0	1	1	0

D. Number of cases with PSOW intervention

Local Authority	No. of complaints with PSOW intervention	Total number of closed complaints	% of complaints with PSOW intervention
Rhondda Cynon Taf County Borough Council 2018/19	4	34	12%
Rhondda Cynon Taf County Borough Council 2017/18	6	36	17%
Blaenau Gwent County Borough Council	2	7	29%
Bridgend County Borough Council	6	36	17%
Caerphilly County Borough Council	8	68	12%
Cardiff Council	19	110	17%
Carmarthenshire County Council	4	48	8%
Ceredigion County Council	5	24	21%
City and County Swansea	10	80	13%
Conwy County Borough Council	5	39	13%
Denbighshire County Council	4	30	13%
Flintshire County Council	16	56	29%
Gwynedd Council	6	35	17%
Isle of Anglesey County Council	5	31	16%
Merthyr Tydfil County Borough Council	0	14	0%
Monmouthshire County Council	0	23	0%
Neath Port Talbot County Borough Council	4	40	10%
Newport City Council	7	43	16%
Pembrokeshire County Council	6	33	18%
Powys County Council	11	64	17%
Torfaen County Borough Council	1	12	8%
Vale of Glamorgan Council	7	30	23%
Wrexham County Borough Council	8	43	19%

E. Code of Conduct Complaints Closed

Local Authority	Closed after initial consideration	Discontinued	No evidence of breach	No action necessary	Refer to Standards Committee	Refer to Adjudication Panel	Withdrawn	Total
2018/19								
Rhondda Cynon Taf	-	ı	1	•	-	-	ı	1
2017/18								
Rhondda Cynon Taf	1	1		-	-	-		1

F. Town/Community council Code of Conduct Complaints

Town/Community Council	Closed after initial consideration	Discontinued	No evidence of breach	No action necessary	Refer to Standards Committee	Refer to Adjudication Panel	Withdrawn	Total
Taff's Well CC	3	-	-	-	-	-	1	3
Ynysybwl & Coed-y-Cwm CC	1	-	-	-	-	-	1	1

Appendix

Explanatory Notes

Section A compares the number of complaints against the Local Authority which were received and investigated by my office during 2018/19, with the Local Authority average (adjusted for population distribution) during the same period.

Section B provides a breakdown of the number of complaints about the Local Authority which were received by my office during 2018/19. The figures are broken down into subject categories.

Section C compares the complaint outcomes for the Local Authority during 2018/19, with the average outcome (adjusted for population distribution) during the same period.

Section D provides the numbers and percentages of cases received by our office in which an intervention has occurred. This includes all upheld complaints, early resolutions and voluntary settlements.

Section E provides a breakdown of all Code of Conduct complaint outcomes against Councillors during 2018/19.

Section F provides a breakdown of all Code of Conduct complaint outcomes against town or community councils.

Feedback

We welcome your feedback on the enclosed information, including suggestions for any information to be enclosed in future annual summaries. Any feedback or queries should be sent via email to communications@ombudsman-wales.org.uk



EXTRACTS FROM THE PUBLIC SERVICES OMBUDSMAN FOR WALES CASEBOOKS PUBLISHED DURING THE 2018-2019 PERIOD RELATING TO RHONDDA CYNON TAF CBC

COMPLAINTS HANDLING Early Resolution and Voluntary Settlement

Rhondda Cynon Taf County Borough Council – Adult Social Services Case number 201801211 – Report issued in July 2018

Mr C complained that Rhondda Cynon Taf County Borough Council ("the Council") had not addressed safeguarding concerns about the care his late father had experienced at a privately-run Residential Home.

Mr C also complained that the Council did not respond in an accurate or timely manner to his requests for information about complaining.

Although the Ombudsman declined to investigate Mr C's complaint, he was concerned that there were some issues with the communication from the Council to Mr C.

Because of this he contacted the Council who agreed to do the following within one month:

- a) To apologise for not providing a full and reasoned explanation as to why the Council would not be investigating Mr C's concerns and for providing incorrect advice in relation to the complaint process; and
- b) To provide an assurance to Mr C that information had been updated to ensure that correct advice in relation to complaints handling was provided to potential complainants.

ADULT SOCIAL SERVICES Early Resolution and Voluntary Settlement

Rhondda Cynon Taf County Borough Council – Adult Social Services Case number 201801638 – Report issued in August 2018

Mrs B complained that Rhondda Cynon Taf County Borough Council ("the Council") had failed to fulfil its caring responsibilities to her husband who was terminally ill with cancer. Mrs B said that the Council did not return her calls regarding home care support and advised her to leave her husband in a chair overnight.

Although the Ombudsman declined to investigate Mrs B's complaint, he was concerned that the Council had refused to investigate Mrs B's complaint under Stage 2 of its own Complaints Procedure.

Because of this he contacted the Council who agreed to investigate Mrs B's complaint in line with Stage 2 of its Complaints Procedure.

Rhondda Cynon Taf County Borough Council - Services for older people Case Number: 201804370— Report issued in January 2019

Mr A complained that the Council had acted with maladministration in relation to the service provided to his father-in-law, the late Mr C, by the adult social services team. The Council had commissioned an independent review in relation to social services' involvement with Mr C's care, and had provided a letter summarising the outcome of the review to Mr A and his wife.

Although the Ombudsman declined to investigate Mr A's complaint, he was concerned that the letter sent to Mr and Mrs A did not contain all of the information which it would have been appropriate to provide.

Because of this, he contacted the Council who agreed to do the following:

- (a) To apologise to Mr and Mrs A for failing to address one of the recommendations contained within the independent review in the letter sent to them, and to address that recommendation;
- (b) To disclose to Mr and Mrs A the full independent review (redacted as necessary);
- (c) To apologise to Mr and Mrs A in line with the independent review;
- (d) To provide an update to Mr and Mrs A in relation to recommendations where further steps were to be taken.

PLANNING AND ENFORCEMENT Early Resolution and Voluntary Settlement

Rhondda Cynon Taf County Borough Council - Unauthorised development - calls for enforcement action etc

Case number: 201805932 - Report issued in March 2019

Ms A complained about the Council's decision not to take enforcement action for an unauthorised development and a failure to comply with planning conditions by her neighbour. Following assessment of the evidence presented it was decided not to investigate Ms A's complaint. Enforcement action is a discretionary decision and there was no evidence to show the decisions reached by the Council were not properly taken, and no evidence that the Council had acted contrary to written policy, procedure, guidance or legislation.

Although it was decided not to investigate Ms A's complaint, based on the information seen, the Ombudsman considered that there was an opportunity for the Council to progress matters about the neighbours delay in providing it with sufficient information to evidence compliance with planning conditions. The Council voluntarily issued a letter to the neighbour specifically asking for the required information by a certain date.

The Council has now agreed that if the required information is not provided by the neighbour by the specified date, it will again consider whether enforcement action for breach of planning conditions would be expedient.

Agenda Item 7



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

11TH SEPTEMBER 2019

CORPORATE PARENTING BOARD ANNUAL REPORT 2018/19

REPORT OF THE SERVICE DIRECTOR, DEMOCRATIC SERVICES AND COMMUNICATION IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR CHRISTINA LEYSHON.

Author: Hannah Williams, Senior Executive and Regulatory Business Officer - 01443 424062

1. PURPOSE OF THE REPORT

1.1 The purpose of the report is to provide the Cabinet with the Annual Report of the Corporate Parenting Board for the Municipal Year 2018/19.

2. **RECOMMENDATIONS**

It is recommended that the Cabinet:

2.1 Provide comment as appropriate on the Annual Report (which is attached as Appendix 1 to the report).

3. REASONS FOR RECOMMENDATIONS

- 3.1 Under the Leaders Scheme of Delegation (the 3A) the Corporate Parenting Board, comprising of a cross party membership was formed to take the lead in ensuring that the Council fulfils its responsibilities as corporate parent's to children who are looked after and formulate Council policy in respect of children who are looked after and children in need.
- 3.2 As part of the Board's Terms of reference, the Board must report its work to the Cabinet and it has been agreed that this will take the form of an Annual Report.

4. BACKGROUND

4.1 The first Annual Report for the Corporate Parenting Board was produced for the 2015/16 Municipal Year.

- 4.2 The content of the report acted as a useful basis for a number of upcoming topics, which the Members felt needed particular attention in the 2016/17 Municipal Year.
- 4.3 This is the fourth Annual Report of the Corporate Parenting Board, which provides a summary of the role and work of the Board undertaken in the 2018/19 Municipal Year. The report is attached at Appendix 1.
- 4.4 On 16th July 2019, the Corporate Parenting Board approved the Annual Report for the 2018/19 Municipal Year.
- 4.5 To continue what is considered to be a positive synergy between the Board and the Council's Scrutiny Committees, the Annual Report was presented to the Children & Young People Scrutiny Committee on the 11th September 2019 for information.

5. **EQUALITY AND DIVERSITY IMPLICATIONS**

5.1 An Equality Impact Assessment is not needed because the contents of the report are for information purposes only.

6. CONSULTATION

6.1 There is no consultation required for this report.

7. FINANCIAL IMPLICATION(S)

7.1 There are no financial implications aligned to this report.

8. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 8.1 The report has been prepared in accordance with Rhondda Cynon Taf County Borough Council's constitution.
- 9. <u>LINKS TO THE COUNCILS CORPORATE PLAN / OTHER CORPORATE PRIORITIES/ FUTURE GENERATIONS SUSTAINABLE DEVELOPMENT.</u>
- 9.1 The work of the Corporate Parenting Board links directly to the Council's Corporate Plan priority 'Rhondda Cynon Taf's Children will receive a great start in life...'
- 9.2 In respect of the Well-being of Future Generations Act, the work of the Corporate Parenting Board meets the Five Ways of Working:
 - 1. Working together with other partners to deliver objectives

The Corporate Parenting Board considers reports and presentations from various service areas of the Council. Members are aware that a number of partners and areas must contribute to tackle the range of different issues, which young people may experience, such as mental health, education and budgeting.

2. Involving those with an interest and seeking their views

The Corporate Parenting Board provide looked after young people and care leavers in RCT with the opportunity to attend meetings and have their voice heard. It allows them to promote their life experiences at a strategic, policy and legislative level and provides Members with the chance to hear first-hand experiences.

10. CONCLUSION

10.1 The Corporate Parenting Board Annual report outlines the work of the Board in the 2018/19 Municipal Year and features the priority areas the Board will consider in the future ensuring that the Council provides continuous improvement to the services that it delivers for its children and young people within the Looked After System.



RHONDDA CYNON TAF **CORPORATE PARENTING BOARD**ANNUAL REPORT 2018/19



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FOREWORD



Councillor Christina Leyshon
Cabinet Member for Children & Young People
Chair of the Corporate Parenting Board

It is with great pleasure, that I present to you the Corporate Parenting Board Annual Report for the 2018/19 Municipal Year.

Before delving into the breadth of work undertaken by the Corporate Parenting Board, I think it is important to firstly define the role of a Corporate Parent and make it clear what our responsibilities are to the young people in our care. The concept of Corporate Parenting was introduced in 1998 by the then Secretary of State for Health, Frank Dobson, who outlined the duties of members towards Children who are Looked After: "For children who are looked after, your council has a legal and moral duty to try to provide the kind of loyal support that any good parents would give to their children...you should do your utmost to make sure that those children in public care get a good start in life..."

The Council as a whole shares the 'Corporate Parenting' responsibility and all Elected Members must be proactive within their own remit. The Corporate Parenting Board is the principle place within the Council for a select few cross-party Elected Members and officers to meet on a regular basis as critical friends, to support, challenge and strive for stronger collaborative working to ensure the best possible outcomes for the children and young people who are looked after in our communities.

During my first year as Chair of the Corporate Parenting Board, I have taken part in many challenging debates and discussions but it is important to note that with these challenges, often arise positive outcomes and success stories. Within this report, I hope to shed light on the wide range of areas covered at the Corporate Parenting Board meetings, which, in my opinion, has allowed all professionals, and young

people who have participated, a transparent and non-judgemental environment to voice our thoughts on what is an ever-challenging service area.

As Corporate Parents, we will never become complacent and where possible, we will continue to improve the services that we deliver. Through emotional and academic support, we will remain united to ensure that our children and young people feel happy, safe and in control of their lives and are able to overcome the barriers they face.

I would like to take this opportunity to extend my gratitude to all Members of the Corporate Parenting Board, both new and longstanding; and, of course, to the officers who continue to work hard and have been integral in stimulating robust discussion at our meetings. Lastly, I would like to say thank you to the young people who have given up their time to attend our meetings. As always, their presence at our meetings has been fundamental, as it is not only vital to hear of their personal concerns, but we also take great pride in hearing of their great successes.

I will conclude by echoing our continued aspiration, which is to see the day that every child is treated with love and respect and where no child is taken into care. We are fully aware of the rising numbers of Children Looked After on both a National and Local level but our commitment as Corporate Parents is to ensure that the children and young people of Rhondda Cynon Taf are safe from harm and given the care and support that they deserve, regardless of numbers.

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WHAT IS THE CORPORATE PARENTING BOARD?

"As Councillors, you have a major role to play in ensuring that those children who are cared for by your council have the best care that they can possibly receive...the duty on you is to do all you can to ensure these children can be the best they can be." Keith Towler, Children's Commissioner for Wales, 2009.

The role of the Corporate Parenting Board (CPB) is to ensure that the Council is fulfilling its corporate duties towards Children Looked After (CLA). The Board was established to monitor, challenge and develop areas within the Children's Services to ensure the best outcomes for our children and young people.

Every child should be happy, healthy and safe; they should be provided with support for them to thrive and achieve their goals; and they should be open to developing emotionally and socially. It is our duty, as Corporate Parents, to ensure that the children and young people who enter our care system are given these opportunities.

Our vision will:

- Result in better outcomes and life experiences for children looked after
- Compensate for any disadvantage they experience
- Improve the Council's performance
- Produce lower costs to the Council in caring for children

MEET THE CORPORATE PARENTING BOARD



Councillor C Leyshon (Chair)



Councillor G Hopkins (Vice Chair)



Councillor R Yeo



Councillor J Rosser



Councillor L Jones



Councillor S Rees-Owen



Councillor J James

TERMS OF REFERENCE

- ♣ To take the lead in ensuring that the Council fulfils its responsibilities as corporate parent to children who are looked after and formulate Council policy in respect of children who are looked after and children in need.
- ♣ To ensure that all Groups and divisions within the Council work together in order to promote best outcomes for children who are looked after and children in need.
- ♣ To promote effective relationships with key partner agencies in the best interests of children who are looked after and children in need.
- ♣ To monitor the implementation of the Action Plan arising from the Best Value Review of Services to children looked after, in addition to monitoring outcomes for children looked after and children in need.
- To consider the outcomes and promote positive learning practices following consideration of Child Practice Reviews
- ♣ In accordance with HMIP to routinely review the offending rates of LAC by gender to ensure that the Corporate Parenting Board understand patterns of offending by girls and are able to take actions to address where necessary.
- ♣ To consider the impact of relevant other systems/agencies (e.g. health, courts, schools) and see how these could be improved.
- To seek the views of children looked after the advocacy service will be asked to facilitate.
- To invite representatives from other agencies to attend as appropriate.
- To report directly to Cabinet through an Annual report of the Board.

CROSS PARTY MEMBERSHIP:

- Cabinet Member for Children & Young People (Chair),
- Cabinet Member for Adult Community Services (Vice Chair),
- Cabinet Member for Education & Lifelong Learning,
- The Chair of the Children & Young People Scrutiny Committee,
- One Member from the Largest Opposition Party,
- One Non Executive Member of the ruling group,
- One Member of the Council not from the ruling group or the majority opposition group.
- NYAS (National Youth Advocacy Service) is also invited to attend the meetings.

THE OFFICERS WHO SUPPORT THE CORPORATE PARENTING BOARD ARE:

- Group Director, Community& Children's Services
- Director, Legal & Democratic Services
- Service Director, Children's Services
- Service Director, Access, Engagement & Inclusion
- Head of Safeguarding and Support
- Head of Looked After
- Complaints & QA Manager
- Senior Executive & Regulatory Business Officer
- Other officers depending on the business of the meeting.

VISION

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 local authority has a legal and moral duty to provide support to the children it is responsible for looking after.

All Elected Members must be confident that the children who are looked after within RCT:

- Are safe.
- Have good homes in a secure and caring environment.
- Are placed within the local authority area, close to their homes and communities, as far as is possible.
- Have decent schooling.
- Are not being drawn into antisocial behavior.
- Are healthy.
- Are developing socially and emotionally.
- Are provided with help to cope with the problems they have in growing up.
- Are prepared for their transition to adulthood.
- Have ambitions for themselves.
- Are helped to achieve to the maximum of their ability.
- Have high aspirations and are able to show pride in their achievements
- Are provided with support to cope with their failures.

CHILDREN LOOKED AFTER IN RHONDDA CYNON TAF

On 31st March 2019, there were a total of 674 children and young people under the Local Authority's care. The figure is largely in line with that of the previous year, which demonstrated that 676 children and young people were looked after within Rhondda Cynon Taf.

The reason children become looked after throughout the country, cannot be based solely on a singular reason. The reasons are complex and include the interaction of demographic and socio economic trends, as well as factors connected to the way the local area organises and deploys its services to vulnerable children and families. Rhondda Cynon Taf has some of the most deprived communities in Wales and it is, therefore, impossible to determine an 'appropriate' number for the rate of children

becoming looked after.

Age	Total
0	35
1	35
2	36
3	36
4	22
5	26
6	36
7	41
8	38
9	29
10	38
11	43
12	43
13	34
14	39
15	45
16	55

17

Although the demand for children and young people becoming looked after continues to pose a financial risk to the Council, it remains a key priority to continue to strive for a safe reduction in Children Looked After numbers and to deliver the best possible outcomes for the children and young people of our County.

March 2019 figures show the broad age range of the children and young people looked after within RCT, with 70 aged between just 0 - 1 and 98 aged between 16 and 17.

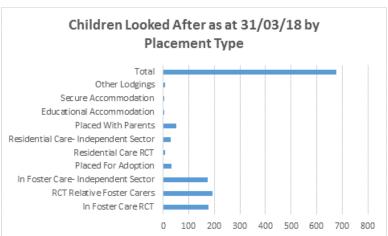
Gender	Total
Female	297
Male	377

674

Figures highlight that there were 80 more males than females by 31st March 2019.

The below tables outline March 2019 Placement Type Data in comparison to March 2018 data.

CLA Placement Type	Total
Education	1
In Foster Care Ind Sector	158
In Foster Care RCT	171
Other Lodgings	10
Placed For Adoption	24
Placed With Parents	60
RCT Relative Foster Carers	204
Residential Care Ind Sector	33
Residential Care RCT	12
Secure	1



The 2019 data evidences that the majority of children and young people in Rhondda Cynon Taf are placed in foster placements (including kinship carers), which is largely similar to the previous year of 80%; and other Local Authorities.

Where it is safe to do so and in the interest of the young person, the child is placed with their parents but other options include adoption, independent living, secure units and educational accommodation.

It is recognised that each young person placed within our care has a plethora of different needs and that although a specific placement work for one young person, it may not be suitable for another.

KEY INITIATIVES OF THE CHILDREN'S SERVICES AREA

- The RCT Resilient Families Programme, which aims to assess the circumstances at home, identify key actions and prevent destructive behaviour cycles in the hope that the children can remain safely at home. Details can be found here.
- Cwm Taf Multi Agency Safeguarding Hub (MASH), which continues to have a
 positive impact on outcomes for children, as well as identifying further
 improvements for the future.
- A Placement Strategy, which provides children who cannot stay at home, a greater choice of high quality local placements
- Cwm Taf Safeguarding Board website, which provides information, advice and guidance to the public and professionals whose work brings them into contact with children, young people, adults at risk and their families. Details can be found here.

WORK OF THE CORPORATE PARENTING BOARD

Among other updates, the Corporate Parenting Board remain committed to the work programme, which consists of regular visits and updates in respect of certain aspects of the Children's service area. These regular updates allow us to continually review data, progress and outcomes; along with having first hand experiences with our staff, young people and service users.

FRONTLINE VISITS

The Corporate Parenting Board has established a systematic process for ensuring that regular visits are undertaken to the frontline teams in Children's Services to ensure that we continue to meet high standards. This practice is consistent with both recommendation 41 of the Victoria Climbie report and with a previous CIW safeguarding inspection report recommendation.

<u>Location</u>	<u>Team</u>	<u>Date</u>	<u>Attendees</u>
Tonypandy Office	West Intensive Intervention Team	10am Wednesday 19 th September, 2018	Cllr Leyshon Cllr Hopkins Cllr Yeo Cllr Rosser
Ty Trevithick Office	East Intensive Intervention Team	10am Wednesday 17 th October, 2018	Cllr Leyshon Cllr Hopkins
Glyncornel	Glyncornel	10am Wednesday 20 th February, 2019	Cllr Leyshon Cllr Hopkins Cllr Rosser
Tonypandy Office	West & East Enquiry & Assessment Team	10am Wednesday 16 th January, 2019	Cllr Leyshon Cllr Hopkins

Tonypandy Office	East DCT & Early Years	10am	Cllr Leyshon Cllr Hopkins
		Wednesday 6 th February, 2019	
Maritime	Youth Offending Service	10am	Cllr Leyshon
Industrial			Cllr Hopkins
Estate,		Wednesday 13th February 2019	
Pontypridd			
Ty Catrin	Ty Catrin	10am	Cllr Leyshon
			Cllr Hopkins
		Wednesday 13 th March, 2019	·

Members of the Corporate Parenting Board recognise the pressures and challenges placed upon the teams in the children services area and strongly feel that it is important for Members and staff alike to have the opportunity to discuss any concerns they may have on an informal and friendly basis. Along with any issues, it is particularly warming for Members to hear of the staff's day-to-day achievements, which we might otherwise not have the chance to hear.

In an attempt to give each Board Member the opportunity to meet the teams working within the Children's Services departments, the above visits were scheduled to take place at various points throughout the Municipal Year. Unfortunately, a number of the Board Members were unable to attend the visits due to heavy workloads but for those who were fortunate enough to be there, it was once again pleasing to hear of the services provided to children in Rhondda Cynon Taf.

Members would like to take the opportunity to thank the management and staff for their warm welcome, valuable time and continuous hard work in ensuring that RCT provide its children with the best services and opportunities possible. Throughout all of the visits, staff impressed with their vast knowledge and enthusiasm and without a doubt; the Board hope to continue making these vital visits to our teams in the 2019/20 Municipal Year.

REGULATION 73 REPORTS

As well as undertaking regular visits to the frontline teams, updates are presented to the Board at each meeting, in respect of the current position of the residential Children's Homes and respite service. The reports are exempt to ensure that the Board receive a detailed picture of the goings on at each home, and are inclusive of case studies, which inform us of the everyday challenges faced by our hardworking staff, any areas of concern and, of course, the wellbeing of the children who occupy the homes.

The Board were pleased to see that the reports presented in 2018/19 Municipal Year, continued to highlight the high standard of care provided by staff. Each update gave further insight into the particular challenges associated with looking after and trying to develop young people who have been disadvantaged and traumatised by their life experiences and where issues were identified, the Board witnessed careful risk management planning and decision making to manage the needs of the young people.

At the beginning of the 2018/19 Municipal Year, the Corporate Parenting Board were delighted to welcome back Mr John Llewellyn-Thomas, who was able to provide Members with details into his independent visits to the Children's Homes. Although the regular reports received are highly informative, Members agreed that Mr Llewellyn-Thomas' presence provided the opportunity to gauge further into the process behind them and learn from his breadth of experience. Due to recent changes made to Welsh Government Regulations, children's home visits are now undertaken internally with quarterly updates presented to the Corporate Parenting Board. Members recognise the value of the independent reviews undertaken by Mr J. Llewellyn-Thomas, and the constructive criticism and challenge that came with them, and it was pleasing to learn that Mr Llewellyn-Thomas will seek to undertake annual inspections of the three children's homes. That being said, the Corporate Parenting Board would like to extend thanks to Mr. John Llewellyn-Thomas, whose work has been invaluable over the years.

SOCIAL SERVICES COMPLAINTS AND COMPLIMENTS

An integral role of the Corporate Parenting Board is to regularly receive updates in respect of the operation and effectiveness of the statutory Social Services complaints procedure. At each meeting, we monitor the number of complaints received, the nature of the complaints and any lessons learnt, along with noting those enquiries received from Elected Members, A.M's and M.P's.

The Corporate Parenting Board acknowledge the importance of feedback from those who use our services, as not only does it allow improvements to be made to the service where possible but further insight is gained into the fully deserved compliments received for the hardworking staff.

It is encouraging to note that the reports presented to the Board are comprehensive and fully transparent; and when questioned about the nature of the complaints, the officer was always able to provide further details for Member information. It was also pleasing to note the compliments received throughout the year; although Members are aware of the likelihood that many more compliments had been received but overlooked by the busy staff. The Corporate Parenting Board would like to take the

opportunity to thank the staff for their hard work within what can be a challenging service area and to encourage them to make note of all compliments in the future.

In 2019/20, the Board welcome further updates regarding the effectiveness of the statutory Social Services complaints procedure and hope that officers continue to produce results at such a high standard.

ADVOCACY

As part of the Corporate Parenting Board Terms of Reference, for many years, representatives from the NYAS (National Youth Advocacy Service) have also been invited to attend meetings. The attendance of NYAS at our meetings has been invaluable as it has strengthened the link between the advocacy service and Children Services and has allowed us to discuss in depth issues that affect service delivery in the community on a strategic level and to work in partnership to provide improved and better outcomes.

In the 2019/20 Municipal Year, Tros Gynnal Plant (TGP) Cymru will be the new advocacy service, in place of NYAS, following a retendering process with Merthyr and Bridgend Councils. The Corporate Parenting Board would like to thank NYAS for their invaluable contribution to discussions within our Board meetings.

More information on the services provided by the NYAS can be found here.

UPDATES TO THE CORPORATE PARENTING BOARD

Alongside the regular work programme, which includes statutory items, the Board receive updates and annual reports where necessary. The Board welcome information in respect of the exciting new initiatives within Cwm Taf, reviews into the service areas and the opportunity to have a positive impact on the lives of the children and young people within our care.

INDEPENDENT REVIEWING OFFICER UPDATES

The Adoption and Children Act 2002 requires the Local Authority to appoint Independent Reviewing Officers to conduct reviews for Children who are Looked After and monitor the Local Authority's performance in relation to implementing the care plans for individual children. Specific guidance is entitled "Independent Reviewing Officer Guidance Wales 2004". Therefore, regular reports are presented to the Board to monitor the activities of the IRO service.

Members were pleased to learn that a key priority of the service was the continuing emphasis on the child being at the centre of the Reviewing process and that part of this process is to ensure that each child has the same reviewing officer throughout to ensure they fully understand the decisions made. It was explained that as a commitment to this priority, each of the IRO's were now chairing both the CLA reviews and Child Protection Conferences, which not only results in better planning but provides consistency for the child and is in line with good practice defined in the Social Services Wellbeing Act.

CARE INSPECTORATE WALES UNANNOUNCED INSPECTIONS

The Corporate Parenting Board received an update in respect of the Care Inspectorate Wales (CIW) unannounced inspections at, Beddau and Bryndar Children's Homes, and Nant Gwyn Respite Home. The Corporate Parenting Board welcome such reports as they both highlight areas of good practice and the areas.

required for improvement and development within the RCT residential children's homes.

The inspection process involves unannounced visits to each home, where individual meetings are held with the young people and staff. Along with the areas identified for improvement, there were many positives detailed within the inspection reports that it is necessary to draw attention to. The feedback from CIW gave confidence to the Board that the young people are well nurtured, experience a good sense of well-being and most importantly, they are listened to. It is also pleasing to note that when questioned about the points identified by CIW, officers provided honest feedback and personal case studies, which fully enlightened the Board Members.

In 2019/20, Members encourage unannounced inspections by the CIW as it is essential to receive external feedback, which minimises complacency and ensures that the high standards are continued to be met.

FOSTERING WELLBEING PROGRAMME

Following an update in the 2017/18 Municipal Year, Members were told that Welsh Government funding was awarded to deliver a social pedagogy pilot (April 2017 – March 2019) to test and evaluate social pedagogy principles (focused on education and the upbringing of children) in a foster care environment. Following an Expression of Interest, Cwm Taf was chosen as the pilot region to deliver learning and share best practise across service boundaries with the aim of embedding a shared approach. In the Corporate Parenting Board Annual Report for the 2017/18 Municipal Year, Members identified the Fostering Wellbeing Programme as an item that we would welcome further information on in 2018/19.



During the meeting, Members learned that the aim of the programme was for participants to establish a shared and consistent approach to meeting the needs of children and young people who are looked after and to develop skills, which will ensure that they are responsible advocates. There were three series of five master classes, which were based around various different themes and included key speakers who shared their knowledge on areas, which affect a child in

the care system.

It was pleasing to learn that the classes were well attended with a 94% success rate and especially interesting for Members to learn of personal experiences and the evaluation process, which was undertaken in order to improve and sustain what had quickly become such a vital service. 182 participants and over 3/4 attending three or four of the classes.

The Corporate Parenting Board was impressed by both the short-term and long-term outcomes of the programme and its holistic approach and would like to take this opportunity to thank all participants.

INDEPENDENT SECTOR MONITORING

In the 2017/18 Corporate Parenting Board Annual Report, Members highlighted the desire to receive future updates in respect of our independent sector and non-framework providers.

As such, during the year, Members were provided with information regarding the commissioning and monitoring of external placements for Children Looked After in RCT. It was interesting for Members to gain a better understanding of the process for identifying placements for children and young people and an understanding of the Children's Commissioning Support Resource (CCSR), an online secure portal developed by the Welsh Government, which is used to identify external placements.

During the meeting, the Board spoke of the Children's Commissioning Consortium Cymru (4C's), which RCT is a member of and are able to commission placement with external providers through the All Wales Framework. It was particularly assuring that although there are a number of Non-Framework providers available, which aren't subject to the quality assurance checks of the 4C's, they are continually monitored through the review process and must also be CIW registered.

Members learned that, as of the 18th October 2018, RCT had placed 163 children and young people within the external independent fostering sector; and 30 children and young people within the external residential care sector. During the 2019/20 Municipal Year, the Corporate Parenting Board remain committed to receiving updates in respect of our External Placements and it will be interesting to compare future figures to those received in this Municipal Year.

TWO SIDES WEBSITE

At the request of the Corporate Parenting Board in the 2017/18 Annual Report,



Members received an informative presentation and demonstration of the Children Looked After Website 'Two Sides'. It is clear that we are living in an age, in which the internet is an integral part of the lives of many and now more than ever, it is essential that our

website is a useful resource to provide important information about the services and support available.

During the meeting, Members were pleased to learn that officers were working in partnership with Voices from Care and had held a consultation day with a small group of Children Looked After to revisit the Two Sides website with the vision to improve its content, concept and appearance.

Although the demonstration of the website left Members pleased with its bright appearance and content, it was widely appreciated that it is the opinion of the young people which truly matters and although they acknowledged the positive concept of the website, the young people felt that it lacked various opportunities, wasn't well publicised and was considered to be dated. The young people felt that in order to increase its use, it would need to be more interactive and modern in appearance, with less text.

During the meeting, Members were fortunate enough to be provided with a short demonstration of the 'Wicid' website, which is a central source of information for young people, regardless of whether they are looked after. As well as upcoming local events and cultural activities, the website seeks to promote mental health awareness and information on budgeting, housing and education. The Board learned that the young people from the consultation group also felt it necessary for hyperlinks to the 'Wicid' website to be included on the Two Sides website. The Corporate Parenting Board acknowledged the challenge of producing completely new content with few resources, and agreed with the young people, that links could be a simple way of directing users to and from each of the websites, in order for them to reap the benefits.

The Corporate Parenting Board appreciate the value of having such a website for our Children Looked After and recognise the benefits of digital developments within our communities. In 2019/20, Members welcome a further update in respect of the Two Sides website in order for progress to be monitored.

The Two Sides website can be found here.

STEP IN THE RIGHT DIRECTION PROGRAMME

Members were provided with an informative presentation in respect of RCT's Step in the Right Direction, which is a corporately funded, paid programme for young people aged 16 - 25 who are or were previously looked after. Much like the Council's Apprenticeship Scheme, Step in the Right Direction offers the young people two years of experience in a placement tailored to the individual's needs. Unlike many other programmes, Step in the Right Direction provides young people with a number

of placement opportunities in their first year to give them experiences in different departments, before deciding which is more suited to the individual. Following completion of the programme, the young person will have had relevant experience, transferrable skills and gained a number of qualifications, which could result in full time employment.

The presentation was a fantastic opportunity for the Corporate Parenting Board to ask questions and enhance the understanding of the support and employment opportunities available to the Children Looked After.

Officers from the Employment, Education and Training team have been invited to attend the Corporate Parenting Board in the 2019/20 Municipal Year to enlighten Members on the exciting initiatives available.

For more information on the Step in the Right Direction programme, please <u>watch</u> this video.

CWM TAF REGIONAL STATEMENT OF INTENT FOR SUPPORTING CHILDREN, YOUNG PEOPLE AND FAMILIES

The Corporate Parenting Board were presented with the Cwm Taf Regional Statement of Intent for Supporting Children, Young People and Families. Given Members' role as Corporate Parents, it was highly beneficial to receive the update on the shared vision, principles and objectives, which will direct the work of all partners when addressing Welsh Government legislation. The Statement will seek to support each partner agency in Cwm Taf in working together to provide an integrated service for vulnerable children, young people and their families.



The Corporate Parenting Board look forward to receiving the Implementation Plan for future consideration, prior to its final sign off by the Cabinet.

PUPIL DEPRIVATION GRANT

The Corporate Parenting received an update on the Pupil Development Grant for Looked After Children, which was funded by Welsh Government and managed by the Consortium. The Grant's purpose is to enhance the work already undertaken by the Local Authorities to raise the educational attainment of Children Looked After and Formerly CLA pupils to close the attainment gap.

During the meeting, it was interesting to learn the that the Grant was currently managed centrally by the Central South Consortium, with Directors of Education from each Local Authority agreeing the key priorities of the monies. These priorities include:

- Raising attainment/achievement;
- Improving attendance;
- Reducing exclusions;
- Enhancing the capacity of schools to improve the outcomes for pupils through training and support, through school to school working and the sharing of good practice (hopefully within the cluster) and;
- Ensuring that partnerships across the region continue to develop within CSC, schools, Social Care and other agencies.

Members also learned of the pilot of the PERMA profiling tool at several schools. The software would support the identification of an individual, school and home approaches to develop self-awareness, resilience and better emotional awareness, which Members recognised as being essential.

Overall, the outcome data for academic year 2017/18 was positive and highlighted improvements in the educational attainment of pupils in Key Stage 2 and 3. It was also positive to learn that the attendance levels of CLA pupils was better than the general school population of RCT and although the overall exclusion rate within RCT had increased, the rate of exclusion per 1000 pupils had reduced in relation to CLA pupils.

In 2019/20, Members feel it would be beneficial to receive comparison data across other Local Authorities to ensure the best possible outcomes. Due to a number of concerns raised at the meeting, the Board would also appreciate the results of an evaluation of the school cluster model, which was undertaken in 2018/19 in comparison to providing the schools with the resources direct, which was the case in 2017/18.

VOICES FROM CARE – RCT FORUM

The RCT Forum, formally known as the Blueprint Forum had recently changed its name during a rebranding exercise. The main purpose of the Forum is to provide looked after young people and care leavers in RCT with opportunities to have their voice heard and to enable their life experiences to contribute at a strategic, policy and legislative level both locally and nationally.

In 2018/19, the Board were fortunate enough to receive two visits from representatives, including a young person from Voices from Care who had been successfully appointed as a Trainee Support Officer at the Forum. The Board were then provided with a summary of the work undertaken in previous months and had the opportunity to hear of the young person's personal progression, which was invaluable.

It would be impossible to detail *everything* achieved by the RCT Forum during 2018/19 but below is a taster of just a few of activities undertaken:

- NSPCC The Forum had partnered with the NSPCC to focus on how positive mental health can be achieved:
- ♣ NYAS Peer Advocacy Training Participants had undertaken a two day accredited course, focussing on becoming effective representatives for care experienced young people;
- ♣ Two Sides Website Participants had worked closely with the RCT IRO team to consult with care experienced young people to develop the RCT Two Sides website content:
- ♣ University of South Wales Atrium open evening Participants attended an open evening at the university where they were informed about the application process and higher education offers and were given the opportunity to partake in a taster session in Art, Music and Drama.
- ♣ Corporate Parenting Youth Justice Participants learned about the support provided for care experiences young people in the criminal justice system and the preventative work undertaken to prevent re-offending.

It is important to note that as well as the engaging, influential and inspiring work outlined above which seeks to increase the confidence and wellbeing of the young people, the RCT Forum undertake an annual summer trip which is decided by the young people. In July 2018, the young people, accompanied by staff from Voices from Care, enjoyed a trip to Porthcawl Fair, where the group had copious amounts of fun together, which is an essential part of growing up.

As well as hearing of the vast amount of achievements, Members were once again delighted to hear first-hand of the success of one young woman who was formerly part of Voices from Care, before she was provided with an exciting placement opportunity. The young person's attendance at the meeting was once again fundamental. Each young person who attends a Board meeting provides Members with an emotive insight into his or her lives, which is difficult to convey in a written report. Whether they speak of their achievements, concerns or struggles, the Corporate Parenting Board are willing to listen and learn. Members cannot stress enough just how fantastic it was to hear a personal success story and would like to wish the young woman every success in her exciting future.

In the 2019/20 Municipal Year, the Corporate Parenting Board welcome more representatives to attend our meetings and to share their progress and more of their exciting initiatives. Receiving personal experiences of the Council's services from a young person who has utilised the system assists the Corporate Parenting Board in establishing where the Council needs to focus priorities for the benefit of the children in the looked after system and for care leavers to ensure that they receive the support and same.

More information on Voices from Care can be found here.



ANNUAL UPDATES TO THE CORPORATE PARENTING BOARD

VALE, VALLEYS & CARDIFF REGIONAL ADOPTION ANNUAL REPORT 2017-18

Vale, Valleys and Cardiff Adoption Collaborative (VVC) provides a regional adoption service to the Vale of Glamorgan Council, Merthyr Tydfil County Borough Council, Cardiff Council and Rhondda Cynon Taff County Borough Council. VVC is one of the five regional Collaboratives which form part of the National Adoption Service in Wales (NAS). All adoption services are required to provide an

ALSO CONSIDERED BY THE CHILDREN & YOUNG PEOPLE SCRUTINY COMMITTEE

CLICK HERE

annual review of their service as set out in Regulation 22 of the Local Authority Adoption Service (Wales) Regulations 2007.

Members value the service and feel that it is important to have sight of and review its progress. During the meeting, Members spoke of the provision of Life Journey Material for children and stressed its importance; the progression of agile working for members of staff; and concerns were raised around the decrease in recruitment of adopters but Members recognised that this is a National issue. Members were particularly pleased to note that the VVC had appointed a marketing officer to specifically work on increasing the number of adopters in the region.

The Corporate Parenting Board were told that the Annual Report had been presented to the Council's Children & Young People Scrutiny who had considered the report in depth, which Members did not want to duplicate. The Chair of the Scrutiny Committee, who also sits on the Corporate Parenting Board, advised that the Committee Members were content that previous recommendations were implemented, with more resources.



YOUNG CARERS ANNUAL REPORT

As well as being invited to attend moving and powerful events such as the Young Carers Conference and Social Care Awards, the Board received a detailed update on the excellent work of the service area.

- 298 young carers were currently known to the service and receive information and support. This was a limited increase in comparison to the 293 young carers in 2016-17, due to database review.
- Of the 76 Young Carers assessed in 2017-2018, 35 were referred onto the Young Carers project (Action for Children), 17 accessed the new sibling support groups, 2 were referred to the YAC service, 6 were assessed with no further action needed and the remaining 16 received support but decided it was no longer needed or were referred to another service.

Members acknowledge the difficulty in identifying young carers but were pleased to learn that 2018 had seen a 30% increase in referrals from schools and college campuses during the first three quarters which indicated the success of the rollout of the Schools Award. This had been highlighted as good practice among Local Authorities and had received positive feedback from Estyn.

ALSO CONSIDERED BY THE CHILDREN & YOUNG PEOPLE SCRUTINY COMMITTEE

CLICK HERE

During the Corporate Parenting Board meeting, discussions arose around the families of the young carers and whether their needs were assessed. Members were assured that discussions take place early on in the process, whereby parents can be referred to adult services or provided with more information on the services available to support them. Members were advised that following additional support from the Welsh Government, whole family activities were arranged, which include short breaks and time outs for young carers and parent carers alike, which is highly important. It was also wonderful to learn that a residential trip had been organised for young carers, which had been a great success.

The Corporate Parenting Board recognise that it is difficult for young carers to attend our meetings, which take place in school/college hours but always welcome the opportunity to speak these truly inspirational young people, should it ever be convenient.

REGISTERED CHILDCARE PROVISION QUALITY UPDATE

The Registered Childcare Provision Quality Update is presented to the Corporate Parenting Board on an annual basis, as its main form of evaluation.

During 2018/19, Members were updated on the Care Inspectorate Wales (CIW) registered childcare settings overseen by the Community, Wellbeing and Resilience Service (CWRS), six of which are run by the Local Authority. Members learned of the results of two recent inspections and of three inspections, which were due to take place within the upcoming year. The Corporate Parenting Board were pleased to learn that the recommendations had been or were in the process of implementation during the time of the report.

Members value the annual update as it provides an opportunity to evaluate the ongoing progress of each of the childcare settings. A key example of this is the use of the Welsh Language within the settings, whereby in 2017/18, Members noted that there were confidence issues with staff communicating in the medium of Welsh. In 2018/19, Members were encouraged to hear of the appointment of a Welsh Language Champion and a Monitoring officer, which sought to improve the standard of the Welsh language within each of the childcare settings.

In 2019/20, the Corporate Parenting Board look forward to hearing of the inspections and action plans to ensure that high standards are continued to be met. In particular, the Corporate Parenting Board would like a further update in respect of the Welsh language provision within the childcare settings.

SCRUTINY AND THE CORPORATE PARENTING BOARD

The Corporate Parenting Board values the work of the Council's Children & Young People Scrutiny Committee and considers that there is a good synergy between the both. The Chair, Children & Young People Scrutiny Committee is also a member of the Corporate Parenting Board, which has created a stronger link, whereby the views of Scrutiny are regularly reported back to us, which assists us in avoiding any unnecessary duplication of work.

In addition to those reports detailed above, below are a number of reports and issues, which were identified and considered by both the Corporate Parenting Board and the Children & Young People Scrutiny Committee.

CHILD AND ADOLESCENT MENTAL HEALTH SERVICE

Following Mr David Melding AM's visit to the Corporate Parenting Board in the previous Municipal Year, to discuss the work of the Ministerial Advisory Group for Improving Outcomes, discussions ensued around the Child and Adolescent Mental Health Service (CAMHS), with a number of concerns raised by Members.

During this year's meeting, Members were advised of an evaluation, which was carried out by the Institute of Public Care (IPC) to assess the therapeutic needs of 50% of Children Looked After within RCT and the children within Merthyr Tydfil. It was disappointing to learn that the results of the review indicated that Cwm Taf lacked a robust, integrated approach when caring for the therapeutic needs of the children and young people. Members were assured that Cwm Taf were reviewing the effectiveness of the therapy process and planned to employ two new therapists locally.

Robust discussions took place and it was pleasing to learn that a Welsh Government Task Group would be established to focus on early intervention and to review the recommendations within the Mind over Matter report. This includes a specific recommendation relating to Children Looked After, which states: "That the Welsh Government, within six months of this report's publication, undertake a piece of work on the provision of emotional, behavioural and mental health support for looked after and adopted children".

Members had a lengthy discussion regarding concerns about the capacity of the service and the average waiting time for clients to be seen by a therapist. Another concern raised by Members was the support provided in schools by the teachers and also, for the teachers. Although Members were aware of the work undertaken to improve mental health support for school pupils at an early age, there were still concerns in terms of the pressure placed on teachers, the links to the families and communities outside of school and the increasing influence that social media has on young people. It was, however, pleasing to learn that there discussions were taking place around the employment of non-teaching staff to specifically focus on children with mental health problems.

Members were advised that a representative from CAMHS would be attending a meeting of the Children & Young People Scrutiny Committee and that the Chair would kindly provide our feedback at the meeting.

Minutes of the Scrutiny meeting can be found here.

COUNCIL TAX DISCRETIONARY RELIEF FOR CARE LEAVERS

Both the Corporate Parenting Board and the Children & Young People Scrutiny Committee were provided with an update on the use of the Council's Discretionary Council Tax Relief Scheme for Care Leavers during 2018/19 and information on the recent Welsh Government announcement in relation to Council Tax support for Care Leavers from 1st April 2019.

During the Board's meeting, Members were told that in December 2017, the Council successfully committed to extending its Corporate Parenting Responsibility to Care Leavers where they had a responsibility to pay council tax in order to assist those young people's transition into independent living. Members learned that the young people who would benefit from the scheme had been identified and were provided with an application form for officers to determine whether they were eligible for any additional support. It was encouraging to learn that of the 165 young people in the Council's care, 25% had been identified as being eligible to a range of reliefs, so that no young person was liable to pay council tax during 2018/19.

Discussions ensued and Members were informed of the new Welsh Government regulations that will replace the Scheme and ensure all Care Leavers across Wales receive the same level of support in relation to council tax from 1st April 2019. It was pleasing to hear of Welsh Government's announcement regarding additional support

for the benefit of care leavers and particularly, pleasing to note that RCT had taken initiative as Corporate Parents in 2017 prior to this additional support.

Due to the importance of the announcement, it was beneficial for both the Board and the Scrutiny to receive the positive news and have the opportunity to comment.

Minutes of the Scrutiny meeting can be found here.

CHILDREN LOOKED AFTER EDUCATIONAL OUTCOMES

Both the Corporate Parenting Board and the Children & Young People Scrutiny Committee receive regular updates in respect of Foundation Phase, Key Stage 2 & 3 and the provisional Key Stage 4 outcomes. During this Municipal Year, we were received Educational Outcomes data for both the 2016-17 and 2017-18 academic years.

Overall, the updates were pleasing and evidenced that Rhondda Cynon Taf had progressed well with high levels of improvement in a number of areas. Discussions ensued and Members recognised that there is still more to be done, especially in supporting vulnerable learners to access mainstream education where possible, to reduce exclusions and to continue improvements, particularly in relation to educational attainment in Key Stage 4.

During the consideration of the 2016-17 data, Members of the Corporate Parenting Board felt it would be necessary to receive comparison data with other Local Authorities in respect of education attainment. As a result of this request, when considering the 2017-18 data, the Board received Central South Consortium comparison data as data at an All Wales level was limited. It was useful to compare RCT's results to those across the Consortium and it was particularly encouraging to note that attendance levels of CLA pupils in RCT was similar to those identified on a consortium wide basis.

During the meeting, Members also discussed the importance of each child within the Looked After system receiving a Personal Education Plan (PEP) and were pleased to learn that local guidance had been developed, along with training provided to professionals to ensure the effective completion of PEPs.

Discussion varied between the Corporate Parenting Board meetings and the Scrutiny meetings, but both sets of Members agreed that although the information received is comprehensive and detailed, it lacks sensitivity which makes it difficult to benchmark the progress of the Children Looked After. Therefore, in 2019/20, Members would be

grateful if updates were inclusive of personal case studies in order for us to consider the progress of the young people. Members were also informed that Estyn were working on a revised framework in order to guide local authorities in bench-marking progress, and feel it would be beneficial for the Board to receive further information on this when it is available.

Minutes of the Scrutiny meeting that considered 2016-17 Data can be found here

Minutes of the Scrutiny meeting that considered 2017-18 Data can be found here

THE CORPORATE PARENTING BOARD - MOVING FORWARD

I hope that it is evident to see that the Corporate Parenting Board consider a range of reports, presentations and data, which allows Members to focus on shared goals. The goal is crucial and remains the same: we will continue to seek for children in public care the outcomes every good parent would want for their own children. Despite times of austerity and the national rise in the number of children who are becoming looked after, we are committed to our duty to safeguard and will continually strive to provide the best possible care to those children and young people under our care.

In the 2019/20 Municipal Year, the Corporate Parenting Board would like to pay particular emphasis to the following:

REGULAR PERFORMANCE DATA

As previously mentioned, the regular performance data, allows Members to effectively analyse key areas, recognise the multitude of achievements and determine ways to further improve and enhance the services we provide.

The Board would like to continue to receive these comprehensive reports, which include qualitative information and allow Members to compare our performance to previous years and other Local Authorities.

It is key that Members regularly receive the statutory updates at each meeting, in order to closely monitor progress:

- Regulation 73 Reports
- Complaints & Compliments
- Advocacy Updates
- ♣ CIW Inspections reports in relation to the three Children's Homes

The Corporate Parenting Board would like to receive annual updates on the following reports:

- Miskin
- Youth Offending Service
- Registered Childcare Provision
- Independent Reviewing Officer Reports

Educational Outcomes

In addition, Members welcome the attendance of the young people who use our services. The Corporate Parenting Board thoroughly enjoy hearing of their successes and achievements; and recognise that is equally as important to hear of their concerns of suggestions for improvements. As such, along with updates in the following areas, Members wish to encourage the young people to attend future meetings, should their schedules permit:

- ♣ RCT Forum
- Young Carers Annual Report

Lastly, of course, Members will continue to visit our frontline teams and will report feedback at the end of the Municipal Year. Given the various changes made to services relating to office accommodation and that there is still relatively new service areas such as, the Resilient Families team, it is vital that the Board monitors progress against objectives. I hope to see all Board Members attending at least one visit, if their workload permits, in order to gain a better insight into the everyday work of our hard working members of staff.

In addition to the above updates, outlined below are the key themes, which, the Corporate Parenting Board wish to address in the coming year.

STRENGTHENING OUR LINK WITH SCRUTINY

As mentioned within this report, the relationship between the Corporate Parenting Board and the Council's Scrutiny Committees is invaluable and the Board would like to strengthen this. The Corporate Parenting Board membership comprises of the Chair of the Children & Young People's Scrutiny Committee, who successfully takes it upon herself to update on any work taken forward by the Committee and recommend any pieces of work that the Board may find useful.

Although Members work hard to maximise our resources and to avoid the duplication of discussions, it is often unavoidable given the content of the reports considered. In order to successfully assist this, the Corporate Parenting Board feel it would be beneficial if future reports outline the general discussions and thoughts of our colleagues in Scrutiny. This would further aid transparency and to allow Members to build upon the in depth discussions that have already taken place in Scrutiny.

In 2018/19, Cabinet Members and Scrutiny Chairs and Vice-Chairs have begun to meet on a quarterly basis to discuss their subsequent work programmes and share

ideas to improve service areas. The one to one meetings with the Chair & Vice-Chair of Children & Young People Scrutiny Committee have been key in developing our forward work plans and continuing the positive synergy. In 2019/20, Members would welcome further one to one meetings to help structure our work programmes and to ensure that all Members have the chance to comment on the important updates given by officers.

TWO SIDES WEBSITE MONITORING

As previously mentioned, the Corporate Parenting Board was pleased be provided with a demonstration of the Authority's website for Children Looked After 'Two Sides'.

During the next Municipal Year, it will be important for the Board to receive a further update and demonstration of the website. This will allow Members to monitor the improvements and to ensure that the feedback provided by the young people has been taken into consideration when developing the website's content, appearance and accessibility.

CHILDREN LOOKED AFTER – EDUCATION

A key objective of the Corporate Parenting Board is to ensure that the children and young people in the Local Authority's care receive high-level academic support to achieve positive educational outcomes. Members recognise that the reports received are comprehensive and full of detail, which allows the opportunity to compare outcomes to previous years and age groups. In 2019/20, the Corporate Parenting Board would like to continue to receive updates, but would welcome the addition of more comparative data across the Local Authorities when it becomes available, and would also like reports to be inclusive of personal case studies, as recommended by the Children & Young People Scrutiny Committee.

In respect of the Pupil Deprivation Grant for Children Looked After, it will be important for the Corporate Parenting to receive a further update in 2019/20. Members would like to extend an invitation to the Central South Consortium to attend a future meeting and present the above report, as it will give Members the opportunity to pose any questions directly to the fund manager. As previously mentioned, it would also be useful for Members to have an opportunity to evaluate.

the benefits of the School Cluster Model in comparison to providing the schools with the resources directly.

TRAINING OPPORTUNITIES

The Corporate Parenting Board recognise the importance of the role and responsibilities of Elected Members and the duty we have to the Children Looked After. With the introduction of the Wellbeing of Future Generations Act, the Corporate Parenting Board welcome further training opportunities, which would be useful for any new Members, and even the longstanding Members, in order to strengthen our role and provide knowledge on areas such as:

- Corporate Parenting and the role and responsibilities of a Corporate Parent and Board Member;
- · The needs of children looked after and care leavers; and
- Any new Early Intervention and Prevention Initiatives within the Local Authority.

CONCLUSION

The Corporate Parenting Board hope that the Annual Report for the 2017/18 has successfully detailed the commitment of its Members, to improving the outcomes for the children and young people who are looked after in Rhondda Cynon Taf.

During this Municipal Year, the Board has, again, considered a vast range of reports, which together, cover key objectives, in terms of placements, health, education and of course, care. With the aid of a flexible work programme, each meeting has been inclusive of a robust agenda, which helps focus discussions. The Corporate Parenting Board are looking forward to setting a full and varied Work Programme for the next Municipal Year, focusing on the items already mentioned in the previous section of the report as well as other business that the Board feels is appropriate.

In 2018/19, it is important that the Corporate Parenting Board remains a comfortable and honest place for Elected Members, key officers and young people to come together and to challenge and improve the services provided in Rhondda Cynon Taf. We hope to continue to work closely with the relevant Scrutiny Committee, to utilise our resources to maximum capability, which will ensure the best possible outcomes for those in our care.

Thank you for reading this report.

Councillor Christina Leyshon

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Chair, Corporate Parenting Board;

Cabinet Member for Children & Young People





RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

11th SEPTEMBER 2019

CABINET WORK PROGRAMME: 2019-2020 MUNICIPAL YEAR.

REPORT OF THE SERVICE DIRECTOR, DEMOCRATIC SERVICES & COMMUNICATION IN DISCUSSION WITH THE LEADER AND DEPUTY LEADER OF THE COUNCIL.

Author: Emma Wilkins, Democratic Services (01443 424110)

1. PURPOSE OF THE REPORT

1.1 To present, for Cabinet Members' comment and approval, an update on the Cabinet Work Programme on the proposed list of matters requiring consideration by Cabinet over the 2019-2020 Municipal Year. The Work Programme will guide and direct the activities of other arms of the Council, as well as the Cabinet itself.

2. **RECOMMENDATIONS**

2.1 It is recommended that the Cabinet approve the Work Programme for the 2019-2020 Municipal Year (with appropriate amendment where necessary) and receive a further update on a 3 monthly basis.

3. REASONS FOR RECOMMENDATIONS

- 3.1 In accordance with paragraph 12.1 (Part 4) of the Council's Constitution, the Cabinet Work Programme should be prepared to cover a period of three months, with an updated version provided at the end of this period.
- 3.2 Following the amendments to the Leaders Scheme of Delegation at the Council AGM on the 25th May, 2016 it was agreed that going forward a detailed Cabinet Work Programme be published for a 6 month period, allowing sufficient notice and opportunity for consultation and / or pre scrutiny.
- 3.3 The updated Work Programme is attached to this report for Members' consideration and covers the 2019-2020 Municipal Year.
- 3.4 For ease of reference the work programme will also be available on the main Cabinet webpage for Members and members of the public information.

4. CABINET REPORTS

- 4.1 The proposed work programme is a rolling work programme for the 2019 2020 Municipal Year, which is reported to Cabinet on a 3 month cycle to allow for regular updates and amendments.
- 4.2 An updated work programme is attached as Appendix 1 to this report.
- 4.3 During the period outlined, the Work Programme may be subject to further change to take into account any additional/deletion reports, including any new consultative documents or legislative initiatives from the Welsh Government, which require urgent attention.
- 4.4 In accordance with paragraph 2.5 (Part 4) of the Council's Constitution, any Member of the Council may also request the Leader to put an item on the agenda of a Cabinet meeting. There is also the ability for a resolution to be made by the Overview and Scrutiny Committee or the full Council that an item be considered by the Cabinet, which could alter the forward Work Programme.
- 4.5 The 2019 2020 Cabinet Work Programme is published on the main Cabinet page of the Website to again assist Members of the public, by improving transparency. The Work Programme link can be accessed on the following 'Cabinet Work Programme'.

5. CONSULTATION / INVOLVEMENT

5.1 The work programme has been compiled by members of the Senior Leadership Team in discussion with the relevant portfolio holder(s) and has been consulted upon with the relevant scrutiny committees in respect of pre-scrutiny.

6. EQUALITY AND DIVERSITY IMPLICATIONS

6.1 An Equality Impact Assessment is not needed because the contents of the report are for information purposes only.

7. FINANCIAL IMPLICATIONS

7.1 There are no financial implications aligned to this report.

8. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

8.1 The report has been prepared in accordance with paragraph 12.1 (Part 4) of the Council's Constitution.

9. <u>LINKS TO THE COUNCILS CORPORATE PLAN / OTHER CORPORATE PRIORITIES.</u>

9.1 The Cabinet work programme encompasses all of the Council priorities as it indicates reports coming forward across the Directorates which may impact upon the Council's corporate priorities and others. It also embraces the Future Generations Acts as all future decisions taken by the Cabinet seek to improve the social, economic, environmental and cultural well-being of the County Borough.

10. CONCLUSION

10.1 An updated Cabinet work programme for the 2019-2020 Municipal Year is attached.

Other Information:-

Relevant Scrutiny Committee – Overview & Scrutiny Committee

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

<u>CABINET</u>

11th SEPTEMBER 2019

REPORT OF THE SERVICE DIRECTOR, DEMOCRATIC SERVICES & COMMUNICATION IN DISCUSSIONS WITH THE LEADER AND DEPUTY LEADER OF THE COUNCIL.

Item: CABINET WORK PROGRAMME: 2019- 2020 MUNICIPAL YEAR.

Background Papers

• Paragraph 12.1 (Part 4) of the Council's Constitution.

Officer to contact: Emma Wilkins, Democratic Services



Cabinet Work Programme.

Forward plan of proposed Cabinet Business for the 2019/20 Municipal Year

Specific Period: -June 2019 - May 2020.

(Summary of proposed Key Decisions coming forward for Cabinet Members consideration.)

N.B – The work programme is subject to change to take account of any additional / deletion of reports, including any new consultative documents or legislative initiatives from the Welsh Government, which require urgent attention.

Contact: Emma Wilkins (Tel No. 01443 424110)

Key	y Decision	Brief Outline	Report	Decision	Proposed	Cabinet Member /	Open /	Consultation to be undertaken
			Status	Maker	Date	responsible Officer	Exempt Report	prior to Decision being made?
				(Cabinet /				
				Delegated				
				Decision (DD))				

			Decision (DD))				
Chief Executive	 e						
Cabinet Work Programme	In line with the Council's Constitution there is a need to advise and publish the Cabinet Work Programme.	Continuous	Cabinet	Every 3 months June 19 September 19 December 19 March 20	Leader of the Council, Councillor A Morgan. Service Director, Democratic Services & Communication – C Hanagan	Open	Cabinet MembersSLTOverview & Scrutiny
Touncil's Performance Resources Report A C C C C C C C C C C C C	To provide Cabinet with an overview of the Council's performance, both from a financial and operational perspective	Continuous	Cabinet	Quarter 4 – July 2019 Quarter 1 – September 2019 Quarter 2 – November 2019 Quarter 3 – March	Councillor M Norris. Director of Finance & Digital Services - B Davies	Open	Report is presented to Finance & Performance Scrutiny Committee following consideration by cabinet
				JUNE			
Leaders Scheme of Delegation	To formally receive the Leaders Scheme of Delegation following the 2019 Council AGM	Complete	Cabinet	June 2019	Leader of the Council, Councillor A Morgan. Service Director, Democratic Services & Communication – C Hanagan	Open	Cabinet Members

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
The Council's Response To Net Zero - The Committee On Climate Change	To receive a report advising Members of the Council's response to the Climate Change – Net Zero Committee report.	Complete	Cabinet	June 2019	Leader of the Counci Councillor A Morgan Chief Executive – C Bradshaw	·	
				JULY			
Council's Corporate Berformance Report	To consider the Councils Performance Report and recommend its endorsement by Council	Complete	Cabinet	July 2019	Leader of the Counci Councillor A Morgan Chief Executive – C Bradshaw	· '	Finance & Performance Scrutiny
Corporate Asset Management Plan Interim Update	To brief members on progress with the plan		Cabinet	July 2019	Councillor M Norris. Director of Corporate Estates – D Powell	Exempt	
Medium Term Financial Plan Update	To provide Members with an update on the Medium Term Financial Plan for 2019/20 – 2022/2023	Complete	Cabinet	July 2019	Councillor M Norris. Director of Finance 8 Digital Services - B Davies	Open	
acquisition of Unit 1 Cambrian Industrial	To agree the acquisition		Delegated Decision	July 2019	Councillor M Norris. Director of Corporate	Exempt	

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
Estate					Estates – D Powell		
acquisition of the lease hold interest – Oldway House, Porth	To agree the acquisition of the lease hold interest – Oldway House, Porth		Delegated Decision	July 2019	Councillor M Norris Director of Corpora Estates – D Powell	- 1	
				SEPTEMBER			
Vorporate Parenting Board Annual Report D 4	To consider the Annual report of the Corporate Parenting Board.	Draft	Cabinet	September 2019	Cllr C Leyshon Service Director, Democratic Service Communication – C Hanagan C Hanaga		 Corporate Parenting Board Children & Young People Scrutiny
Ombudsman Annual Report and Letter	To consider the annual report and letter of the ombudsman		Cabinet	September 2019		er.	Overview & Scrutiny
Scrutiny Recommendations – Low Carbon Vehicle Scrutiny Working Group	To consider the recommendations of the Scrutiny Working Group		Cabinet	September 2019	Leader, Councillor A Morgan Service Director, Democratic Service Communication – C Hanagan C Hanaga	s &	Overview & Scrutiny
Leaders Scheme of Delegation	To receive an update to the Leaders Scheme of	Complete	Cabinet	September 2019	Leader of the Councillor A Morga Service Director,	' '	Cabinet Members

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
	Delegation following the 2019 Council AGM				Democratic Services Communication – C Hanagan	&	
				OCTOBER	·		
Regulation of Investigatory Powers Act 2000 (RIPA) - Use of RIPA in 2018-19 by RCTCBC	To enable Members to review the Council's use of the Regulation of Investigatory Powers Act 2000 ('RIPA')		Cabinet	October 2019	Deputy Leader, Councillor M Webber Director of Legal & Services – A Wilkins	Open r.	
இudget Consultation PReport 9	To inform Members of the proposed approach to resident engagement and consultation in respect of the 2020/21 budget.		Cabinet	October 2019	Councillor M Webber Service Director, Democratic Services Communication – C Hanagan C Hanagan	&	
Digital Strategy Work - Update	To provide Members with an update in respect of the Digital Strategy Work Programme	Complete	Cabinet	October 2019	Councillor M Norris. Director of Finance 8 Digital Services – B Davies	Open	
Council Investment Priorities	To consider any potential investment		Cabinet	October 2019	Leader of the Counci Councillor A Morgan		

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
	opportunities				Director of Finance & Digital Services – B Davies	k	
Scrutiny Recommendations – Food Register	To receive the recommendations of the scrutiny working group		Cabinet	October 2019	Councillor R Lewis Service Director, Democratic Services Communication – C Hanagan C Hanagan		Finance & Performance Scrutiny
Scrutiny Recommendations – Recycling rates 0	To receive the recommendations of the scrutiny working group		Cabinet	October 2019	Councillor A Crimmings Service Director, Democratic Services Communication – C Hanagan C Hanagan	&	Public Services Delivery & Prosperity Scrutiny
				NOVEMBER	, <u> </u>		
Cynon Valley Waste Disposal Company Limited and Amgen Rhondda Limited – Annual General Meeting	To provide Members with details of the AGM in respect of the Cynon Valley Waste Disposal Company Ltd and Amgen Rhondda Ltd.		Cabinet	November 2019	Councillor A Crimmings Director of Legal Services - A Wilkins	Exempt	
Council Tax Base 2020/21	To receive the report in respect of setting the Council Tax Base 2020/21		Cabinet	November 2019	Leader of the Counci Councillor A Morgan Director of Finance & Digital Services – B	. '	

Key Decision	Brief Outline	Report	Decision	Proposed	Cabinet Member /	Open /	Consultation to be undertaken
		Status	Maker (Cabinet / Delegated Decision (DD))	Date	responsible Officer	Exempt Report	prior to Decision being made?
				T	Davies		
Corporate Asset Management Plan Interim Update	To brief members on progress with the plan		Cabinet	November 2019	Councillor M Norris. Director of Corporat Estates – D Powell	'	
				DECEMBER			
Write off of irrecoverable Debts	Need to provide Cabinet with a position statement on irrecoverable debts		Cabinet	December 2019	Leader of the Counc Councillor A Morgar Councillor M Norris. Director of Finance & Digital Services – B Davies	. &	
				JANUARY			
<u> </u>							
_				FEBRUARY			
Budget Report	The need to adopt a budget strategy to recommend to Council as the basis of the budget strategy for the financial year ending March 2021, following consideration of the consultation feedback		Cabinet	February 2020	Leader of the Counc Councillor A Morgar Director of Finance & Digital Services – B Davies	ı.	Budget Consultation Service Users, Road shows, School Budge Forum & Scrutiny.

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
Council Fees & Charges	The need to advise Cabinet of the proposed Council Fees and Charges for the financial year 2020/21		Cabinet	February 2020	Leader of the Counc Councillor A Morgar Director of Finance Digital Services – B Davies	n. '	
Council's Corporate Plan.	To receive the Council's Corporate Plan 2020-2024		Cabinet	February 2020	Leader of the Counc Councillor A Morgar Chief Executive – C Bradshaw		Scrutiny
Papital Programme	To propose to Council the three year capital programme		Cabinet	February 2020	Leader of the Counc Councillor A Morgar Director of Finance of Digital Services – B Davies	n. '	
General Data Protection Review Update	To receive an update in respect of the GDPR	Complete	Cabinet	February 2020	Councillor M Norris. Director of Finance of Digital Services – B Davies	- 1	
				MARCH			
Corporate Assessment	To consider the Council's Corporate Assessment.		Cabinet	March 2020	Leader & Deputy Leader, Councillor A Morgan & M Webbe		

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
					Chief Executive – C Bradshaw		
Annual Equalities Report	To receive the report of the Director, Human Resources in respect of the Annual Equalities Report.		Cabinet	March 2020	Deputy Leader, Councillor M Webber Director, Human Resources – R Evans	Open r	
				APRIL	I		
Page							
0				MAY			
Strategic Equality Plan	To provide Members with details of the Councils Strategic Equality plan		Cabinet	May 2020	Deputy Leader, Councillor M Webber Director, Human Resources – R Evans	Open	
			ON G	OING UPDAT	ΓES	·	·
Brexit	To receive a verbal update in respect of Brexit		Cabinet	When appropriat			
Corporate Plan – Updates on delivery	To receive reports outlining delivery and ambition of the Corporate Plan		Cabinet	When Applicable	Leader of the Council Councillor A Morgan Chief Executive, C Bradshaw		

K	ey Decision	Brief Outline	Report	Decision	Proposed	Cabinet Member /	Open /	Consultation to be undertaken
			Status	Maker	Date	responsible Officer	Exempt Report	prior to Decision being made?
				(Cabinet /				
				Delegated				
				Decision (DD))				

Cardiff Capital Region - City Deal	The need to advise of the progress being made in respect of the City Deal	Cabinet	When Applicable	Leader of the Council, Councillor A Morgan & Chief Executive, C Bradshaw	Open	
Staff Panel Report	To receive details of the proposals put forward by the Council's Staff Panel in respect of efficiency savings and smarter ways of working	Cabinet	When Applicable	Councillor M Webber & Service Director, Democratic Services & Communication - C Hanagan	Open	
Scrutiny Recommendations	To receive recommendations coming forward following a scrutiny review.	Cabinet	Continuous	Specific to the Scrutiny Review undertaken	Open	
Strategic Partnership Opportunity	To provide Members with an update on the Partnership opportunity as and when appropriate.	Cabinet		Councillor M Norris, Director, Finance & Digital Services – B Davies	Exempt	
Write off of irrecoverable Debts	Need to provide Cabinet with a position statement on irrecoverable	Cabinet	Continuous / When Applicable	Leader of the Council, Councillor A Morgan & Councillor M Norris. Director, Finance &	Exempt	

Key Decision	n	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
	(debts				Digital Services – B		

Key Dec	cision	Brief Outline	Report	Decision	Proposed	Cabinet Member /	Open /	Consultation to be undertaken
			Status	Maker	Date	responsible Officer	Exempt Report	prior to Decision being made?
				(Cabinet /				
				Delegated				
				Decision (DD))				

				JUNE			
Development Plan	To consider the next steps to develop planning policy for the area/region.	Complete	Cabinet	June 2019	Councillor R Bevan Director of Prosperity & Development - S Gale	Open	
Strategic Development Plan – Cardiff Capital Region	Background to the principle of SDP including its planning status and overarching benefits for RCT and the region	Complete	Cabinet	June 2019	Councillor R Bevan Director of Prosperity & Development - S Gale Open		
Highways Improvement Scheme	To provide Members with an update in respect of the Council's Highway Improvement Scheme	Complete	Cabinet	June 2019	Leader of the Council Councillor A Morgan. Group Director – Prosperity, Development & Frontline Services – N Wheeler		
Energy Company	To agree a flexible		Delegated	June 2019	Councillor R Bevan		

Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
eligibility scheme		Decision		Director of Prosperity & Development - S Gale		
			JULY			
To receive an update in respect of the dualling of the A4119		Cabinet	July 2019	Leader of the Council Councillor A Morgan. Group Director – Prosperity, Development & Frontline Services – N		
To outline a range of discretionary services		Delegated Decision	July 2019	Deputy Leader of the Council Councillor M Webber. Group Director – Prosperity, Development & Frontline Services – N Wheeler		
Agreement to submit an application to WG		Delegated Decision	July 2019	Councillor R Bevan Director of Prosperity & Development - S Gale		
	eligibility scheme To receive an update in respect of the dualling of the A4119 To outline a range of discretionary services	eligibility scheme To receive an update in respect of the dualling of the A4119 To outline a range of discretionary services Agreement to submit	Status Maker (Cabinet / Delegated Decision (DD)) eligibility scheme Decision To receive an update in respect of the dualling of the A4119 To outline a range of discretionary services Delegated Decision Agreement to submit Delegated	eligibility scheme Decision (DD)) To receive an update in respect of the dualling of the A4119 To outline a range of discretionary services Delegated Decision Delegated Decision July 2019 Delegated Decision Delegated Decision July 2019 Delegated Decision Delegated Decision	eligibility scheme Decision Decision Decision Decision Director of Prosperity & Development - S Gale To receive an update in respect of the dualling of the A4119 To outline a range of discretionary services Delegated Decision Delegated Decision Delegated Decision Delegated Decision Delegated Decision Delegated Decision Agreement to submit an application to WG Decision Date responsible Officer Prosperity & Development - S Gale	eligibility scheme Decision Decision DDI) Director of Prosperity & Development - S Gale To receive an update in respect of the dualling of the A4119 To outline a range of discretionary services Delegated Decision Delegated Decision Delegated Decision Delegated Decision Delegated Decision Delegated Decision Agreement to submit an application to WG Delegated Decision Delegated Decision

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
Coed Ely Development – Joint Venture and Lease agreement	To agree to the joint venture and lease agreement		Delegated Decision	August 2019 EPTEMBER	Councillor R Bevan Director of Prosperity & Development - S Gale	Exempt	
Closure Of Gelli Community Recycling Centre	To receive details of the recent consultation undertaken To update on the		Cabinet	September 2019 September 2010	Cllr A Crimmings Group Director – Prosperity, Development & Frontline Services – N Wheeler Leader of the Council		
	current progress with the Llanharan Bypass			2019	Councillor A Morgan. Group Director – Prosperity, Development & Frontline Services – N Wheeler		
			(OCTOBER			
Highways, Transportation And Strategic Projects - Highway Asset Investment Strategy	To provide Members with the highway asset investment strategy		Cabinet	October 2019	Leader of the Council Councillor A Morgan. Group Director – Prosperity, Development & Frontline Services – N		

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
					Wheeler		
Community infrastructure levy annual monitoring report	CIL regulations require a report to update Cabinet on the performance of CIL during the last year and make any amendments deemed necessary.		Cabinet	October 2019	Councillor R Bevan Director of Prosperity & Development - S Gale		
Local Development Plan Review Report and the Delivery Agreement Planning Annual	To consider the LDP review and Delivery Agreement		Cabinet	October 2019	Councillor R Bevan Director of Prosperity & Development - S Gale		
Planning Annual Performance Report	To approve the Planning Annual Performance Report, prior to submission to Welsh Government		Delegated Decision	October 2019	Councillor R Bevan Director of Prosperity & Development - S Gale		
Local Development Plan Annual Monitoring Report (AMR)	To approve the LDP annual monitoring report, prior to submission to Welsh Government on 31st October		Delegated Decision	October 2019	Councillor R Bevan Director of Prosperity & Development - S Gale		
Affordable Warmth Strategy	The need to advise Cabinet Members of		Cabinet	October 2019	Councillor R Bevan Director of Prosperity		

& Development -

the Councils

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
	Affordable Warmth Strategy				S.Gale		
				NOVEMB	ER		<u> </u>
S.6 Environment (Wales) Act - Biodiversity Duty	To report to WG on the Council's progress in respect of the Biodiversity duty by end of the year		Cabinet	November 2019	Councillor A Crimmings, Group Director – Prosperity, Development & Frontline Services – N Wheeler		
) 1				DECLIVIDI	- N		,
				JANUAR	Υ		
				FEBRUAF	RY		
				MARCH			

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
Supplementary Capital Programme - Highways, Transportation & Strategic projects	The need to seek approval for detailed investment within the service following Council's approval of the 3 year Capital Programme.		Cabinet	March 2020	Leader of the Council, Councillor A Morgan. Group Director – Prosperity, Development & Frontline Services – N Wheeler	Open	
				APRIL			I
D D D				MAY			
<u>Д</u>			ONG	OING UPDA	TES		
Processing Of Mixed Kerbside Recycling	To provide Members with an update in respect of the opportunities of investment into processing of Mixed Kerbside Recycling		Cabinet		Leader of the Council Councillor A Morgan. Group Director – Prosperity, Development & Frontline Services – N Wheeler	Exempt	

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
Highways Investment Scheme	To receive regular updates in respect of the Highways Investment Scheme		Cabinet		Leader of the Council Councillor A Morgan. Group Director – Prosperity, Development & Frontline Services – N Wheeler		
Review of Mainstream Grovision O O O O O O O O O O O O O	Need to provide Cabinet with the outcomes of the periodic review of the Council's mainstream School Transport Provision		Cabinet	Periodic Review / when applicable	Leader of the Council, Councillor A Morgan. Group Director – Prosperity, Development & Frontline Services – N Wheeler	Open	
Porth Town Centre Strategy	To receive updates as and when applicable		Cabinet	When appropriate	Councillor R Bevan Director of Prosperity & Development - S Gale		

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
Taff Vale Update and	Taff Vale Update				Councillor R Bevan	Open	
Business Plan	Report.		Cabinet	When appropriate	Director of Prosperity & Development - S Gale		
Scrutiny Recommendations Page 45	To receive any recommendations coming forward following a scrutiny review.		Cabinet	Continuous / When Applicable	Specific to Scrutiny Review undertaken	Open	• Scrutiny

Key Decision	Brief Outline	Report	Decision	Proposed	Cabinet Member /	Open /	Consultation to be undertaken
		Status	Maker	Date	responsible Officer	Exempt Report	prior to Decision being made?
			(Cabinet /				
			Delegated				
			Decision (DD))				

Community & C	Community & Children's Services											
JUNE												
Cwm Taf Ageing Well in Wales Plan	To seek approval of the Cwm Taf Ageing Well in Wales Plan	Delegated Decision	June 2019	Cllr A Morgan Director, Public Health Protection & Community Services – P Mee								
Transformation of the arly Years in RCT	To undertake a focused consultation with families and local childcare providers	Delegated Decision	June 2019	Cllr R Lewis Director, Public Health Protection & Community Services – P Mee								
Community Asset Transfer – Muni Arts Centre, Pontypridd	To receive details of the Community Asset transfer – Muni Arts Centre	Cabinet	June 2019	Cllr R Lewis Director, Public Health Protection & Community Services – P Mee	Exempt	Strategic Arts & Culture Cabinet Steering Group						
Local Toilet Strategy	To consider the Local Toilet strategy following the required consultation	Cabinet	June 2019	Cllr R Lewis Director, Public Health Protection & Community Services – P Mee		Public Engagement Public Service Delivery Scrutiny Committee Community Liaison Committee						

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
Extra Care Development	To consider an update in respect of Extra Care Development.		Cabinet	June 2019	Councillor G Hopkins Group Director Community & Children's Services – G Isingrini	Exempt	
				JULY			
Director Social Services Annual Report (Draft)	Statutory required- Annual report on the delivery, performance, risks & planned improvements to the Social Services function of the Council	Draft	Cabinet	July 2019	Councillor G Hopkins & Councillor C Leyshon - Group Director Community & Children's Services - G Isingrini	Open	Children & Young People Scrutiny Committee Health & Wellbeing Scrutiny Committee
Cwm Taf Carer's Annual Report	To approve for submission to WG the annual report.	Complete	Cabinet	July 2019	Councillor G Hopkins & Group Director Community & Children's Services - G Isingrini	Open	multi agency Cwm Taf Carers Partnership
Cwm Taf Safeguarding Annual Plan	To receive the Cwm Taf Safeguarding Annual Plan		Cabinet	July 2019	Councillor G Hopkins, Cllr T Leyshon Group Director Community & Children's Services – G Isingrini		
Transformation of the Early Years System in RCT	To receive the report outlining the transformation of the Early Years system in RCT		Cabinet	July 2019	Councillor T Leyshon Group Director Community & Children's Services – G Isingrini	/	Consultation with Families and local childcare providers

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
Publication of 2019 Air Quality Progress Report	To publish the 2019 Air Quality Progress Report		Delegated Decision	July 2019	Cllr R Lewis Director, Public Health Protection & Community Services	Open	
			1	AUGUST			
RCT Together – Community Asset Transfer of the former Perthcelyn Flying Start Building to ASD Rainbows	To agree the Community Asset Transfer		Delegated Decision	August 2019	Cllr R Lewis Director, Public Health Protection & Community Services		
RCT together – Community Asset Transfer – Former Bronllwyn Youth Centre to Cylch Meithrin Bronllwyn	To agree the asset transfer		Delegated Decision	August 2019	Cllr R Lewis Director, Public Health Protection & Community Services		
				SEPTEMBER			
Modernisation of Residential Care and Day Care for Older People	To receive the consultation responses		Cabinet	September 2019	Councillor G Hopkins and Group Director Communit & Children's Services – G Isingrini	У	Public Consultation O&S

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
Guidance Policy on determining suitability of applicants to work in the Hackney Carriage / Private Hire .	To receive details of the guidance policy		Cabinet	September 2019	Cllr R Lewis Director, Public Health Protection & Community Services – P Mee		Licensing Committee
Cwm Taf Safeguarding Board Annual Report ປ ປ ປ ປ	In accordance with the SSWB Act, the need to report the Cwm Taf Safeguarding Annual Report to the Cabinet, setting out their priorities for the coming year.		Cabinet	September 2019	Councillor G Hopkins & Councillor C Leyshon Group Director Community & Children's Services – G Isingrini	Open	Cwm Taf Safeguarding Board
Social Services Annual complaints Report	Provide Cabinet with an overview of the operation & effectiveness of the Council's Social Services complaints procedure		Cabinet	September 2019	Councillor G Hopkins Group Director Community & Children's Services – G Isingrini	Open /	
The Council's Customer Feedback Scheme	To receive an overview of the Council's Customer Feedback Scheme		Cabinet	September 2019	Councillor M Webber Group Director Community & Children's Services – G Isingrini	′	

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
Enhanced Discretionary Service – Home Office EU Settlement Scheme	To approve a verification service by the Registrar Service		Delegated Decision	September 2019 OCTOBER	Cllr R Lewis Director, Public Health Protection & Community Services – P Mee		
The provision of Cemeteries within RCT	To receive an update in respect of the service provision		Cabinet	October 2019	Cllr R Lewis Director, Public Health Protection & Community Services – P Mee		
Director Social Services CAnnual Report CO O O O O O O O O O O O O O O O O O O	To receive the final report of the Director, Social Services prior to its publication		Cabinet	October 2019	Councillors G Hopkins & T Leyshon. Group Director Community & Children's Services – G Isingrini	Open	Children & Young People Scrutiny Committee Health & Wellbeing Scrutiny Committee
Arts & Culture	To receive an update in respect of investment in RCT		Cabinet	October 2019	Cllr R Lewis Director, Public Health Protection & Community Services – P Mee		
Introduction of Direct Cremations in RCT	To receive details of the proposed system		Cabinet / Delegated Decision	October 2019	Cllr R Lewis Director, Public Health Protection & Community Services – P Mee		
Leisure Membership Fees & Options	To receive details of the Councils Membership Fees and Options		Cabinet	October 2019	Cllr A Crimmings Director, Public Health Protection & Community Services		

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
Licensing Act Policy review	To receive details of the Licensing Act Policy review		Cabinet	October 2019	Cllr R Lewis Director, Public Health Protection & Community Services – P Mee		Licensing
	1	T		NOVEMBER			
Cwm Taf Regional Statement of Intent for Supporting Children and Young People and Families	To provide Cabinet with the Statement of Intent		Cabinet	November 2019	Councillor C Leyshon and Group Director Communit & Children's Services – G Isingrini	у	
ט OFree Swim Programme ס ב ט ס ס	To discuss the potentials of a few Swim Programme		Cabinet	November 2019	Cllr A Crimmings Director, Public Health Protection & Community Services		
				DECEMBER			
Employment Strategy	To provide members with details of a potential employment strategy		Cabinet	December 2019	Cllr R Lewis Director, Public Health Protection & Community Services		
Funding Arrangements for Adult Community Learning	To receive details of the funding arrangements for Adult Community Learning		Cabinet	December 2019	Cllr R Lewis Director, Public Health Protection & Community Services		
Employment Strategy	To receive details of		Cabinet	December	Cllr R Lewis		Health & Well Being Scrutiny

Key Decision	Brief Outline	Report	Decision	Proposed	Cabinet Member /	Open /	Consultation to be undertaken
		Status	Maker (Cabinet / Delegated	Date	responsible Officer	Exempt Report	prior to Decision being made?
			Decision (DD)				
	an employment			2019	Director, Public Health		
	strategy				Protection & Community		
					Services		
				JANUARY	<u> </u>		
Publication of 2019 Air	To publish the 2019		Delegated	January 2020	Cllr R Lewis	Open	
Quality Progress Report	Air Quality Progress		Decision		Director, Public Health		
	Report				Protection & Community Services		
_					Services		
บ National Adoption	To receive the		Cabinet	January 2020	Councillor G Hopkins, C	Open	
National Adoption Annual Report	National Adoption				Leyshon and		
2	Annual Report				Group Director Community	/	
D .					& Children's Services – G Isingrini		
				FEBRUARY			
				MARCH			

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date		Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
				APRIL			
				MAY			
Page 461							
4 61			ONG	OING UPDA	ATES		
SS&WB Board Development	To consider any updates as appropriate in respect of the SS&WB Board		Cabinet	Continuous / When Applicable	Councillor G Hopkins. Group Director Community & Children's Services – G Isingrini	Open ,	
Regional Transformation Agenda	To receive an update on the regional transformation agenda		Cabinet	When Applicable	Councillor G Hopkins and Group Director Community & Children's Services – G Isingrini	,	

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
Development of Community Hubs	To consider the development of Community Hubs across the County Borough		Cabinet	Continuous / When Applicable	Councillor R Lewis Director, Public Health, Protection & Community Services	Open	
Extra Care Strategy	To receive update reports on the Councils progress in respect of delivery of the Extra Care Strategy		Cabinet	Continuous / When Applicable	Councillor G Hopkins. Group Director Community & Children's Services – G Isingrini	Open	
Advocacy D	To provide Cabinet with an update in respect of advocacy		Cabinet	When Applicable	Councillor G Hopkins and Group Director Community & Children's Services – G Isingrini	′	
Cwm Taf MASH Annual Report	To receive the Annual report of the Cwm Taf MASH		Cabinet	When Applicable	Councillor G Hopkins. Group Director Community & Children's Services – G Isingrini	Open	
Social Services & Wellbeing Act	To provide updates as and when necessary on the Council's duties in respect of the Act		Cabinet	Continuous / When Applicable	Councillor G Hopkins. Group Director Community & Children's Services – G Isingrini	Open	
Local Air Quality Management Reports	To provide details of the Local Air Quality Management		Delegated Decision	Continuous / When Applicable	Councillor R Lewis Director, Public Health, Protection & Community	Open	

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
	Reports				Services		
Scrutiny Recommendations	To receive any recommendations coming forward following a scrutiny review.		Cabinet	Continuous / When Applicable	Specific to Scrutiny Review undertaken	Open	• Scrutiny

Key Decision	Brief Outline	Report	Decision	Proposed	Cabinet Member /	Open /	Consultation to be undertaken
		Status	Maker	Date	responsible Officer	Exempt Report	prior to Decision being made?
			(Cabinet /				
			Delegated				
			Decision (DD))				

Education & Inc	lusion Services					
			JUNE			
			HHV			
TO CACDE Annual	To receive the annual	Cabinet	JULY	Councillon I Doccor	0.000	
TBCT SACRE Annual Report ଦ ଦ 46	report of RCT SACRE	Cabinet	July 2019	Councillor J Rosser. Director, Education & Inclusion Services - G Davies	Open	
21st Century Schools Programme - Proposals To Improve Education Provision In The Greater Pontypridd Area	To consider an objections report if any objections were received	Cabinet	July 2019	Councillor J Rosser & Chief Executive; Director, Education & Inclusion Services -G Davies	Open	Cabinet Children & Young People Formal consultation
			SEPTEMBER			
Partnership with United World Colleges (UWC) Atlantic College	To receive a progress report on the partnership working	Cabinet	September 2019	Councillor J Rosser. Director, Education & Inclusion Services -G		Cabinet – September 2018
Additional Childcare Offer Capital Grant	To advise Members of the receipt of	Cabinet	September 2019	Davies Councillor J Rosser. Director, Education &		

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
Funding	additional capital grants				Inclusion Services -G Davies		
School Performance (2018 – 19)	To receive details of the School Performance for 2018 - 19		Cabinet	September 2019	Councillor J Rosser & Director, Education & Inclusion Services -G Davies	Open	
				OCTOBER			
P Page		<u> </u>	<u> </u>	NOVEMBER			
ge 465		1	<u> </u>	DECEMBER	1		
(C)				JANUARY			
School Performance (2018 – 19)	To receive details of the School Performance for 2018 - 19		Cabinet	January 2020	Councillor J Rosser & Director, Education & Inclusion Services -G Davies	Open	
				FEBRUARY			
				MARCH			
Childcare Sufficiency	The need to provide		Cabinet	March 2020	Councillor J Rosser.	Open	Children & Young People Scrutiny

Key Decision	Brief Outline	Report Status	Decision Maker (Cabinet / Delegated Decision (DD))	Proposed Date	Cabinet Member / responsible Officer	Open / Exempt Report	Consultation to be undertaken prior to Decision being made?
Update - Prescrutiny	details of the Childcare Sufficiency Audit undertaken, in line with Welsh Government Requirements				Director, Education & Inclusion Services -G Davies; Childcare Officer - D Humphries		committee
Supplementary Capital Programme – Education & Inclusion Services D Q O O A	The need to seek Cabinet approval for further detailed investment within the service following Council's approval of the 3 year Capital Programme.		Cabinet	March 2020	Councillor J Rosser. Director, Education & Inclusion Services -G Davies	Open	
				APRIL			
	,			MAY		-	

Key Decision	Brief Outline	Report	Decision	Proposed	Cabinet Member /	Open /	Consultation to be undertaken
		Status	Maker	Date	responsible Officer	Exempt Report	prior to Decision being made?
			(Cabinet /				
			Delegated				
			Decision (DD))				

ONGOING UPDATES

Scrutiny Recommendations	To receive any recommendations coming forward following a scrutiny	Cabinet	Continuous / When Applicable	Specific to Scrutiny Review undertaken	Open	• Scrutiny
21st Century Schools വ യ	review. To receive any updates in respect of the 21st Century Schools Programme	Cabinet	Continuous / When Applicable	Councillor J Rosser. Director, Education & Inclusion Services -G Davies	Open	
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