



CYNGOR BWRDEISTREF SIROL
RHONDDA CYNON TAF
COUNTY BOROUGH COUNCIL

A virtual meeting of the CABINET will be held on
Tuesday, 17th November, 2020 at 10.30 am

Contact: Hannah Williams - Council Business Unit (Tel No. 01443 424062)

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 Friday, 13 November 2020 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:- ExecutiveandRegulatoryBusinessUnit@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:

1. 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
2. Where Members withdraw from a meeting as a consequence of the disclosure of a prejudicial interest they must notify the Chairman when they leave.

2. MINUTES

To approve the minutes of the Cabinet Committee on the 13th October 2020 as an accurate record.

(Pages 5 - 12)

3. BREXIT

To receive the joint report of the Chief Executive and the Director, Human

Resources, which provides an update on the work that is underway across the Council to prepare for Brexit and identifies the areas classified as the highest potential risk/impact.

(Pages 13 - 24)

4. COUNCIL'S PERFORMANCE AND RESOURCES (QUARTER 2)

To receive the report of the Director, Finance and Digital Services, which provides Members with an overview of the Council's performance, both from a financial and operational perspective, based on the first six months of this financial year (to the 30th September 2020).

(Pages 25 - 46)

5. COUNCIL TAX BASE FOR 2021-22

To receive the report of the Director, Finance and Digital Services, which formally sets the Council Tax Base for the financial year 2021/22.

(Pages 47 - 52)

6. PUBLIC SERVICES OMBUDSMAN FOR WALES - ANNUAL REPORT AND LETTER 2019-20

To receive the report of the Director, Legal Services, which seeks to advise Cabinet of the publication of the Public Services Ombudsman for Wales' ('PSOW') Annual Report and Annual Letter to this Council for 2019-2020.

(Pages 53 - 74)

7. COMMUNITY INFRASTRUCTURE LEVY ANNUAL MONITORING REPORT

To receive the report of the Director, Prosperity and Development, which seek Cabinet's approval in respect of the contents of the CIL Annual Monitoring Report and the proposed changes to the Regulation 123 List; and advises Cabinet of the pre scrutiny by the Finance and Performance Scrutiny Committee in respect of the Community Infrastructure Levy.

(Pages 75 - 96)

8. HIGHWAYS, TRANSPORTATION AND STRATEGIC PROJECTS - HIGHWAY ASSET INVESTMENT STRATEGY

To receive the report of the Group Director, Prosperity, Development and Frontline Services, which seeks approval of the Highways, Transportation and Strategic Projects Capital Programme approved on 6th May 2020 and subsequent to the report to Cabinet of 24th September 2020, this report proposes the addition of carriageway and footway maintenance schemes to the pool of previously approved schemes.

(Pages 97 - 102)

9. DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2019-20

To receive the report of the Group Director, Community and Children's Services, which provides the Cabinet with the Director of Social Services' Annual Report for consideration prior to its content being made available for public consultation.

(Pages 103 - 156)

10. CWM TAF SAFEGUARDING BOARD ANNUAL REPORT 2019-20

To receive the report of the Group Director, Community and Children's

Services, which seeks to share with Cabinet the Annual Report for 2019/20 for the Cwm Taf Morgannwg Safeguarding Board.

(Pages 157 - 214)

11. CWM TAF CARERS ANNUAL REPORT 2019-20

To receive the report of the Group Director, Community and Children's Services, which seeks Cabinet approval to submit the Cwm Taf Morgannwg Carers Annual Report for 2019/20 to Welsh Government.

(Pages 215 - 236)

12. TO CONSIDER PASSING THE FOLLOWING RESOLUTION:

"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".

13. CYNON VALLEY WASTE DISPOSAL COMPANY LIMITED AND AMGEN RHONDDA LIMITED ANNUAL GENERAL MEETING

To receive the report of the Director, Legal Services, providing details of the forthcoming Annual General Meeting.

(Pages 237 - 298)

14. 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 M Norris
Councillor J Rosser
Councillor R Lewis
Councillor C Leyshon
Councillor G Hopkins

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
David Powell, Director of Corporate Estates
Simon Gale, Director of Prosperity & Development
Andy Wilkins, 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



RHONDDA CYNON TAF

RHONDDA CYNON TAF COUNCIL CABINET

Minutes of the virtual meeting of the Cabinet held on Tuesday, 13 October 2020 at 10.30 am.

County Borough Councillors - Cabinet Members in attendance:-

Councillor A Morgan (Chair)

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

Officers in attendance

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
Mr P Griffiths, Service Director – Finance & Improvement Services

Others in attendance

Councillor P Jarman

13 Welcome and Apology

The Deputy Leader welcomed attendees to the meeting and an apology for absence was received from County Borough Councillor R. Lewis.

14 Declaration of Interest

In accordance with the Council's Code of Conduct, there were no declarations made pertaining to the agenda.

15 Minutes

It was **RESOLVED** to approve the minutes of the meeting held on 24th September 2020 as an accurate record.

16 Response to Notice of Motion - Fireworks

The Director, Public Health, Protection and Community Services outlined to Cabinet the current legal controls on the sale and use of fireworks and considered how the Local Authority may further support the Notice of Motion

made to Council on the 27th November 2019 and the RSPCA campaign calling for greater controls.

Section 5 of the report detailed information on the controls of the sale and storage of fireworks; the standards in place concerning noise and safety of fireworks; and controls of the underage sale of fireworks. The Director advised that any organised events in the Borough are considered by the Council's Event Safety Advisory Group, which ensures that all events comply with the legislative requirements and are conducted safely.

The Deputy Leader thanked the Director for the report and commented that the recommendations were sensible and would seek to enhance the provision already in place. The Deputy Leader spoke of the impact fireworks have on not only domestic animals, but wild animals in fields. The Deputy Leader also recognised that many people were affected by fireworks and spoke of the impact of November 5th to those veterans who suffer with PTSD. It was explained that last year, the Local Authority held a successful event at the Park and Dare theatre for veterans to attend.

Cabinet Members noted that the report would be considered at the Council meeting on 21st October 2020.

The Cabinet **RESOLVED:**

1. To note the existing controls available in UK Law to control the sale of fireworks and their use in public areas;
2. That the Director of Corporate Estates reviews and where necessary imposes greater restrictions on the use of Council land for the purpose of public firework displays; and
3. To support a promotional campaign for 2021 (coronavirus restrictions permitting) that encourages responsible use of fireworks and the early notification to the public of planned events in the community.

17 Cwm Taf Morgannwg Safeguarding Board Annual Plan

The Group Director, Community and Children's Services shared with Cabinet the Annual Plan for 2020/21 for the Cwm Taf Morgannwg Safeguarding Board, which was attached at Appendix 1 of the report.

The Group Director informed the Cabinet that the Board were working virtually to consider the Strategic Priorities identified and key issues arising from the Covid-19 pandemic. The Group Director advised that the report would be presented to the Health and Wellbeing Scrutiny for further challenge.

The Cabinet Member for Children's Services commented that the Annual Plan would assist the Cwm Taf Morgannwg Safeguarding Board in achieving its priorities and it would be continually monitored. The Cabinet Member added that safeguarding is everyone's responsibility and that, in the midst of the pandemic, there was a need to be diligent.

The Cabinet Member for Adult Community Services and the Welsh Language voiced his support and took the opportunity to thank the Safeguarding Board for its work.

The Cabinet **RESOLVED:**

1. To note and endorse the content of the Cwm Taf Morgannwg

18 Representations, Compliments and Complaints Annual Report

The Group Director, Community and Children's Services provided the Cabinet with the report, which detailed the operation and effectiveness of the Council's statutory Social Services complaints procedure between April 1st 2019 and March 31st 2020. The report contained information on the background of the Social Services statutory complaints procedure, information on lessons learnt from complaints and performance data for Adults & Children's Social Services, together with achievements for 2019/20 and future developments.

The Deputy Leader thanked the Director and the team for the detailed report.

The Cabinet Member for Children's Services voiced her support and advised that a new officer had been appointed, whose role is to monitor the activities and remind officers of timescales, in order to continually provide a quality service. The Cabinet Member also took the opportunity to thank the team for their work and the professional manner in which they conduct themselves, when undertaking, what can be, complicated conversations with residents.

The Cabinet Member for Adult Community Services and the Welsh Language commented that the trend was fairly stable in comparison to the previous year, which was particularly encouraging given the current demand. The Cabinet Member added that both complaints and compliments are valued to help improve the service, where possible.

The Cabinet **RESOLVED:**

1. The contents of the Social Services Annual Complaints report; and
2. To note the work undertaken by the Social Services Complaints Team.

19 Active Travel - Review of the Integrated Network Map

The Service Director, Frontline Services provided the report, which sought Cabinet's approval to commence a review, including a public engagement exercise, of the Council's existing Active Travel Integrated Network Map (ATINM).

The Service Director referred the Cabinet to Section 5 of the report, which detailed the proposed tasks the Council would undertake as part of the review and update of its ATINM. This evidenced that the preparation of an updated ATINM would involve extensive consultation with the public and key stakeholders and would be undertaken in accordance with Welsh Government guidance. The Service Director noted that the consultation would be predominantly online due to Covid-19 restrictions.

The Service Director spoke of the aim of the Active Travel legislation, in that it seeks to promote more sustainable forms of transport amongst the population, such as walking and cycling, for short journeys and non-recreational purposes. The aims and objectives being to improve the health and well-being of local residents and their access to key facilities and services, as well as reduce congestion and improve local air quality. The Service Director added that the aspiration of the new Active Travel requirements was to focus on mode shifts to improve congestion and the air quality within the communities.

The Service Director advised that the requirement to submit to Welsh Government had been extended to December 2021 and therefore, requested that recommendation 2.3 be amended accordingly.

The Cabinet Member for Environment, Leisure & Heritage Services was in support of the proposals and acknowledged the need for a different approach to public engagement. The Cabinet Member commented that the focus of the Local Authority was to promote active travel and that it was important for the health and wellbeing of residents along with obtaining a cleaner environment with less car pollution.

The Deputy Leader thanked the Service Director for the comprehensive report and commented that there was an opportunity for it to form part of the work of the Climate Change Cabinet Steering Group, which was due to meet virtually at the end of the month. The Deputy Leader spoke of the need for a mutual respect between walkers and cyclists using the routes, commenting that from her experience, this was evident.

The Cabinet **RESOLVED:**

1. To note the reasons for undertaking a review of the Council's existing Active Travel Integrated Network Map (ATINM), including a public engagement exercise;
2. To the Council undertaking a public engagement exercise during 2020 and 2021 as part of this review; and
3. To receive a further report in due course on the outcome of this exercise, prior to the submission of the updated version of the ATINM to the Welsh Government.

20 The Council's Draft Corporate Performance Report

The Service Director, Performance and Improvement, presented Rhondda Cynon Taf's draft Corporate Performance Report (CPR) which contained progress for 2019/20 and plans for 2020/21 in respect of the Council's strategic priorities. The report also set out how the CPR enables the Council to meet its statutory reporting requirements.

Members were informed that the report sought to provide a high level, easy to read summary of:

- progress of the Council's previous priorities of Economy, People and Place since 2016 and, in particular, 2019/20. More detailed evaluations of performance and progress, and other relevant support documents, are included as links within the CPR to enable the reader to access more detailed information, as required; and
- plans to deliver the new priorities of People, Places and Prosperity in 2020/21.

The Deputy Leader thanked the Service Director for the report and commented on the importance of the three priorities, particularly given the current climate.

The Cabinet Member for Corporate Services commented that the report demonstrated the positive progress made since 2016 and noted that the report would be considered by Council at its meeting on 21st October 2020 and that it would be subject to challenge by the Finance and Performance Scrutiny Committee through the quarter performance reports.

The Cabinet **RESOLVED:**

1. To endorse the draft Corporate Performance Report and recommend its approval to Council on 21 October 2020.

21 Medium Term Financial Plan 2020/21 - 2023/24

The Director, Finance and Digital Services provided the Cabinet with an update on the Medium Term Financial Plan for 2020/21 to 2023/24, based on current modelling assumptions in advance of formulating the detailed budget strategy proposals for 2021/22 during the autumn.

The Director spoke of the uncertain time faced by the Council, from both a financial and operational perspective and reminded Members of the latest indication from the UK Central Government, that the 2020 Budget scheduled for November 2020 would be deferred; and that the Comprehensive Spending Review, setting public sector expenditure / funding limits, which was also scheduled for November 2020, would still go ahead but that no decision had been taken on whether it will cover the three years originally planned.

The Director advised that the Welsh Government continued to support additional cost implications arising from the Covid-19 pandemic, including lost income.

The Cabinet were referred to Section 5 of the report, where the key assumptions factored into the Financial Plan was outlined.

- Council Tax increases are currently being modelled at 2.85% per annum;
- One-off funding from Welsh Government assumed to be mainstreamed in respect of Social Services and Children's Services specific grants;
- Fees and charges uplifted by inflation only;
- Uplifts included for pay and non-pay inflation; and.
- Schools budget is modelled to cover, in full, pay and non-pay inflation (and in the context of the projected range of local government settlement levels).

(Note: At this point in proceedings, the Leader of the Council joined the meeting)

The Director advised that options would be developed which could help address the range of the potential budget gap which the Council faced, but stressed the importance, that in doing so, critical services are maintained.

The Deputy Leader thanked the officers for the modelling despite the many challenges and uncertainty, noting that the repercussions of 'Storm Dennis' were still faced by the Local Authority and the communities. The Deputy Leader proposed that the report is presented to full Council at its meeting on 21st October 2020 and that the details forms part of the Finance & Performance Scrutiny Committee consultation as part of the 2021/22 budget strategy approach.

Both the Leader and Deputy Leader expressed their thanks to officers for their financial management. The Leader spoke of pressures in relation to Council Tax but was pleased that the modelling was below 3% and one of the lowest in

comparison to other Local Authorities.

The Leader advised that the Local Authority were continuing to lobby Welsh Government in relation to funding for the teachers and the wider staff pay award.

The Cabinet Member for Corporate Services paid tribute to the officers, commenting that the uncertainty in respect of funding from UK Government, makes it difficult to formulate the Financial Plan.

The Cabinet **RESOLVED:**

1. To note the current position modelled in respect of the 'Medium Term Financial Plan 2020/21 to 2023/24' and receive further updates in the autumn as part of the annual budget setting process; and
2. That the report is presented to full Council at its meeting on 21st October 2020 and that the details forms part of the Finance & Performance Scrutiny Committee consultation as part of the 2021/22 budget strategy approach.

22 Engagement on the Council's Budget 2021/22

The Service Director, Democratic Services and Communication informed the Cabinet of the proposed 'digital by default' approach to resident engagement and consultation in respect of the 2021/22 budget.

The Service Director explained that as a result of the current Covid-19 pandemic and challenged, it was proposed that the 2021/22 annual budget consultation would take on a 'digital by default' approach, whilst continuing to consider hard to reach groups, those having reduced or no access to the Internet and those who prefer to engage through traditional methods.

The Service Director explained that the approach was used in the recent consultation on the Dog Fouling PSPO and was found to be an effective way to engage with a wide range of residents and stakeholders.

The Deputy Leader stated that she would miss the face to face interaction with the public but was grateful that the Council had adapted to the current climate and the new virtual approach. The Deputy Leader emphasised the need to reach out to those without IT provision and was pleased to note that methods had been identified within the proposals.

When asked about the level of engagement with colleges, the Service Director confirmed that a specific virtual forum would be set up to engage with those young adults.

The Cabinet Member for Children's Services voiced her support for the proposals and commented on the importance of engaging with the Youth Forum, who had put forward some interesting and innovative suggestions in previous discussions.

The Deputy Leader spoke of the Disability Forum and their valued contribution in previous consultations and the importance of ensuring the interaction is not lost.

The Cabinet Member for Adult Community Services & Welsh Language was pleased to advise that the OPAG had met virtually since the lockdown and had become increasingly confident with meeting via 'Zoom'.

The Leader spoke of the importance of Elected Members using their social media to sign post residents and the importance of adapting previous ways of consulting through community groups to enhance engagement.

(Note: With the agreement of the Chair, County Borough Councillor P. Jarman spoke on this item).

The Cabinet **RESOLVED:**

1. To support the suggested 'digital by default' approach to the Council's budget consultation for 2021/22, whilst providing alternative means of engagement for those having reduced or no access to the Internet and those who prefer to engage through traditional methods;
2. To support the Council's statutory requirements regarding consultation on the Council Tax Reduction Scheme and Council Tax levels will be met via the proposed approach;
3. To support the budget consultation process taking place during the autumn of 2020, with the dates to be confirmed following clarification of the likely Welsh Government budget settlement timescales; and
4. To authorise the Service Director – Democratic Services & Communications to plan the necessary timeline of engagement once the details of the Provisional Local Government Settlement are known, in consultation with the appropriate Cabinet Member & Director of Finance & Digital Services.

This meeting closed at 11.10 am

**Cllr A Morgan
Chairman.**

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RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

17th NOVEMBER 2020

BREXIT

JOINT REPORT OF THE CHIEF EXECUTIVE AND DIRECTOR OF HUMAN RESOURCES IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER (CLLR R. LEWIS)

Author: Marc Crumie, Head of Procurement

1. PURPOSE OF THE REPORT

The purpose of this report is to:

- 1.1 Provide an update on the work that is underway across the Council to prepare for Brexit.
- 1.2 Identify the areas classified as the highest potential risk/impact, these are:
 - The supply of food to our frontline services (including schools and Residential Homes),
 - Ensuring appropriate / stockpiled supplies of key commodities (toilet roll, cleaning products for example); and
 - The wider impact of food poverty that has resulted from Covid-19, which would be exacerbated by Brexit.
- 1.3 Subject to any comments, seek approval to the recommendations outlined in Section 2.

2. RECOMMENDATIONS

Noting the uncertainties in respect of the negotiations currently ongoing between the UK Government and the EU, it is recommended that Members:

- 2.1 Receive assurance that the Council is planning as best as it possibly can for Brexit.
- 2.2 Members identify any other areas which they consider require further assurance.
- 2.3 Review the areas identified as being the highest risk (section 1.2 above), and whether any others should be highlighted.



3. BACKGROUND

- 3.1 The UK left the EU on 31st January 2020 with a deal called the withdrawal agreement. The time between establishing the withdrawal agreement and the UK actually leaving the EU with or without a deal on 31st December 2020 is called the transition period. The transition period is an 11-month phase which started immediately after the 31st January 2020.
- 3.2 During the transition period, the UK continues to follow EU rules and trade between the two remains the same as before. The UK also pays into the EU budget.
- 3.3 By keeping most things the same, the idea behind the transition period was to give both sides time to negotiate the future relationship.
- 3.4 The transition period ends on 31st December 2020.
- 3.5 The deadline is fast approaching to agree the rules for the new UK-EU relationship. The changes will affect many areas of life - including trade and immigration - and will start on 1st January 2021.
- 3.6 When transition ends on 31st December 2020, the UK will automatically drop out of the EU's main trading arrangements (the single market and the customs union).
- 3.7 The single market means that countries share the same rules on product standards and access to services, whereas the customs union is an agreement between EU countries not to charge taxes (tariffs) on each other's goods.
- 3.8 However, if a new UK-EU trade deal is not agreed in time then tariffs and border checks would be applied to UK goods travelling to the EU - under the rules of the World Trade Organization. The UK also decides what tariffs and checks to impose on EU goods.
- 3.9 Tariffs could make UK goods more expensive and harder to sell in the EU, while full border checks could cause long delays at ports.
- 3.10 Failure to reach a deal would also result in the UK service industry losing its guaranteed access to the EU. This would affect everyone from bankers and lawyers, to musicians and chefs.
- 3.11 Even if a trade deal is reached, it would not eliminate all checks - so UK businesses will need to prepare.



- 3.12 The work required to manage the impact of Covid-19 over the past 8 months has taken precedence over Brexit. However, in the past couple of weeks has Brexit re-emerged on to the agenda of the Local Resilience Forum.
- 3.13 A Brexit Preparedness Plan is in place and covers the following areas:
- Communication;
 - Emergency Management / Business Continuity;
 - EU Settlement Scheme (EUSS);
 - Community Cohesion;
 - Supplies and Services;
 - Business and the Local Economy; and
 - Foodbanks.
- 3.14 Specific actions have been identified within the Preparedness Plan, with responsible officers assigned to them.

4. WHAT HAVE WE DONE TO PREPARE?

- 4.1 In assessing what was required in order to prepare for Brexit on the 31st October 2019, the following areas were identified (which are all still relevant):
- Our role in **raising awareness** of what our residents, our staff and local businesses should know / should be doing to prepare;
 - Establishing pragmatic **continuity plans** to ensure short-term disruption to our key frontline services is minimised, as far as we can practicably plan for;
 - Supporting residents to apply for the **European Union Settled Status** (EUSS) scheme, and **monitoring any underlying tensions** within our communities, and
 - Working with, listening to, and **supporting local food banks** in these uncertain times.

RAISING AWARENESS

- 4.2 In order to raise awareness of the guidance that has been published from the UK and Welsh Government, the Council put in place the following arrangements:

[Updated website](#)

- 4.3 A new '[Preparing for Brexit](#)' tab was added to the Council's website. The content provides succinct links to UK and Welsh Government sites.

Social media

- 4.4 A social media campaign took place during the lead-up to October 2019, which covered the following areas:



- 4.5 The campaign has been updated and re-launched.

Guidance to local businesses

- 4.6 The Council's main role in respect of supporting local businesses through Brexit is to provide the necessary links to the guidance and support that has been made available by the UK and Welsh Government. For example, the Welsh Government's '[Preparing Wales](#)' website and the Business Wales [Brexit Portal](#).
- 4.7 The information provided in **Appendix A** was posted to the relevant / local businesses across the County Borough in the lead-up to 31st October 2019. At this stage it is not intended that a mail drop be undertaken again, but instead the social media campaign referenced in the section above will help to reinforce key messages to the local business community.

- 4.8 In addition to the role of signposting businesses to the appropriate guidance, representatives of the Council's Public Protection Service are joining Webinars that are facilitated by DEFRA. Clarity for Approved Premises on labelling requirements post Brexit as well as Export Health Certificate Requirements is required. Ultimately this could result in a cost implication for the businesses, but it could also have resource implications for the Council's Public Protection Services.

Payslip insert to Employees & Elected Members

- 4.9 All staff received a payroll insert in the October 2019 payroll, a copy of which is provided at **Appendix B**. As well as raising awareness of the key supporting information that has been made available on our website, it was important that we encouraged staff to share this information with friends and relatives. Also, it is important that staff are aware of this information in the event that a customer asks them. It is proposed that we now re-issue this information to staff.

Our workforce – EUSS & Recruitment Processes post Brexit

- 4.10 A relatively small number of Council staff could be affected by the EU Settled Status (EUSS) process. The Council has reviewed its workforce and put in place arrangements that support and help staff to apply. We have also contacted our social care providers and asked them to review their staffing complement for colleagues who should apply for the EUSS. No significant concerns have been raised.
- 4.11 Moving forwards, once the UK leaves the EU on the 1st January 2021 all potential new employees that reside outside of the UK (that is, EU and non EU residents) could be required to meet eligibility requirements relating to their English language ability and ability to maintain themselves financially. In order to recruit from outside of the UK, the Council will be required to hold a Home Office licence. Work is now taking place to put these arrangements in place.

BUSINESS CONTINUITY – KEY FRONTLINE SERVICES

- 4.12 The Council is responsible for delivering a significant number of services, the scope and complexity of which is diverse. In order to put appropriate arrangements in place to ensure continuity of services to our vulnerable customers, and also ensure that key responsibilities are delivered, the following areas have been reviewed with a view to establishing short-term contingency arrangements:
- The provision of meals.
 - In schools, our residential homes and our meals on wheels service.

- Alternative menus will be developed by Catering Services, designed to take into account any potential shortages of goods.
- Ensuring that our residential homes are appropriately stocked with key supplies in the event of disruption.
 - It is imperative now, more than ever that these establishments are kept hygienic and clients have all of the key supplies they require, for example:
 - Cleaning / janitorial supplies;
 - Sanitary provision (hand soap, toilet paper, male & female sanitary products); and
 - Food.
 - Appropriate stocks of these commodities will need to be in place to cover any potential short-term interruptions to supplies.
- Keeping our fleet moving
 - As the Council operates a diverse fleet, the ability to forecast what parts could be needed is difficult. Parts that have to be sourced from abroad may take longer to obtain and could cost more.
 - Failure to obtain the required spares in a timely manner, will mean that the Council would have to seek support from hire companies in hiring-in similar or suitable alternative vehicles until such time as the spare parts arrive.
- Ensuring key vehicles have fuel
 - See fuel plan update below.
- Data
 - Work is currently ongoing to review any potential implications that could materialise in respect of the Council's storage and handling of data.

Continuity of Supplies and Services

- 4.13 Further to the engagement that took place in the lead-up to October 2019, key suppliers of the Council have been contacted once more to request Brexit preparedness statements. Suppliers have pointed to the impact that Covid-19 has had, and have also pointed towards the uncertainty that surrounds Brexit. At this stage, suppliers are not able to say with any certainty what the impact of Brexit could be. This will be monitored closely over next few weeks and the coming months.

- 4.14 During these communications, suppliers were reminded of the importance to review their workforce(s) in order to implement appropriate EUSS arrangements, and the links to EUSS websites have been provided.

Fuel Plan

- 4.15 Over and above the contingency plans that are in place in respect of our key frontline services, the Council has an established 'fuel plan'.
- 4.16 The fuel plan will be mobilised in the event of a national fuel shortage. The aim of the fuel plan is to ensure that prioritised Council vehicles have the appropriate fuel that could be used to deliver services, and also to transport key staff to and from their workplace(s). Should a national fuel shortage materialise, the Council will also work in partnership with Health Services to ensure that those residents that require specific appointments to be honoured are picked-up and dropped back home (dialysis patients for example).

EUROPEAN UNION SETTLED STATUS (EUSS)

- 4.17 As at October 2019 the Home Office identified that approximately 3,000 EU nationals resided within RCT. Unfortunately, they were unable to provide any further information in respect of where these may be located. The data that we had at that time suggested just over 1,500 EU nationals resided in RCT.
- 4.18 The latest data that we have from the Home Office relates to those EU Nationals that have applied for settled status between the period of [August 2018 to June 2020](#). The data indicates that circa 1,700 individuals that reside within the boundary of the county borough have applied through the EUSS scheme.
- 4.19 The Council's Registrars Service gained approval to [scan and verify](#) the required documentation, and the service went live to citizens with effect from 1st October 2019.

COMMUNITY COHESION

- 4.20 A team has been established and tasked with delivering a co-ordinated approach across Rhondda Cynon Taf and Merthyr Tydfil in respect of tracking any underlying unrest, and to support EU Nationals when applying for EUSS.
- 4.21 Prior to the March 2020 national Lockdown, these community cohesion officers were delivering work out in the community. Given the current restrictions, the previous approach of face to face working is no longer as feasible as it once was, so the team continue to explore how they can deliver this work 'remotely'.

LOCAL FOODBANKS

- 4.22 The Council is mindful that foodbanks are heavily reliant on donations from individuals. Given uncertainties that surround the potential impact of Brexit, coupled with the impact of Covid-19, there is a risk that donations drop-off in the short-term as happened at the beginning of the Lockdown.
- 4.23 Between April and August 2020, the Council's Food Distribution Centre (FDC) provided local foodbanks with £14,951 of products to meet the increased demand from people who were self-isolating or facing financial hardship and requiring food support. The FDC also reduced the impact on foodbanks by providing emergency food parcels to those who were in need. 2,463 food parcels were provided between April and August (excluding 2,512 delivered on behalf of Welsh Government for those on the Shielded Patients List). Work will need to take place once more with the local foodbanks to establish if they have any specific concerns, and whether the Council is able to provide assistance.
- 4.24 An additional concern for October 2020 onwards is the potential impact of changes to the Governments Coronavirus Job Retention Scheme (the Furlough Scheme) and the extended Job Retention Scheme.. 30,900 people in RCT are currently on furlough (over 30% of the resident working population) and it is anticipated that a significant number may be facing redundancy. This will undoubtedly have an impact on local food banks and their capacity to meet demand.
- 4.25 Regular meetings now take place with representatives from the foodbanks in order to review any concerns that they have in relation to supplies and distribution.
- 4.26 In this regard the Council has already determined that foodbanks across RCT will receive financial assistance and/or the supply of food items to the value of £10,000, and the Council will also make both staff and vehicles available to assist providers in ensuring that deliveries can be made to those in need.

5. EQUALITY AND DIVERSITY IMPLICATIONS

- 5.1 There are no equality and diversity implications as a result of the recommendations set out in the report.

6. CONSULTATION

- 6.1 There are no consultation requirements emanating from the recommendations set out in the report.

7. FINANCIAL IMPLICATION(S)

- 7.1 Currently, there are no direct financial implications upon the Council's revenue budget in respect of our preparations for Brexit. However, in the event that stockpiling will be needed there will clearly be an impact.

8. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 8.1 There are no legal or legislative implications emanating from the recommendations set out in the report.

9. LINKS TO CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT

- 9.1 The work undertaken to prepare for when the UK leaves the EU helps the Council to ensure that services delivered to our vulnerable citizens are as well prepared as we can possibly plan for. It also supports the Wellbeing Goals of ensuring a resilient Wales that has cohesive communities.

10. CONCLUSION

- 10.1 The Council is currently faced with uncertainties surrounding the deal between the UK and EU, at the same time we are entering into what seems to be a second wave of Covid-19.
- 10.2 Contingency plans need to be in place for our key frontline services that aim to manage interruptions are far as is practicably possible – particularly in relation to the supply of food and key commodities such as cleaning products and personal care.

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

17TH NOVEMBER 2020

BREXIT

**JOINT REPORT OF THE CHIEF EXECUTIVE AND DIRECTOR OF HUMAN
RESOURCES IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER
(CLLR R. LEWIS)**

Item:

Background Papers: None

Officer to contact: Marc Crumbie, Head of Procurement

BREXIT

A chithau'n fusnes lleol gwerthfawr, mae'r Cyngor yn awyddus i sicrhau eich bod chi'n effro i'r hyn sydd angen i chi ei wneud er mwyn cynllunio ar gyfer Brexit. Mae'r canllaw byr yma yn nodi rhai meysydd allweddol rydyn ni'n eich annog chi i'w hadolygu.

Asesu pa mor barod ydych chi am Brexit:

Mae Busnes Cymru wedi creu gwefan ar gyfer helpu busnesau i baratoi ar gyfer Brexit. Beth bynnag yw maint neu raddfa eich busnes, mae'n werth edrych ar y wefan a chwblhau'r 'Pecyn Cymorth Brexit'.

Mae'r Pecyn yn canolbwyntio ar feysydd busnes allweddol - mae'n bosibl bydd rhai, os nad pob un o'r meysydd yma, yn berthnasol i chi. Wedi i chi gwblhau'r Pecyn, byddwch chi'n derbyn adroddiad a set o gamau gweithredu ynghyd ag arweiniad am sut i fynd i'r afael â'r camau sydd wedi'i nodi.

Hyd yn oed os ydych chi'n credu na fydd Brexit yn effeithio amoch chi, mae'r Cyngor yn eich annog chi i gwblhau'r Pecyn.

Yn ogystal â'r Pecyn, mae gwefan Busnes Cymru hefyd yn cynnwys llawer o wybodaeth a allai fod o ddefnydd i chi, gan gynnwys canllawiau ategol a manylion cyswilt.

Mae modd mynd ar BORTH Brexit drwy'r ddolen yma: businesswales.gov.wales/brexit/cy

Mae modd mynd i BECYN Cymorth Brexit drwy'r ddolen yma: businesswales.gov.wales/brexit/cy/pecyn-cymorth-ar-brexit

Statws Preswilydd Sefydlog yr UE

Os nad ydych chi wedi gwneud yn barod, rhaid i chi gynnal archwiliad o'ch gweithle er mwyn nodi os oes angen i unigolion wneud cais ar gyfer proses Statws Preswilydd Sefydlog yr UE.

Dyma ddolenni sydd â rhagor o wybodaeth am hynny: <https://www.rctcbc.gov.uk/CY/Council>

www.eusswales.com (Saesneg)
www.eusswales.com/cy/ (Cymraeg))

www.gov.uk/eusettledstatus

www.gov.uk/staying-uk-eu-citizen

The Council is keen to ensure that you, as a valued local business, is aware of what you need to do to plan for Brexit. This brief guidance note provides you with some key areas that we encourage you to review.

Assessing your preparedness for Brexit:

Business Wales has developed a website that is dedicated to helping business to prepare for Brexit. No matter the size and scale of your business, it's worth taking a look at the website and completing the 'Brexit Toolkit'.

The Toolkit focuses on key areas of business, some may not be relevant to you but others, if not, all will be. At the end of completing the Toolkit you'll receive a report, with a set of actions accompanied by guidance in terms of how to address the actions identified.

Even if you think you'll not be affected by Brexit, the Council encourages you to complete the Toolkit.

In addition to the Toolkit, the Business Wales website also holds a lot of information that you may find useful in terms of supporting guidance and contact details.

The Brexit PORTAL can be accessed using this link: businesswales.gov.wales/brexit/

The Brexit TOOLKIT can be accessed using this link: businesswales.gov.wales/brexit/brexit-toolkit

EU Settled Status

If you haven't already done so, you'll also need to review your workforce to identify whether any individuals need apply for the EU Settled Status process.

For more information the following links may help:

www.rctcbc.gov.uk/EN/Council/Brexit/PreparingforBrexit/PreparingforBrexit.aspx

www.eusswales.com (English)
www.eusswales.com/cy/ (Welsh)

www.gov.uk/eusettledstatus

www.gov.uk/staying-uk-eu-citizen



BREXIT

Beth mae'r Cyngor yn ei wneud i baratoi at adael Undeb Ewrop (Brexit)?

Mae gwasanaethau allweddol y Cyngor yn cael eu hadolygu fel bydd modd rhoi cynlluniau wrth gefn ar waith i sicrhau bod cyn lleied o darfu ag y bo modd ar ddarpariaeth gwasanaethau, cyn belled ag y gallwn ni gynllunio ar ei gyfer.

Yn ystod y cyfnod sy'n arwain at y dyddiad y mae disgwyl i'r DU adael yr UE, bydd preswylwyr a busnesau lleol yn derbyn gwybodaeth allweddol mewn perthynas â Brexit.

Mae ein gwefan yn cynnwys canllawiau defnyddiol ar y meysydd allweddol canlynol:

- **Busnesau**
- **Dinasyddion yr UE sy'n byw yn RhCT a / neu'n gweithio i'r Cyngor**
- **Sefydliadau'r trydydd sector**
- **Data personol**

Mae mwy o fanylion ar gyfer pob un o'r adrannau uchod ar wefan y Cyngor.

Fel gweithwyr gwerthfawr, gwnewch yn siŵr eich bod yn edrych ar adran Brexit ein gwefan. Nid yn unig bydd yn rhoi cymorth i chi, ond gall hefyd gynorthwyo i gyfeirio ein cwsmeriaid, eich teulu a'ch ffrindiau at y canllawiau defnyddiol hyn hefyd.

Canllawiau gan Lywodraeth San Steffan, a Llywodraeth Cymru:

Mae gan Lywodraeth San Steffan wefan benodol, ac mae modd ei chyrru gan ddefnyddio'r ddolen hon: www.gov.uk/brexit#business

Mae Llywodraeth Cymru wedi datblygu gwefan sy'n darparu ystod eang o wybodaeth am faterion yn ymwneud â Brexit. Mae modd cyrru'r wefan gan ddefnyddio'r ddolen ganlynol: www.llyw.cymru/paratoi-cymru

What is the Council doing to prepare for Brexit?

Key council services are being reviewed so that contingency plans can be put in place to ensure that disruption to service provision is minimised, as far as we can possibly plan for.

During the period leading up to the date that the UK is scheduled to leave the EU, residents and local businesses will receive key information in respect of Brexit.

Our website contains useful guidance on the following key areas:

- **Businesses**
- **EU citizens that live in RCT and/or work for the Council**
- **Third sector organisations**
- **Personal data**

More detail for each of the sections listed above is provided on the Council's website.

As valued employees, please ensure that you take a look at the Brexit section of our website. It may not only provide assistance to you, but may also assist to sign-post our customers, your family and friends in the direction of this helpful guidance too.

UK & Welsh Government Guidance

The UK Government has a dedicated website, and can be accessed using this link: www.gov.uk/brexit#business

The Welsh Government has developed a website which provides a wide range of information on Brexit-related issues. The website can be accessed using the following link: www.gov.wales/preparing-wales



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

17th November 2020

COUNCIL PERFORMANCE REPORT – 30th September 2020 (Quarter 2)

REPORT OF THE DIRECTOR OF FINANCE AND DIGITAL SERVICES IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER (CLLR NORRIS)

AUTHOR: Paul Griffiths, Service Director – Finance and Improvement Services (01443) 680609

1.0 PURPOSE OF THE REPORT

- 1.1 This report provides Members with an overview of the Council's performance, both from a financial and operational perspective, based on the first six months of this financial year (to the 30th September 2020).

2.0 RECOMMENDATIONS

It is recommended that the Cabinet:

- 2.1 Note the continued unprecedented circumstances Council Services are operating within as a result of the Covid-19 pandemic.

Revenue

- 2.2 Note and agree the General Fund revenue outturn position of the Council as at the 30th September 2020 (Section 2 of the Executive Summary) including the on-going Welsh Government Covid-19 funding to support service delivery.

Capital

- 2.3 Note the capital outturn position of the Council as at the 30th September 2020 (Sections 3a – e of the Executive Summary).
- 2.4 Note the details of the Treasury Management Prudential Indicators as at the 30th September 2020 (Section 3f of the Executive Summary).

Corporate Plan Priorities

- 2.5 Note the Quarter 2 progress updates for the Council's agreed Corporate Plan priorities (Sections 5 a – c of the Executive Summary).

3.0 REASON FOR RECOMMENDATIONS

- 3.1 To agree the Council's financial and operational performance position as at the 30th September 2020 to enable elected Members and other stakeholders to scrutinise the performance of the Council.

4.0 BACKGROUND

- 4.1 This report provides Members with the second update of the Council's financial and operational performance position for the financial year ending the 31st March 2021.
- 4.2 The aim of the report is to bring together the Council's performance into an Executive Summary and make available more detailed information to the reader through electronic links. Information contained in the Executive Summary includes financial data and progress against our Corporate Plan priorities, and exceptions are highlighted within the detailed sections to ensure that elected Members and other readers are able to quickly identify the key issues.
- 4.3 As Members will be aware from the first quarter Performance Report for 2020/21, the Covid-19 pandemic has caused unprecedented and widespread challenges in the delivery of Council Services alongside significant additional cost and income losses that have, to date, been funded by Welsh Government. The second quarter Performance Report continues to be set within this context and further information in this regard is included within the Executive Summary.

5.0 QUARTER 2 REPORT

- 5.1 The Quarter 2 report is attached and comprises:
- **Executive Summary** – setting out, at a glance, the overall performance of the Council as at Quarter 2 (i.e. 30th September 2020);
 - **Revenue Monitoring** – sections 2a – e setting out the detailed projected financial spend against budget across our Revenue Budget with exceptions highlighted;

- **Capital Monitoring** – sections 3a – e setting out capital spend across our Capital Programme with exceptions highlighted and section 3f covering Prudential Indicators;
- **Organisational Health** – includes information on turnover, sickness absence, organisational health related investment areas and Council strategic risks; and
- **Corporate Plan Priorities** – three action plans (Sections 5a – c) setting out progress updates for the priorities of People, Places and Prosperity.

6.0 EQUALITY AND DIVERSITY IMPLICATIONS

- 6.1 The Council’s Performance Report provides an update on financial and operational performance for the first six months of 2020/21; as a result, no Equality Impact Assessment is deemed required for the purposes of this report.

7.0 CONSULTATION

- 7.1 Following consideration by Cabinet, this Report will be presented to the Finance and Performance Scrutiny Committee for review, challenge and where deemed required, the scrutiny of specific areas in more detail.

8.0 FINANCIAL IMPLICATIONS

- 8.1 There are no financial implications as a result of the recommendations set out in the report.

9.0 LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 9.1 There are no legal implications as a result of the recommendations set out in the report.

10.0 LINKS TO CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT

- 10.1 The Corporate Plan progress updates included within this report align with the priorities as set out within the Council’s Corporate Plan 2020 – 2024 “Making a Difference”. With regard to the [Well-being of Future Generations Act \(Wales\) Act 2015](#), at the 4th March 2020 Council meeting, it was agreed that the Corporate Plan priorities would also serve as its Well-being Objectives in line with the Act.

11.0 CONCLUSION

- 11.1 This report sets out the financial and operational performance of the Council as at Quarter 2 2020/21, that is, 30th September 2020.
- 11.2 The second quarter revenue budget position is projecting a £1.853M overspend. As part of the Council's robust service and financial management arrangements, work is underway across all services to contribute to bringing the financial position closer in line with budget.
- 11.3 The above position is also set in the unprecedented context of Covid-19 and takes into account additional Welsh Government funding received for the first six months of the year, and that forecasted to be received for the remainder of the year, in respect of additional expenditure incurred and income loss as a result of the pandemic. Work will continue to closely monitor the Council's financial position, refresh financial forecasts for the full year as updated information becomes available and also continue to engage with Welsh Government to highlight the importance of providing additional funding to meet on-going permanent cost pressures.
- 11.4 Capital investment as at 30th September 2020 is £32.5M, with projects across the programme continuing to progress during Quarter 2, taking account of Covid-19 safety requirements.
- 11.5 Progress across the Council's three Corporate Plan priorities of People, Places and Prosperity has continued to focus on, in the main, providing essential support to residents and businesses to help counter the significant impact Covid-19 is having on local communities.

Other Information:-

Relevant Scrutiny Committee: Finance and Performance Scrutiny Committee

Contact Officer: Paul Griffiths

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

17th November 2020

COUNCIL PERFORMANCE REPORT – 30th September 2020 (Quarter 2)

**REPORT OF THE DIRECTOR OF FINANCE AND DIGITAL SERVICES IN
DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER (CLLR NORRIS)**

Item: 4

Background Papers

Officer to contact: Paul Griffiths

**COUNCIL PERFORMANCE REPORT
QUARTER 2 2020/21
EXECUTIVE SUMMARY**

Contents

Section 1 – INTRODUCTION

Section 2 – REVENUE BUDGET

Revenue Budget Performance – more detailed breakdowns are included in the following sections:

- 2a Education and Inclusion Services;
- 2b Community and Children’s Services;
- 2c Chief Executive;
- 2d Prosperity, Development & Frontline Services; and
- 2e Authority Wide Budgets.

Earmark reserve update – Section 2f provides a breakdown of expenditure against service areas.

Section 3 – CAPITAL PROGRAMME

Capital programme budget – more detailed breakdowns are included in the following sections:

- 3a Chief Executive;
- 3b Prosperity, Development & Frontline Services;
- 3c Education and Inclusion Services;
- 3d Community and Children’s Services; and
- 3e Capital Programme Funding.

Prudential Indicators – a detailed breakdown is included in Section 3f.

Section 4 – ORGANISATIONAL HEALTH

- Turnover;
- Sickness Absence;
- Organisation Health related investment areas; and
- Council Strategic Risks.

Section 5 – CORPORATE PLAN

Corporate Plan priority progress updates – Quarter 2 position statements are included within the following sections:

- 5a – People;
- 5b – Places; and
- 5c – Prosperity.

Section 1 – INTRODUCTION

The Quarter 1 Performance Report set out the context Council services were operating within further to the introduction of national lockdown measures in March 2020 as a result of the Covid-19 pandemic.

This Executive Summary, bringing together and summarising the Council's financial and operational performance position as at 30th September 2020, continues to be set within the context of Council service delivery operating within a very challenging and unprecedented environment as a result of the on-going impact of Covid-19. This has required the Council, like all local authorities in Wales, to continue to adapt and change the way it provides services, many in partnership with others, to help meet the needs of residents and businesses.

Where appropriate, service specific information has been included within this Executive Summary to provide the reader will a full as picture as possible in this regard. In addition, throughout the Executive Summary electronic links have been included that enable the reader to access more detailed information, as required.

Section 2 – REVENUE BUDGET

Revenue Budget Performance

Service Area	2020/21 – as at 30 th September 2020 (Quarter 2)		
	Full Year Budget £M	Projected Expenditure as at Quarter 2 £M	Variance Over / (Under) £M
Education & Inclusion Services (2a)	192.312	192.251	(0.061)
Community & Children's Services (2b)	162.598	164.388	1.790
Chief Executive (2c)	26.789	26.458	(0.331)
Prosperity, Development & Frontline Services (2d)	55.809	56.359	0.550
Sub Total	437.508	439.456	1.948
Authority Wide Budgets (2e)	71.239	71.144	(0.095)
Grand Total	508.747	510.600	1.853

Welsh Government Covid-19 funding incorporated within the full year projected position at Quarter 2

The full year revenue budget variance, projected as at 30th September 2020, is a £1.853M overspend. This forecasted position assumes that additional costs and income losses will be offset by additional funding being made available by Welsh Government to all local authorities in Wales. Specific financial assistance is being provided to local authorities for additional expenditure incurred as a result of Covid-19 (for example, additional costs incurred in respect of housing / homelessness, free school meal payments, Adult Social Services, staff cover due to absence / shielding and increased demand for the Council Tax Reduction Scheme) and also income loss where there has been a need to temporarily suspend or reduce service provision (for example, Leisure Centres and the provision of school meals).

The Table below sets out the total forecasted full-year additional costs and income losses assumed to be recoverable.

Full Year Projection of Additional Costs and Income Losses Associated with Covid 19 and Assumed to be Fully Funded by Welsh Government

Service Area	Actual Additional Costs / Income Loss Recovered (Quarters 1 and 2)	Projected Additional Costs / Income Losses (Quarters 3 and 4)	Total Full Year Additional Costs / Income Losses (Actual and Projected)
	£'000	£'000	£'000
Education & Inclusion Services	-6,489	-3,462	-9,951
Community & Children's Services	-8,543	-10,077	-18,620
Chief Executive	-627	-133	-760
Prosperity, Development & Frontline Services	-3,005	-1,576	-4,581
Authority Wide	-2,917	-1,018	-3,935
TOTAL	-21,582	-16,266	-37,848*

* Excludes additional costs incurred / projected in respect of Test, Trace and Protect, the funding for which is being made available by Welsh Government.

The forecasted costs and income losses are subject to ongoing review in light of national updates on restrictions and the associated impact on Council Services.

Revenue budget variances at Quarter 2

1. Community and Children's Services

ADULT SERVICES

- Long Term Care & Support (£0.506M overspend);
- Commissioned Services (£0.498M overspend);
- Provider Services (£0.342M overspend);
- Short Term Intervention Services (£0.977M underspend); and
- Fairer Charging (£0.211M overspend).

CHILDREN SERVICES

- Safeguarding & Support (including Children Looked After) (£2.300M overspend);
- Early Intervention (£0.269M underspend);
- Cwm Taf Youth Offending Service (£0.190M underspend); and
- Intensive Intervention (£0.674M underspend).

TRANSFORMATION

- Group & Transformation Management (£0.078M overspend); and
- Service Improvement (£0.058M underspend).

PUBLIC HEALTH AND PROTECTION

- Community Services (£0.063M overspend).

2. Prosperity, Development & Frontline Services

FRONTLINE SERVICES

- Transportation (£0.179M underspend);
- Street Cleansing (£0.053 underspend);
- Facilities Cleaning (£0.105M underspend);
- Waste Services (£0.786M overspend); and
- Fleet Management (£0.142M underspend).

3. Chief Executive

CHIEF EXECUTIVE

- Human Resources (£0.096M underspend);
- Legal Services (£0.091M underspend);
- Finance & Digital Services (£0.056M underspend) and
- Corporate Estates (£0.072M underspend).

4. Authority Wide Budgets

- Capital Financing (£0.250M underspend); and
- Miscellaneous (£0.157M overspend).

Earmark Reserve Update

- A breakdown of committed expenditure against approved earmark reserves for Service Areas can be viewed at Section 2f by clicking [here](#).

Section 3 – CAPITAL PROGRAMME

The Council and its contractors / suppliers have built on the preparatory work undertaken in quarter 1 to ensure safe working arrangements continued and, in doing so, enabled the on-going delivery of capital programme projects during quarter 2.

Capital Programme Budget

Service Area	2020/21 - as at 30 th September 2020	
	Capital Budget £M	Actual Expenditure £M
Chief Executive (3a)	3.173	0.637
Prosperity, Development & Frontline Services (3b)	89.208	23.307
Education & Inclusion Services (3c)	27.465	7.711
Community & Children's Services (3d)	8.841	0.918
Total	128.687	32.573

Key Capital Variances at Quarter 2

- Re-profiling of a number of projects to reflect changes in the total cost of schemes and revised delivery timescales.
- Grant approvals introduced into the Capital Programme: Welsh Government (WG) Local Transport Fund (£1.515M); WG Active Travel Fund (£0.600M); WG Flood and Coastal Erosion Risk Management Grant (£2.382M); and WG Flood Recovery Fund (£6.827M).

For information on how the Capital Programme is funded see section 3e by clicking [here](#).

Prudential Indicators

For a detailed breakdown of Prudential Indicators, see section 3f by clicking [here](#).

Section 4 – ORGANISATIONAL HEALTH

- Turnover

Service Area	2020/21		2020/21		2019/20	
	As at 30 th September 2020		As at 30 th September 2019		As at 31 st March 2020	
	Staff Nos.	% Turnover	Staff Nos.	% Turnover	Staff Nos.	% Turnover
Turnover – Council Wide	10,716	3.52	10,533	6.49	10,670	9.85
Community & Children’s Services	2,931	2.87	2,855	4.73	2,883	8.50
Prosperity, Development & Frontline Services	957	2.61	961	3.54	964	8.40
Education & Inclusion Services	1,269	2.84	1,257	4.77	1,265	8.14
<u>Schools</u>	<u>4,875</u>	<u>4.41</u>	<u>4,758</u>	<u>8.70</u>	<u>4,855</u>	<u>11.64</u>
Primary	3,048	4.07	3,010	7.08	3,066	9.95
Secondary	1,827	4.98	1,748	11.50	1,789	14.53
Chief Executive’s Division	684	2.49	702	5.84	703	8.11

- Sickness Absence

With specific regard to Covid-19 and the recording of sickness absence, where staff have been unavailable for work due to self-isolating; being part of the shielded list; have underlying conditions that places an individual at risk, such as being pregnant; or lives in the same household as someone that needs to be shielded, these occurrences have not been categorised as ‘sickness absence’ and as such are excluded from the analysis below.

Service Area	2020/21	2019/20	
	As at 30 th September 2020 %	As at 30 th September 2019 %	As at 31 st March 2020 %
% days lost to sickness absence – Council Wide	3.19	3.80	4.16
Community & Children’s Services	5.53	5.42	5.59
Prosperity, Development & Frontline Services	4.37	3.91	4.74
Education & Inclusion Services	2.19	3.33	3.70
<u>Schools</u>	<u>2.02</u>	<u>3.13</u>	<u>3.56</u>
Primary	2.21	3.31	3.79
Secondary	1.70	2.83	3.16
Chief Executive’s Division	1.65	2.39	2.39

For a more detailed breakdown of Quarter 2 2020/21 sickness absence information, click [here](#).

Organisation Health related investment areas

There will be a continued focus on investing in organisational health related areas, for example, IT infrastructure and invest to save energy efficiency schemes, with projects being delivered operationally within services across the Council.

- **Council Strategic Risks**

The Council's Quarter 2 Strategic Risk Register can be viewed by clicking [here](#), with specific updates included setting out the implications to date of Covid-19 and the work being undertaken / planned to mitigate the impact as much as possible.

As part of the update process, it has not been deemed necessary to revise Strategic Risk Register risk ratings further to the review undertaken during quarter 1. This position will however be kept under on-going review and, where revisions are considered necessary, these will be included in future Strategic Risk Register updates.

Section 5 – CORPORATE PLAN

The quarter 1 Performance Report reported Corporate Plan priority progress updates in narrative form for the three Corporate Plan priorities of People, Places and Prosperity.

Since this time, Corporate Plan priority action plans have been reported to and approved by full Council, on the 21st October 2020. A summary of the progress made across the three priorities as at 30th September 2020 is set out in Sections 5a – c and electronic links have been included to each approved action plan, providing more detailed information on progress.

Corporate Plan Priority Progress Update

○ **PEOPLE** (Section 5a)

PEOPLE – Are independent, healthy and successful

Summary of progress to 30th September 2020

We continue to prioritise hospital discharges and this work has increased over the summer period. However, capacity to take on new work has become more limited and delays arranging care packages and care homes placements (dementia and nursing dementia) are increasing and some discharges are taking longer to complete. Covid-19 outbreaks at Royal Glamorgan Hospital and Prince Charles Hospital sites at the end of September 2020 have significantly impacted patient discharges and new enhanced protocols have been developed to ensure that people with care and support needs are safely and expediently discharged.

Construction of Cwrt yr Orsaf Extra Care in Pontypridd has continued with good progress made through the summer period and work is on-going to consider development options for Extra Care provision in Porth.

We continue to work in partnership with housing providers to deliver modern additional supported housing accommodation for vulnerable people. The Crown Avenue (Treorchy) refurbishment was completed in early October 2020; assessments of new tenants have started and the first tenants are planned to move in during November 2020. Construction of supported housing accommodation at Oxford Street (Mountain Ash) has also made good progress through the summer period and is due to be completed in spring 2021.

Following an increase in the number of positive Covid-19 cases and introduction of additional local restriction measures across Rhondda Cynon Taf, the Council made temporary changes to visiting arrangements at local care homes on the 17th September 2020. The changes mean that until further notice, friends and family members are no longer able to see their loved ones in either outdoor visits or indoor visits, although allowances are being made in circumstances where residents are nearing the end of their lives and with appropriate Personal Protective Equipment requirements in place.

National Shielding was paused on 16th August 2020. During the week preceding this, Council staff in the 7 Community Resilience Hubs contacted all residents in receipt of food support, either from Welsh Government or the Council, to ensure a pro-active offer was made in relation to any ongoing food support needs and Lifeline Plus.

With regard to Track, Trace & Protect (TTP), further recruitment has taken place to ensure sufficient capacity is available to manage the increase in cases in recent weeks and this has been temporarily supported by staff being requested to return to the TTP Service from their substantive roles (this also including staff from Bridgend and Merthyr Tydfil Councils). The

PEOPLE – Are independent, healthy and successful

Service is continuing to develop and learn to ensure it meets the needs of the community and those of our partners.

The Welsh Government funded Coronavirus Childcare Assistance Scheme (C-CAS) has been delivered by the Childcare Team within Education and Inclusion Services. Places were allocated based on the submission of a successful application and children were placed with childcare settings that had remained open. The scheme ran from 1st April to 31st August 2020, with over 750 children offered placements and using 102 childcare providers.

We continue to encourage residents to lead active and healthy lifestyles and maintain their mental wellbeing. We introduced online exercise classes via our Leisure For Life App in March 2020 and these continue to be made available. We also introduced some open-air classes, utilising our parks and 3G pitches, to allow customers to exercise in a safe manner outdoors in line with social distancing requirements. Our Sports Development Team also delivered safe, socially distanced exercise opportunities in the summer HUB schools. As at 10th August 2020, gym facilities re-opened in line with social distancing and public health guidelines. This was followed by the introduction of indoor fitness classes on 17th August and swimming pools from 24th August.

A range of weekly wellbeing classes are provided online as part of our Adult Education programme, including Aromatherapy, Singing for wellbeing and lung health, All About Me and Crafts for Wellbeing. A variety of wellbeing self-help videos have also been provided through our social media platforms, including support for individuals with anxiety. Learners on our courses have also received wellbeing calls from course tutors.

Priority is being given to safely visiting and hearing the voices of children on the child protection register and those looked after. Review Conferences are now taking place and progress has been made with the IT arrangements to begin delivering hybrid Child Protection Conferences (with a successful virtual conference attended by family members having taken place). However suitable accommodation being available to Children's Services and accompanying facilities accessible by service users will be essential to future development.

Youth Engagement & Participation Service (YEPS) staff have returned to secondary school sites to deliver face-to-face support for young people. A service delivery pathway has been established in partnership with the Attendance and Wellbeing Service, Resilient Families Service, Educational Psychology Service and Eye 2 Eye Counselling to support young people to return to school. The virtual youth offer remains available including virtual youth clubs, live Q&A sessions and live chat sessions. Planning is underway for YEPS to commence proactive street-based youth work in quarter 3 across RCT, working alongside the Youth Offending Service, Community Safety Partnership (including CCTV) and BAROD.

The full action plan can be viewed by [clicking here](#)

Investment Priority Progress Update – Quarter 2

Progress in our Investment Priorities – PEOPLE		
Investment Area	Investment Value¹ £M	Quarter 2 Update
Leisure Centre Changing Rooms	0.088	This investment funding relates to works at Sobell Leisure Centre for changing room refurbishment and was completed in August 2020.
Extracare Housing	6.974	Works at the former Maesyffynnon Home for the Elderly site were completed in early 2020 and the first residents moved into the new facility in May 2020. Works commenced at the Pontypridd site in July 2019 and is progressing well, and consideration of development proposals for Porth, Treorchy and Mountain Ash schemes are on-going.
Tackling Poverty Fund	0.300	This investment funding is to help address areas where there are high levels of poverty (including fuel poverty) to increase the disposable income of households, for example, by supporting households to reduce energy bills, helping to overcome barriers to find employment.
Total	7.362	

¹ Investment Value – relates to LIVE projects / works only that have been allocated additional investment funding.

o **PLACES** (Section 5b)

PLACES - Where people are proud to live, work and play

Summary of progress to 30th September 2020

Street cleaning and waste services have returned to normal working and the Enforcement Team have provided Covid-19 related support e.g. marshalling at Covid-19 test centres and supporting Public Health with Covid-19 compliance measures and enforcement. Community Recycling Centres continued to operate within required guidelines and recycling rates remain positive at 70.05% (compared to 68.92% at the same point in 2019/20).

The Highways Improvement Programme for 2020/21 continued as planned during quarter 2 and work in urban areas has now recommenced. The weather delayed Mountain Ash Cross Valley Link opened on 16th October 2020 and we continue to progress plans for the Cynon Gateway North (Aberdare Bypass), Llanharan Bypass and the planned A4119 dualling. The Capital Work Programme also continues together with Storm Dennis Recovery.

Our Transportation Service has been focussed on the September return to school: ensuring timetable arrangements with local bus services are in place; information is available for schools, parents/carers and young people; providing operator advice and guidance that includes personal protective equipment, cleaning and required action when a Covid-19 case is identified; and reminders to all regarding social distancing and staying safe.

With regard to air quality monitoring, information collected will be analysed to establish the impact on air quality resulting from Covid-19 travel restrictions.

Substance Misuse service users were offered more face-to-face support meetings in July and August as Covid-19 restrictions were eased, but these were replaced with 'virtual' support following the introduction of local lockdown measures in September. Domestic abuse support via the IDVA service and Drop-in Support continues to be delivered remotely with minimal face-to-face support delivered via other agency outlets as required.

Progress continues to be made around community cohesion and, in particular, the Syrian Resettlement Programme and planning for [Hate Crime Awareness week in October](#). In addition, other community cohesion work has commenced, including the [Safe Places](#) Project, Back to Community Life and the Hope Project.

We continue to invest in our green spaces and increase biodiversity with the purchase of a second cut and collect machine. A yellow Brimstone butterfly logo will be used to enable members of the public to identify areas which are being left uncut/cut less frequently for biodiversity. Cutting of wild flower areas will begin in October and delivery of trees for planting is expected at the end of November. We will also recommence our Climate Change Steering Group in the coming months.

Good progress continues to be made in preparing the Lido for reopening and we are progressing our Parks/Play Programme, including the re-opening of the play area at Dare Valley Country Park over the summer.

The full action plan can be viewed by [clicking here](#)

Investment Priority Progress Update – Quarter 2

Progress in our Investment Priorities – PLACES		
Investment Area	Investment Value ² £M	Quarter 2 Update
Highways Infrastructure Repairs	8.624	The additional resources are being used in conjunction with existing resources to deliver a programme of highways infrastructure repairs between 2020/21 and 2022/23.
Play Areas	0.662	There are 28 schemes which form the planned programme of works for 2020/21. As at 30 th September 2020, 7 had been completed, 1 under construction, 14 had been designed, costed and scheduled and 6 are to be designed.
Skate Parks/Multi Use Games Areas	0.184	There are 4 schemes which form the planned programme of works for 2020/21 and include rebuilding and line marking. As at 30 th September 2020, 2 were under construction and 2 are to be designed.
Cynon Gateway South – Mountain Ash Cross Valley Link	4.750	On Friday 16 th October, the link road between the A4059 and B4275 Misikin Road was opened – remaining works are currently scheduled to be completed during quarter 3.
Structures: St Albans Bridge and Brook Street Footbridge	2.574	<ul style="list-style-type: none"> • St. Alban's Bridge – a significant milestone was reached in the progress of this scheme when large steel beams were delivered to the site and installed in July 2020. Works are ongoing and the scheme is expected to be completed in the last half of the financial year. • Brook St. Footbridge – detailed design options completed, tenders received for construction stage and an Active Travel funding bid has been made for 2020/21. As part of the pre-construction planning period, residents of approximately 100 nearby properties received a letter from the Council in September to inform them of the nature of the work involved and information on how they could feed in their views to the Council. The estimated start date for works is the first half of 2021.
Structures	2.791	<p>The investment funding has been allocated to support structure projects:</p> <ul style="list-style-type: none"> • Completed schemes – Williamstown Footbridge and Station Street bridge (Treherbert); • On-going / new schemes – including repairs and strengthening works to: <ul style="list-style-type: none"> ○ Castle lfor (Hopkinstown) – works are anticipated to be completed in quarter 3; ○ Gwawr Street (Aberaman - repairs to walls), B4273 Ynysybwl/Glyncoch and culvert strengthening at Rhydyfelin - where works are ongoing; and

² Investment Value – relates to LIVE projects / works only that have been allocated additional investment funding.

Progress in our Investment Priorities – PLACES		
Investment Area	Investment Value ² £M	Quarter 2 Update
		<ul style="list-style-type: none"> ○ Bodringallt bridge (Ystrad) - where works are due to start early in 2021.
Parks Structures	1.335	<p>The investment funding has been allocated to support various footbridge repairs and replacements within Parks:</p> <ul style="list-style-type: none"> ● Station Street River Wall (Treherbert) - works have now been completed; ● Bridge replacement of Nant Lonydd Bridge (Upper Boat) - works are ongoing; ● Bridge deck and parapet replacement of Maesyfelin Footbridge (Pontyclun) – contracting process in progress; and ● Various inspections and surveys continue to be undertaken as advance preparation for future schemes.
Parks and Green Spaces	1.000	<p>This investment funding is supporting drainage, pavilion and infrastructure improvements to various parks sites, with 88 schemes planned for 2020/21 (85 schemes originally scheduled).</p>
Cemeteries	0.088	<p>This investment funding has been allocated to deliver works at 4 cemetery locations:</p> <ul style="list-style-type: none"> ● Trealaw - drainage works; ● Maes Yr Arian, Mountain Ash - replace entrance gate and fence; ● Byn Yr Gaer, Hirwaun - repair of damaged palisade; and ● Glyntaff Cemetery - additional roadworks, waste removal, additional top car park, introduction of security measures, materials and decoration of South Chapel and public conveniences and supply and erect timber fence.
Llanharan Bypass	2.000	<p>This investment funding is supporting various stages of ongoing design works and ecology investigations, and also the design / tender of ground investigation works. As reported in Quarter 1, Cabinet agreed the route on 24th September 2019 after taking into consideration the feedback received during the public consultation.</p>
A4119 Dualling (Stinkpot Hill)	6.000	<p>This investment funding is supporting the dualling of this section of the highway. Preliminary designs have been completed and Cabinet agreed to progress with a number of key elements of the scheme on 18th July 2019. Progress to date includes: ground investigations being undertaken; design work on the footbridge has now commenced; and diversion works relating to British Telecom have also commenced.</p>
Community Hubs	0.401	<p>This investment funding relates to supporting:</p> <ul style="list-style-type: none"> ● Porth Plaza – works were completed on 8th June 2020; and

Progress in our Investment Priorities – PLACES		
Investment Area	Investment Value² £M	Quarter 2 Update
		<ul style="list-style-type: none"> • Treorchy – works to be undertaken to improve the proposed site of Treorchy Community Hub at Treorchy Library (cladding and new windows). Design works are on-going.
Gelli/Treorchy Link Road	0.400	This investment funding relates to investigatory works for a solution which will help alleviate congestion at Stag Square. Feasibility and preliminary design options are ongoing.
Cynon Gateway (North), Aberdare Bypass	2.000	This investment funding relates to the preliminary design for a bypass continuation from A4059 Aberdare to Hirwaun. Ground investigation has been completed and ecology, preliminary design and procurement is ongoing. During quarter 3, a public consultation exercise will be undertaken setting out detailed plans and inviting local residents' views.
Bryn Pica Eco Park	1.400	This investment funding is to support enabling works, planning and ecology for the development of an Eco Park at the Waste Management Facility. The RIBA Stage 2 report has been approved and work to progress the design development of RIBA Stages 3 and 4 is progressing. High voltage infrastructure works to serve the Eco Park commenced in October 2020.
Dinas Community Recycling Centre	0.250	This investment funding relates to the provision of a new office building and improvements on the site of Dinas Community Recycling Centre since the demolition of the previous site building. The new office building and service connections are scheduled to be completed during quarter 3.
Land Drainage	0.750	<p>This investment funding is supporting drainage and culvert network works. The ongoing programme includes works at:</p> <ul style="list-style-type: none"> • Abercynon (Plantation Road) – works have now been completed); • Porth Relief Road – works are substantially complete with further surfacing works being undertaken; and • Cwmbach - advance works started in September 2020 and the main scheme is scheduled to start in quarter 3.
Total	35.209	

o **PROSPERITY** (Section 5c)

PROSPERITY - Creating the opportunity for people and businesses to: be innovative; be entrepreneurial; and fulfil their potential and prosper

Summary of progress to 30th September 2020

Review and refocussing of business grants has produced a comprehensive package of business support to help businesses survive, adapt and diversify in the current economic conditions. This has included a new Covid business grant to support town centre businesses with external modifications, a new Flood resilience grant, a new major project investment fund and refocussing of the Enterprise Investment Fund and town centre maintenance grants.

Construction of the Llys Cadwyn development was completed, with handover of the final building to the Council on 19th October, and Transport for Wales due to take occupancy of the largest office building in November. The bridge linking Llys Cadwyn to Ynysangharad Park was opened to the public during August.

Good progress continues on major regeneration projects including Guto square in Mountain Ash, now at the advanced design stage; the Integrated transport hub in Porth, where detailed design development is underway; construction of a business unit at Coedely Business park, which is due for completion at the end of December; and business units at Robertstown where site clearance and set up work is underway.

A stage 1 funding application to MALD for the internal refurbishment of Treorchy library has been successful and development of the business and project plan is now underway for submission in January.

Welsh Government funding totalling £555,567 has been secured for Homelessness and Housing related support, which will fund a Social Housing Letting Agency Scheme, Capital Modern Methods of Construction development and a joint health and homelessness project within Cwm Taf Morgannwg. 14 housing schemes are under development as part of the social housing grant programme, totalling investment of just under £18M.

Support and guidance on safe reopening in line with Covid safety measures continues to be provided to childcare settings and schools. Schools have been given guidance on distance, digital and blended learning including live streaming and we continue to work closely with Central South Consortium in delivering this support. Welsh Government grant funding for wellbeing is being used to further develop and embed whole school approaches to wellbeing and enhance counselling provision, as well as providing pre-counselling support and exit from counselling strategies through a range of Covid safe activities.

Completion of the external works to Tonyrefail Community School represents the completion of all Band A 21st Century school projects. In the second wave of Band B projects, Hirwaun primary school is nearing completion, and YG Rhydywaun and YGG Aberdar have received business case approval from Welsh Government.

An interim process has been put in place for referrals to employment support and online sessions are under development, with a phased approach to face-to-face meetings with clients planned. 12 Apprentices have been recruited to Council services with further apprentice and graduate posts currently being recruited.

The full action plan can be viewed by [clicking here](#)

Investment Priority Progress Update – Quarter 2

Progress in our Investment Priorities – PROSPERITY		
Investment Area	Investment Value ³ £M	Quarter 2 Update
Empty Property Grant	1.500	At present, all empty property grant applications are processed via the Welsh Government funded Valley Taskforce Scheme and this approach will continue until the Welsh Government scheme closes on 31 st March 2021.
Schools	0.836	<ul style="list-style-type: none"> • Schemes on-going include: <ul style="list-style-type: none"> ○ Cymmer Primary – demolition of the canteen and erection of fencing was completed in August 2020. ○ Ferndale Community School – works completed for the main swimming pool hall, construction of new retaining wall and entrance path. ○ Gelli Primary - internal refurbishment, two classroom extension and additional external works completed. On-going works include fencing and new kitchen windows which are scheduled to be completed in quarter 3. ○ Llanharan Primary – works to remodel/refurbish foundation phase classrooms, extend yard, alter/fence-in carpark complete. Works to provide 2 classroom extension (including toilets and associated external works) on-going and are due to be completed in quarter 3.
Transport Infrastructure	2.500	<p>This investment funding is supporting a wider programme of highways capital works including:</p> <ul style="list-style-type: none"> • Highway Network Improvement completed on the A4059 (near Cwmbach / Aberaman) to improve traffic flow at a roundabout / extending the two-lane approach; • Pedestrian crossings completed in Trealaw, Penrhiwceiber and Mountain Ash to improve road safety and promote active travel. In addition, design of various pedestrian crossings to be progressed including Tonyrefail, Groesfaen and Llanharan (to also improve road safety and promote active travel); and • A4058 Asda Tonypandy junction - design and development ongoing to improve junction capacity and traffic flow.
Tonyrefail Roundabout	0.500	This investment funding relates to Tonyrefail Roundabout for feasibility and design to improve the congestion and compliment the strategic development at Coed Ely. Works on-going include preliminary design and ground investigation work, and drainage surveys are due to take place in quarter 3.
Llys Cadwyn Development	2.024	Despite the impact of the Covid-19 pandemic, positive progress has been made and the development was officially complete on

³ Investment Value – relates to LIVE projects / works only that have been allocated additional investment funding.

Progress in our Investment Priorities – PROSPERITY		
Investment Area	Investment Value ³ £M	Quarter 2 Update
		19 th October. Positive progress has also been made with the new footbridge which was opened to the public on 15 th August. Soft landscaping works and the installation of the permanent gates will be undertaken during quarter 3.
Park and Ride Programme	1.000	This investment funding is supporting the development work needed to create additional ‘park and ride’ car parking spaces at Pontyclun (feasibility / preliminary design is on-going) and Porth (Phase 3 feasibility design is complete, a design option has been agreed and preliminary design has commenced).
Strategic Regeneration Investment	0.200	This funding has been approved for the Guto Square development (Mountain Ash) that will provide a bigger and improved area for public use in the heart of the town centre for community, event and business uses and also additional car parking spaces for visitors to the town. The development is at the detailed design stage with site assembly through property acquisition currently underway with demolition and construction to be programmed.
Robertstown and Coed Ely ERDF Match Funding	4.200	<ul style="list-style-type: none"> Robertstown – a principal contractor has been appointed and initial investigatory, survey and ecology works are underway alongside the procurement of long lead time items such as structural frames, roof and wall cladding. Coed Ely – works are on-going with progress on-site being subject to some restrictions to ensure adherence to Covid-19 guidelines. Progress includes: completed works in respect of the drainage system, warehouse floor and lift shaft structure (in readiness for lift installation); and work on-going in respect of internal walls and mechanical and electrical works.
Total	12.760	

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

17TH NOVEMBER 2020

COUNCIL TAX BASE FOR 2021/22

REPORT OF THE DIRECTOR OF FINANCE & DIGITAL SERVICES IN DISCUSSION WITH COUNCILLOR M NORRIS

Author: Mr. Matthew Phillips (Head of Service – Revenues & Benefits)
Tel: 01443 680509

1. PURPOSE OF THE REPORT

- 1.1 This report formally sets the Council Tax Base for the financial year 2021/22.

2. RECOMMENDATIONS

It is recommended that Cabinet agree:

- 2.1 That in accordance with the Local Authorities (Calculation of Council Tax Base) (Wales) Regulations 1995 as amended, the amount calculated by the Council as its net tax base for the financial year 2021/22, shall be **£77,197.81**.
- 2.2 That for each defined community area of the County Borough, the 2021/22 tax base for Council Tax setting purposes, shall be as set out at Appendix 1.

3. REASONS FOR RECOMMENDATIONS

- 3.1 It is a statutory requirement to agree and set the Council Tax Base for the forthcoming financial year prior to 31st December each year.

4. BACKGROUND

- 3.1 Under the provisions of the Local Authorities (Executive Arrangements) (Functions and Responsibilities) (Wales) Regulations 2007, as amended, the “calculation and determination of the council tax base” are specified as functions that may be the responsibility of the Executive. Council, on the 7th December 2005, determined that the responsibility for setting the tax base be discharged by the Cabinet.
- 3.2 Under the provisions of the Local Government Finance Act 1992 and the Local Authorities (Calculation of Council Tax Base) (Wales) Regulations 1995, as amended, the Council is required to determine its Council Tax Base for the following financial year, prior to 31st December each year.

- 3.3 The Council Tax Base is the measure of the relative taxable capacity of different areas within the County Borough and is calculated in accordance with prescribed rules. The Tax Base represents the number of chargeable dwellings in the area expressed as Band D equivalents, taking into account the total number of exemptions, disablement reductions and discounts, with the net Tax Base calculated by taking account of the Council's estimated collection rate.
- 3.4 The gross Council Tax Base calculated for 2021/22 is **£79,380.78**. It is proposed that the collection rate is estimated to be 97.25% (97.5% for 2020/21) having taken into account and making an allowance for the impact of COVID 19 on the collection and recovery of council tax. This produces a net Council Tax Base of **£77,197.81**. This means that for every £1 levied in Council Tax next year, a sum of £77,198 will be generated to meet the budget requirement of the Council.
- 3.5 The Council Tax Base is reported to Welsh Government and is used as part of the distribution of the Revenue Support Grant in the Local Government Revenue Settlement. It is also used by the Council when it sets its annual budget i.e. the net annual budget requirement to be funded by taxpayers is divided by the Council Tax Base to produce the amount of Council Tax due for a dwelling in Band D. A set formula is then used to determine the liability for the remaining eight Council Tax Bands (A to C and E to I).
- 3.6 The Council is required to calculate the Tax Base for the County Borough as a whole, in addition to making separate calculations for defined community areas that may have their own Community Council. The Council Tax Base for all parts of the County Borough is set out at Appendix 1.
- 5. EQUALITY AND DIVERSITY IMPLICATIONS**
- 5.1 There are no equality and diversity implications.
- 6. CONSULTATION**
- 6.1 There are no consultation requirements emanating from the recommendations set out in the report. The Council's Revenue Budget (including Council Tax levels) is subject to a separate consultation process.
- 7. FINANCIAL IMPLICATION(S)**
- 7.1 The contents of this report are determined by a statutory and regulatory framework. The gross tax base is used as part of the distribution of the Revenue Support Grant within the Local Government Revenue Settlement and the net tax base determines the level and quantum of Council Tax levied and therefore the resources available to the Council. This will be dealt with as part of the Tax Setting and Budget Requirement reports that will be considered by Council in March 2021.
- 7.2 The tax base incorporates the Council's policy with regard to the level of discount for prescribed classes of dwellings, as reviewed and determined by Council on 21st October 2020.

8. LEGAL IMPLICATIONS

- 8.1 To fulfil the Council's statutory duty to set the revenue budget and Council Tax for the forthcoming financial year and in line with :-
- The Local Authorities (Executive Arrangements) (Functions and Responsibilities) (Wales) Regulations 2007, as amended;
 - Local Government Finance Act 1992, Section 33;
 - Local Authorities (Calculation of Council Tax Base) (Wales) Regulations 1995, as amended; and
 - Council Tax (Prescribed Class of Dwelling) (Wales) Regulations 1998, as amended.

9. LINKS TO CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT

- 9.1 The proposals link to the Corporate Plan priority of 'Living Within Our Means'.

10. CONCLUSION

- 10.1 The Council is required to set its Tax Base annually in accordance with regulations as set out in the report.

2021/22 Tax Base Analysis			
Area		Gross Band D Equivalents (£)	Adjusted Tax Base (assumed collection rate of 97.25%) (£)
Non Precepting Communities			
Rhondda Community Areas	Treherbert	1,672.69	1,626.69
	Treorchy	2,419.77	2,353.23
	Pentre	1,595.57	1,551.69
	Ystrad	1,719.94	1,672.64
	Llwynypia	644.27	626.55
	Cwm Clydach	807.33	785.13
	Tonypandy	1,136.91	1,105.65
	Trealaw	1,194.81	1,161.95
	Penygraig	1,672.33	1,626.34
	Cymmer	1,633.73	1,588.80
	Porth	1,838.80	1,788.23
	Ynyshir	962.98	936.50
	Tylorstown	1,346.47	1,309.44
	Ferndale	1,235.41	1,201.44
	Maerdy	869.34	845.43
	Cynon Valley Community Areas	Penywaun	780.73
Llwydcoed		675.28	656.71
Aberdare		5,077.60	4,937.97
Cwmbach		1,803.35	1,753.76
Aberaman		3,036.41	2,952.91
Abercynon		1,939.69	1,886.35
Mountain Ash		2,349.50	2,284.89
Penrhiwceiber		1,640.86	1,595.74
Precepting Communities			
Cynon Valley Community Areas	Ynysybwl & Coed y Cwm	1,447.92	1,408.10
	Rhigos	290.19	282.21
	Hirwaun	1,689.40	1,642.94
Taff Ely Community Areas	Pontypridd	10,716.59	10,421.88
	Llantwit Fardre	6,746.77	6,561.23
	Taffs Well	1,402.36	1,363.80
	Pontyclun	3,575.97	3,477.63
	Llantrisant	5,520.21	5,368.41
	Tonyrefail	4,094.79	3,982.18
	Gilfach Goch	1,038.17	1,009.62
	Llanharan	3,165.36	3,078.31
	Llanharry	1,639.28	1,594.20
Grand Total		79,380.78	77,197.81



LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

17TH NOVEMBER 2020

COUNCIL TAX BASE FOR 2021/22

**REPORT OF THE DIRECTOR OF FINANCE AND DIGITAL SERVICES IN DISCUSSION
WITH THE RELEVANT PORTFOLIO HOLDER (CLLR NORRIS)**

Item: 5

Background Papers

Officer to contact: Matthew Phillips

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RHONDDA CYNON TAF

RHONDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

17TH NOVEMBER 2020

PUBLIC SERVICES OMBUDSMAN FOR WALES - ANNUAL REPORT AND LETTER 2019–2020

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 2019-2020.

2. RECOMMENDATION

- 2.1 That Cabinet considers and notes the 2019-2020 Public Services Ombudsman for Wales' Annual Report and Annual Letter to this Council.

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 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 2019-2020

- 4.1 The PSOW has published his Annual Report for 2019-2020 ('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 Executive Summary to the Annual Report is attached at Appendix 1 and the full report accessed via the PSOW website via the following link:

[Annual Report 2019-2020 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 2019-2020 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 2019-2020. 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 the reporting period the overall number of complaints about public bodies was similar to last year (an increase of only 1.6%). The proportion of interventions – cases where they find maladministration or service failure – was also lower (20%, compared to 24% the previous period). In the most serious cases there was a reduction of 71% in the number of public interest reports issued (4 as against 14 previously). With regards to new complaints about local authorities the overall number has decreased by 2.4% compared to the previous year. There was also a drop of 18% in the number of complaints made concerning alleged breaches of the Code of Conduct and a 3% fall in the number of complaints about Health Boards. There has been a 20% increase in complaints about housing associations.

- 4.6 The number of complaints about local authorities across Wales reduced to 890 from 912.

- 4.7 Of the 2,242 complaints received about public bodies the top 5 categories related to health (41%), housing (15%), complaint handling (9%), social services (8%) and planning and building control (7%).

- 4.8 In terms of local authorities specifically the main subjects were: Social Services (18%) Housing (16.9%) Planning and Building Control (15.4%) Environment and Environmental Health (10.6%) Complaint Handling (9%).

- 4.9 During 2019-2020 39 complaints (for periods 2018/2019 – 36 and 2017/2018 – 36) were received by the PSOW relating to this Authority which equates to 0.16 complaints per 1000 residents. Encouragingly, this represents the second lowest total in Wales out of the 22 authorities.
- 4.10 The highest number of complaints for this Council, by subject, related to Environment and Environmental Health followed by Children’s Social Services. Two complaints were received relating to complaints handling (as against 4 in the previous period):

SUBJECT	COMPLAINTS 17/18	COMPLAINTS 18/19	COMPLAINTS 19/20
Adult Social Services	2	5	3
Benefits Administration	1	1	2
Children’s Social Services	10	9	7
Community Facilities, Recreation and Leisure	-	1	-
Complaints Handling	3	4	2
Education	1	2	1
Environment & Environmental Health	5	1	9
Finance and Taxation	2	2	-
Health	-	1	-
Housing	2	4	5
Planning and Building Control	4	3	3
Roads and Transport	3	2	4
Various Other	3	1	3
TOTAL	36	36	39

- 4.11 Of the 40 complaints closed by the PSOW during the period, 12 were closed after initial consideration, 2 were considered to be out of jurisdiction and 21 premature. Those considered to have been premature related to cases where the complainant had not exhausted the Council’s complaints policy. 5 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 12.5% of the Council’s cases during the period required PSOW intervention, the same as reported in the previous period.
- 4.13 There were no Code of Conduct complaints made about Members in relation to their role as County Borough Councillors during the period.
- 4.14 26 complaints were received in relation to Town and Community Councils within RCT, and all save for one, were closed after initial consideration or

were withdrawn. – see Table E and F of Appendix 2. One complaint was investigated but subsequently discontinued.

- 4.15 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](#)

- 4.16 Appendix 3 contains the relevant extracts from the Casebooks for the 2019-2020 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 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 also receives 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 enable Cabinet to further review and assess how the Council is managing, and learning from, the feedback it receives.

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

17 NOVEMBER 2020

REPORT OF THE MONITORING OFFICER IN DISCUSSIONS WITH CLLR M. WEBBER, DEPUTY LEADER AND CABINET MEMBER FOR COUNCIL BUSINESS

Background Papers:

Public Services Ombudsman For Wales – Annual Report & Accounts 2019-2020

Contact: Andy Wilkins – Director of Legal Services & Monitoring Officer –
(01443) 424105

Report Consultees:

Jayne Thomas - Customer Feedback, Engagement and Complaints Manager

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Ombudsman Ombwdsmon

PUBLIC SERVICES OMBUDSMAN FOR WALES
OMBWDSMON GWASANAETHAU CYHOEDDUS CYMRU

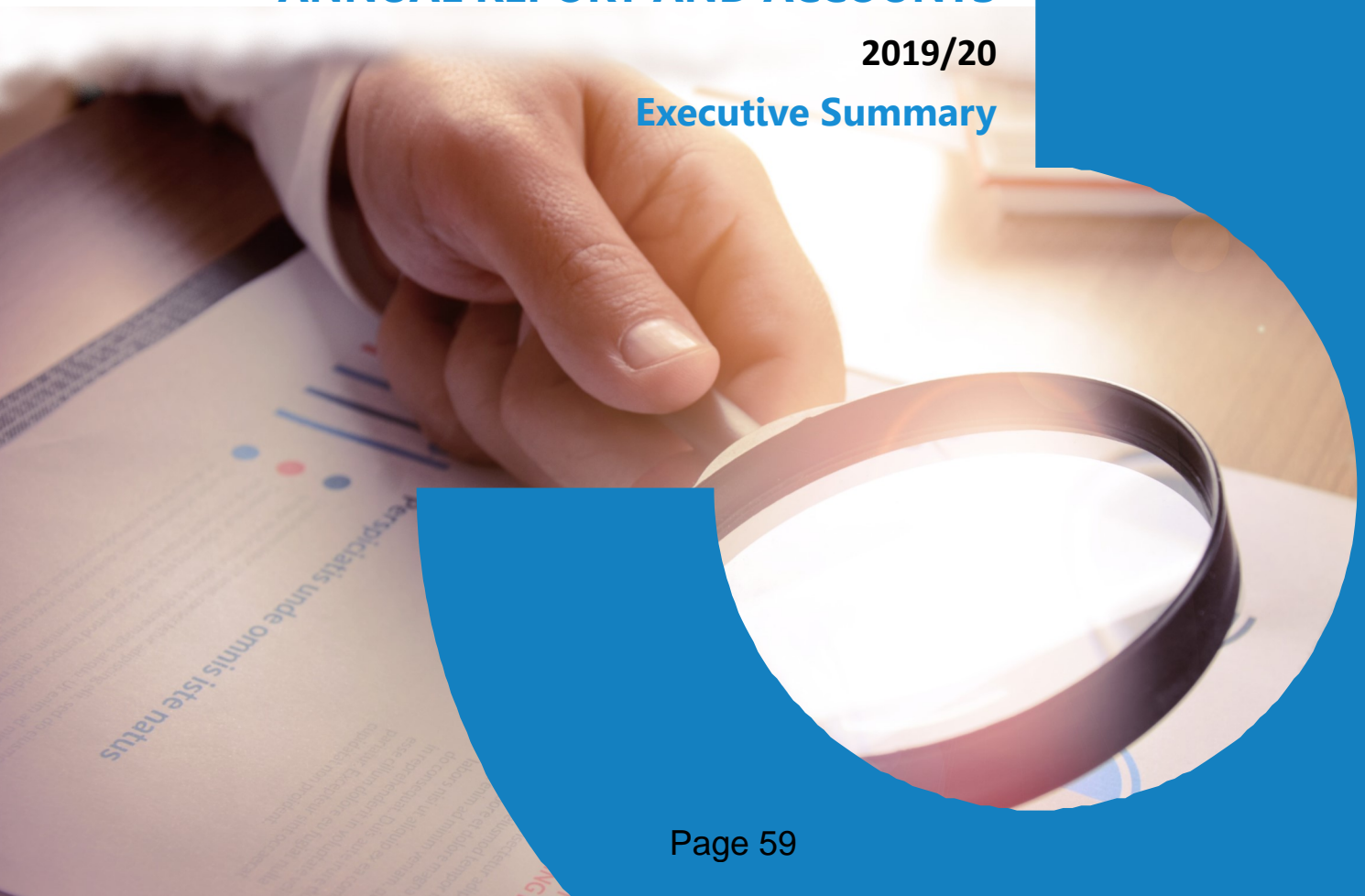
Delivering Justice

The Public Services Ombudsman for Wales

ANNUAL REPORT AND ACCOUNTS

2019/20

Executive Summary



Message from the Ombudsman

This document was prepared during the Covid-19 global pandemic which has put unprecedented pressures on Welsh public services, particularly health and social care. I am therefore glad to report this year some trends that could indicate improvement in practice by bodies in my jurisdiction.



We saw this year fewer new complaints; a smaller proportion of cases where we found maladministration or service failure; and fewer most serious cases, requiring us to issue a public interest report or refer an alleged breach of the Code of Conduct to the Adjudication Panel for Wales or Local Authority Standards Committees.

Amongst the main highlights of the year, in 2019 the National Assembly for Wales passed our new Act. We are now the first ombudsman office in the UK to have full and operational powers to drive systemic improvement of public services through investigations on own initiative and the Complaints Standards role. We took this year major steps to implement these new powers, alongside our more traditional work to promote improvement.

None of this work would have happened without my dedicated staff. My thanks to them for the excellent work that they have done in delivering justice in Wales.

Nick Bennett

Public Services Ombudsman for Wales

About us

We have three main roles:

- handling complaints about public service providers
- considering complaints about breaches of the Code of Conduct by elected members
- driving systemic improvement of public services.

We are independent of all government bodies and the service we provide is free of charge.

We are based in Pencoed, South Wales. We also have a small office in North Wales.

Contact us

1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ

0300 790 0203

ask@ombudsman.wales

<https://www.ombudsman.wales/>



We have **73** staff





We deliver for those who have suffered injustice

	2019/20		2018/19
New enquiries and complaints	7200		7116

New complaints about public bodies	2242		2207
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About

1.6%

more new complaints about public bodies. This could indicate a drop in their performance - but could also be attributed to increasing awareness of our service.

Health	41%		41%
Housing	15%		12%
Complaint handling	9%		11%
Social services	8%		9%
Planning and building control	7%		9%
Other	20%	...	18%

Despite the same level of complaints about health overall,

3%

fall in new complaints about Health Boards, suggesting that our work with these bodies may be helping to support improvement.

New Code of Conduct complaints	231		282
---------------------------------------	------------	--	------------

About

18%

fewer allegations of breaches of the Code of Conduct, due to a significant and welcome drop in frivolous complaints made against members of Town and Community Councils.

Promotion of equality and respect	49%		51%
Disclosure and registration of interests	17%		17%
Accountability and openness	11%		7%
Integrity	10%		13%
Duty to uphold the law	7%		9%
Selflessness and stewardship	3%		1%
Objectivity and propriety	2%		2%

We had to **intervene in** (uphold, settle or resolve early) a smaller proportion of complaints about public bodies: **20%** compared to **24%** last year.

We also **referred** a smaller proportion of Code of Conduct complaints to a Standards Committee or the Adjudication Panel for Wales: **2%** compared to **3%** last year.

1222

recommendations issued to public bodies.

Almost £80k

of financial redress recommended.

0

We did not need to issue any special reports.

20%

of our recommendations highlighted retraining or process reviews. This can lead to significant improvement in public services.

An example of impact of our recommendations

We investigated this year a complaint brought to us by the family of someone who had sadly died. The family was concerned about the care given by the Health Board in question, including intravenous (IV) fluid management. We recommended that the Health Board review its procedures. As a result, the Health Board recognised it did not have an up to date IV fluid management policy. The Health Board also appointed a clinical lead to co-ordinate new guidelines and, in December 2019, published new guidance on this issue.

We innovate and drive improvement across the public sector



Our new legislation passed in 2019 gave us new powers to undertake investigations on 'own initiative' as well as to establish a Complaints Standards role.



We launched a consultation on our proposal to focus our first own initiative investigation on homelessness.



We finalised our Complaint Handling Principles, Model Complaints Handling Policy and accompanying guidance.



We engaged extensively about our new powers with stakeholders across Wales.



We issued criteria and a process for undertaking own initiative investigations.




We started to gather data from Local Authorities on their complaint handling, finding much divergence in practices across Wales.


We also continued to share our findings through public interest reports, casebooks, thematic reports and annual letters to the bodies in our jurisdiction.


We issued:

4 public interest reports

About

Health  2

Planning  1

Student loans  1

1 thematic report

[Justice Mislaidd: Lost Records and Lost Opportunities](#)



We published our first [Equality and Human Rights Casebook](#)



“The new Human Rights Casebook by the Public Services Ombudsman for Wales is an excellent resource for ensuring that public bodies remain committed to their equality and human rights obligations.”

Equality and Human Rights Commission



We embrace learning and welcome feedback

227 review cases were closed.

11% of these reviews identified that we could do more, often where additional evidence was provided by the complainant.

32 complaints about us were closed.

22% of these were upheld or partially upheld.

57% of all complainants questioned were satisfied with our customer service...

...rising to **98%** amongst those satisfied with the outcome of their complaint.



We strive to ensure and promote accessibility, equality and diversity

91% of our customers questioned found it easy to contact us.

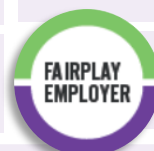
48% of respondents to a national survey knew about us.

2% of complaints were received orally. We are planning more outreach around this power in 2020/21.

87% of respondents to our staff survey felt that PSOW is committed to creating a diverse, equal and inclusive workplace.



We signed up as a Disability Confident Committed Employer.



We achieved the silver FairPlay Employer level for gender equality.



We care for and invest in our staff

99%

of respondents to our staff survey were proud to work for PSOW.

93%

of staff completed 28 or more hours of continuing professional development.

We saw the average percentage of working days lost through staff sickness increase to

3.4%



... but we launched our new Wellbeing Strategy and a number of actions to support staff wellbeing.



We are accountable and transparent about our performance and use of resources

Our budget

£4,954k

92%

of our budgeted funding for new powers (£231k) was actually spent on implementation.

Our unit cost per case

£669

Over the last 7 years we have seen

a **34%** rise in workload

a **14%** fall, in real terms, in unit cost per case.



We attended two scrutiny sessions with the National Assembly for Wales.



We reduced our energy usage by 2%.



We maintained close links with colleagues in the UK, Europe and around the world.



We reduced our waste by 13.2%.


We avoided

41%


more commuting mileage per day.

Our ref: NB

Ask for: Communications

 01656 641150

Date: 7 September 2020

 Communications
@ombudsman-wales.org.uk

Councillor Andrew Morgan
Council Leader
Rhondda Cynon Taf County Borough Council

By Email Only

Andrew.Morgan2@rhondda-cynon-taff.gov.uk

Dear Councillor Morgan

Annual Letter 2019/20

I am pleased to provide you with the Annual letter (2019/20) for Rhondda Cynon Taf County Borough Council.

I write this at an unprecedented time for public services in Wales and those that use them. Most of the data in this correspondence relates to the period before the rapid escalation in Covid-19 spread and before restrictions on economic and social activity had been introduced. However, I am only too aware of the impact the pandemic continues to have on us all.

I am delighted to report that, during the past financial year, we had to intervene in (uphold, settle or resolve early) a smaller proportion of complaints about public bodies: 20% compared to 24% last year.

We also referred a smaller proportion of Code of Conduct complaints to a Standards Committee or the Adjudication Panel for Wales: 2% compared to 3% last year.

With regard to new complaints relating to Local Authorities, the overall number has decreased by 2.4% compared to the previous financial year. I am also glad that we had to intervene in a smaller proportion of the cases closed (13% compared to 15% last year). That said, I am concerned that complaint handling persists as one of the main subjects of our complaints again this year.

Amongst the main highlights of the year, in 2019 the National Assembly for Wales (now Senedd Cymru Welsh Parliament) passed our new Act. We are now the first ombudsman's office in the UK to have full and operational powers to drive systemic improvement of public services through investigations on our 'own initiative' and the Complaints Standards role.

Page 1 of 7

During 2019/20, we have engaged intensively with Local Authorities on this issue, starting to exercise our new Complaints Standards powers.

Local Authorities in Wales submitted data about the complaints they handled to the Complaints Standards Authority (CSA) for the first time in 2019/2020, revealing much more about the complaints landscape in Wales.

The data submitted for 2019/2020 shows:

- Over 13,000 complaints were recorded by Local Authorities – 4.25 for every 1000 residents.
- Nearly half (42%) of those complaints were upheld in full or in part.
- About 80% (79.51%) were investigated within 20 working days.
- About 7% (6.91%) of all complaints ended up being referred to PSOW.

The CSA will work with public bodies to ensure the data submitted is an accurate representation of complaints being submitted by service users.

A summary of the complaints of maladministration/service failure received relating to your 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.

Action for the Council to take:

- Present my Annual Letter to the Cabinet to assist members in their scrutiny of the Council's performance.
- Engage with my Complaints Standards work, accessing training for your staff and providing complaints data.
- Inform me of the outcome of the Council's considerations and proposed actions on the above matters by 30 November.

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
Ombudsman

CC: Chris Bradshaw, Chief Executive
Jayne Thomas, Contact Officer

Factsheet

A. Complaints Received

Local Authority	Complaints Received	Complaints received per 1000 residents
Blaenau Gwent County Borough Council	17	0.24
Bridgend County Borough Council	34	0.23
Caerphilly County Borough Council	49	0.27
Cardiff Council*	122	0.33
Carmarthenshire County Council	42	0.22
Ceredigion County Council	31	0.42
Conwy County Borough Council	29	0.25
Denbighshire County Council	32	0.34
Flintshire County Council	61	0.39
Gwynedd Council	37	0.30
Isle of Anglesey County Council	26	0.37
Merthyr Tydfil County Borough Council	13	0.22
Monmouthshire County Council	16	0.17
Neath Port Talbot County Borough Council	22	0.15
Newport City Council	39	0.25
Pembrokeshire County Council	25	0.20
Powys County Council	72	0.54
Rhondda Cynon Taf County Borough Council	39	0.16
Swansea Council	92	0.37
Torfaen County Borough Council	5	0.05
Vale of Glamorgan Council	30	0.23
Wrexham County Borough Council	33	0.24
Wales	866	0.28

* inc 1 Rent Smart Wales

B. Complaints Received by Subject

Rhonnda Cynon Taf CBC	Complaints Received	Complaints Percentage Share
Adult Social Services	3	7.69%
Benefits Administration	2	5.13%
Children's Social Services	7	17.95%
Complaint Handling	2	5.13%
Education	1	2.56%
Environment and Environmental Health	9	23.08%
Housing	5	12.82%
Planning and Building Control	3	7.69%
Roads and Transport	4	10.26%
Various Other	3	7.69%

C. Complaint Outcomes

(* denotes intervention)

Complaints Closed	Premature/ Out of Time/Right to Appeal	Out of Jurisdiction	Other cases closed after initial consideration	Early Resolution/ voluntary settlement*	Discontinued	Other Reports- Not Upheld	Other Reports Upheld - in whole or in part*	Public Interest Report *	Grand Total
Rhondda Cynon Taf County Borough Council	21	2	12	5	0	0	0	0	40
Percentage Share	52.50%	5.00%	30.00%	12.50%	0.00%	0.00%	0.00%	0.00%	

D. Number of cases with PSOW intervention

	No. of interventions	No. of closures	% of interventions
Blaenau Gwent County Borough Council	1	17	6%
Bridgend County Borough Council	1	34	3%
Caerphilly County Borough Council	6	50	12%
Cardiff Council	21	120	18%
Cardiff Council - Rent Smart Wales	-	1	0%
Carmarthenshire County Council	6	46	13%
Ceredigion County Council	4	30	13%
Conwy County Borough Council	6	34	18%
Denbighshire County Council	2	32	6%
Flintshire County Council	8	57	14%
Gwynedd Council	4	39	10%
Isle of Anglesey County Council	3	28	11%
Merthyr Tydfil County Borough Council	2	15	13%
Monmouthshire County Council	2	15	13%
Neath Port Talbot Council	4	25	16%
Newport City Council	4	38	11%
Pembrokeshire County Council	7	29	24%
Powys County Council	14	71	20%
Rhondda Cynon Taf County Borough Council	5	40	13%
Swansea Council	4	93	4%
Torfaen County Borough Council	1	5	20%
Vale of Glamorgan Council	4	27	15%
Wrexham County Borough Council	4	33	12%
Grand Total	113	879	13%

E. Code of Conduct Complaints Closed

County/County Borough Councils	Closed after initial consideration	Discontinued	No evidence of breach	No action necessary	Refer to Standards Committee	Refer to Adjudication Panel	Withdrawn	Total
Rhondda Cynon Taf	-	-	-	-	-	-	-	-

F. Town/Community Council Code of 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
Llantwit Fardre Community Council	21	1	-	-	-	-	-	22
Taff's Well and Nantgarw Community Council	3	-	-	-	-	-	1	4
Ynysybwl & Coed-y-cwm Community Council	1	-	-	-	-	-	-	1

Appendix

Explanatory Notes

Section A provides a breakdown of the number of complaints against the Local Authority which were received during 2019/20, and the number of complaints per 1,000 residents (population).

Section B provides a breakdown of the number of complaints about the Local Authority which were received by my office during 2019/20. The figures are broken down into subject categories with the percentage share.

Section C provides the complaint outcomes for the Local Authority during 2019/20, with the percentage share.

Section D provides the numbers and percentages of cases received by the PSOW 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 2019/20.

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

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**EXTRACTS FROM THE PUBLIC SERVICES OMBUDSMAN FOR WALES
CASEBOOKS PUBLISHED DURING THE 2019-2020 PERIOD RELATING TO
RHONDDA CYNON TAF CBC**

COMPLAINTS HANDLING

Early Resolution and Voluntary Settlement

**Rhondda Cynon Taf County Borough Council - Housing
Case Number: 201901678 – Report issued in July 2019**

Mr X complained that the Council failed to recognise that his neighbouring property, which has been empty for over 15 years has an overgrown garden which has damaged his property and garden. Mr X also complained that the Council failed to take any action to remedy the issue. The Ombudsman contacted the Council because he was concerned that the Council had failed to inform Mr X that his complaint email would not be treated as a formal complaint. The Council agreed to carry out the following in settlement of the complaint within 4 weeks of the Ombudsman's decision.

- a) Provide a written apology to Mr X for failing to inform him that his email was not going to be treated as a formal complaint
- b) Provide Mr X with an explanation as to why his email was not treated as a formal complaint
- c) Provide Mr X with a written explanation detailing the findings of the investigation

**Rhondda Cynon Taf County Borough Council – Roads and Transport
Case Number: 201807891 - Report issued in April 2019**

Ms X complained that the Council had failed to respond to her correspondence about a car parking Penalty Charge Notice she had received. The Council confirmed to the Ombudsman that, due to an oversight, it had failed to respond to Ms X. The Council therefore agreed to complete the following by 3 May 2019 in settlement of Ms X's complaint:

- a) Apologise to Ms X for failing to respond to her correspondence
- b) Explain why it failed to respond
- c) Provide a response to Ms X's correspondence.

**Rhondda Cynon Taf County Borough Council-Refuse collection Recycling and waste disposal
Case Number: 201905648 – Report issued in January 2020**

Ms X complained that Rhondda Cynon Taf County Borough Council ("the Council") had not responded to her complaint regarding planning permission for a recycling yard to operate near Ms X's home. The Council agreed to undertake the following in settlement of Ms X's complaint:

- a) To issue its response letter addressing Ms X's concerns by 24 January 2020.

The Ombudsman considered this to be an appropriate resolution to the complaint.

CHILDREN'S SOCIAL SERVICES **Early Resolution and Voluntary Settlement**

Rhondda Cynon Taf County Borough Council - Children in care/taken into care/'at risk' register/child abuse/custody of children
Case Number: 201807627 - Report issued in April 2019

Ms X complained that the Council failed to help her gain legal custody for her granddaughter who had been placed in her care for being neglected by the mother, Ms X's daughter. Ms X complained that the Council took no action when her daughter took back her child, after two and a half years in Ms X's care.

Since receiving the complaint, circumstances had changed and Ms X understood that the Council could take no action to help her. However, as the complaint was received by the Council in December 2018, it agreed to undertake the following actions: -

- a) Write a formal apology and explanation of the current position by 22 May 2019.
- b) Explain in writing the actions the Council would have taken to support a fresh application, had the circumstances not have changed, by 22 May 2019.
- c) Explain in writing the reasons why the Council can no longer take that action, due to the change of circumstances, by 22 May 2019.

Rhondda Cynon Taf County Borough Council - Children in care/taken into care/'at risk' register/child abuse/custody of children
Case Number: 201807835 – Report issued in June 2019

Mrs B complained about:

- a) The decisions/actions of the social services department in relation to the removal of her newborn baby.
- b) Social workers' preparation for/participation in case conferences.
- c) Lack of support/provision.

Following commencement of the Ombudsman's investigation, the Council proposed to undertake the following in settlement of the complaint:

- a) Progress Mrs B's complaint to Stage 2 of the Social Services Complaints Procedure.
- b) Hold a learning event to share learning from the case with all relevant staff within Children's Services.
- c) Provide a report on the findings with a detailed action plan for learning and improvements identified.
- d) Offer Mrs B a full and unreserved apology for any failings identified and any distress caused.
- e) Increase the offer of financial compensation for out of pocket expenses, and in acknowledgement of the time and inconvenience of Mrs B having to pursue complaint with the Ombudsman, to £1000.

The Ombudsman considered this to be a reasonable settlement and concluded the investigation on this basis.



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2020/21

CABINET

COMMUNITY INFRASTRUCTURE LEVY 'CIL'

17 NOVEMBER 2020

REPORT OF THE DIRECTOR OF PROSPERITY AND DEVELOPMENT IN DISCUSSIONS WITH THE CABINET MEMBER FOR ENTERPRISE, DEVELOPMENT AND HOUSING – COUNCILLOR BEVAN

Author: Jim Bailey, Head of Planning

1.0 PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to seek Cabinet's approval in respect of the contents of the CIL Annual Monitoring Report and the proposed changes to the Regulation 123 List.
- 1.2 To advise Cabinet of the pre scrutiny by the Finance and Performance Scrutiny Committee in respect of the Community Infrastructure Levy.

2.0 RECOMMENDATIONS

- 2.1 It is recommended that Cabinet:
 - (1) Approve the CIL Annual Monitoring Report (Appendix A)
 - (2) Approve the amended Regulation 123 List (Appendix B) for publication on the Council website for a period of 28 days and consultation as set out in paragraph 5.9
 - (3) Approve the subsequent adoption of the amended Regulation 123 List if no adverse comments are received.

3.0 REASONS FOR RECOMMENDATIONS

- 3.1 To enable the Council to continue to operate a Community Infrastructure Levy in accordance with the statutory regulations.

4.0 BACKGROUND

- 4.1 The Community Infrastructure Levy Regulations 2010 (as amended) require the Council to produce an **annual report detailing CIL income and expenditure** (Appendix A). Set out in paragraph 5.2 below is the details of the fifth of these annual reports since the Council introduced CIL in December 2014.
- 4.2 The Community Infrastructure Levy Regulations 2010 (as amended) also require the Council to publish an Infrastructure List (known as the Regulation 123 List). The List should set out the infrastructure, which the Council considers it is likely to apply CIL revenue to.
- 4.3 At the meeting of the Cabinet held on 23 July 2015, Members agreed the process for formulating, monitoring and revising the Regulation 123 list, which includes that the relevant Scrutiny Committee/Group review the operation of the list and consider the annual 123 list and annual CIL financial monitoring report and make recommendations to Cabinet where appropriate.

5.0 MATTERS FOR CONSIDERATION

CIL INCOME & EXPENDITURE

- 5.1 The Regulations require that CIL income must be split into three parts:
- 80% to be applied to infrastructure to support growth of the Council's area (known as the 'Strategic CIL' and is to be spent on items on the Regulation 123 List).
 - 15% to be passed to the Community/Town Council in whose boundary the development that paid CIL is located for the provision of local infrastructure improvements of other measures that support the development of the area.
 - 5% to be applied towards implementation and ongoing administration.
- 5.2 The total CIL income received in 2019/20 was £308,535.08
- 80% as Strategic income = £130,626.31 *
 - 15% Local income = £169,768.53
 - 5% Administration income = £8,140.24
- (*80% Strategic income is less than the 15% Local income due to the amount being off-set against the infrastructure balance until the cost of the new primary school at the Llanilid development has been met.)*

Strategic income carried forward from 2018/19 was £637,568.77
Balance of strategic CIL income £768,195.08



- 5.3 The **annual monitoring report** at Appendix A provides a breakdown of the CIL receipts received and the distribution of 15% of CIL receipts to Community/Town Councils.

- 5.4 There has been no expenditure of Strategic CIL income to date however, Cabinet agreed on 20th September 2018 to spend £395,000 of Strategic CIL on Ffynnon Taf Primary School. The project will include a new build extension (4 classrooms and a hall) and refurbishments to the current school buildings for school and community use. The £395,000 Strategic CIL money is proposed to be spent by end 2020/21.

THE REGULATION 123 LIST

- 5.5 Whilst some amendments are needed to the Council's updated **Regulation 123 List** (considered at Cabinet on 17th October 2019) the broad thrust of the List remains the same in that it proposes highway and education projects that support and mitigate the growth anticipated through the Council's Local Development Plan.

- 5.6 There are five proposed changes to the highway projects part of the list.

- Add Trefforest Industrial Estate – new railway station to provide a sustainable travel option for an expected increase in commuters to the new DWP building, which will accommodate up to 2000 employees and reduce the impact on the congested A470 and already over capacity junctions at Nantgarw and Upper Boat.
- Add Aberdare – Hirwaun extension of passenger rail services as this will encourage modal shift and lead to the removal of cars from the strategic highway corridor in the north of the County Borough, reducing traffic congestion at key pinch points where air quality is consequentially high. A passenger service to Hirwaun would also ensure a high level of current and future accessibility to employment and other services both locally and elsewhere in the region.
- Add the A473 between Tonteg Roundabout and Upper Boat Roundabout which is underperforming due to numerous sub-standard junctions
- Remove A4059 Southbound approach to Asda roundabout – capacity enhancement as the work is complete.
- Partial change to the wording of A4119/A4093 roundabout, Tonyrefail – partial signalisation, widening of northbound approach, entry and circulatory widths and widening to be amended to A4119/A4093 roundabout, Tonyrefail – signalised junction and active travel improvements.

- 5.7 There is one proposed change to the education elements in the List.

- Remove New/additional education provision at Ystrad Barwig Farm due to planning application reference 18/0872/13 for residential development at Ystrad Barwig Farm being called-in by Welsh Government and the Minister decision on 15th March 2020 was to refuse the application.

5.8 Attached at Appendix C is a table, which sets out in detail what schemes have been removed, which have been added and the reasons for the change.

5.9 It is recommended that Cabinet approve the updated **Regulation 123 List** (Appendix B) for publication on the Council web-site for 28 days and if there are no adverse comments received then the 123 List can be adopted. It is further recommended the notification of the consultation be sent to all elected Members, Town and Community Councils and to the Members of the Council's Developers Forum.

6.0 PRE SCRUTINY

6.1 As outlined within the Committee's Terms of Reference, pre-scrutiny and Members of the CIL is a role placed on the Finance and Performance Scrutiny Committee.

6.2 In light of this role, pre-scrutiny on the CIL was undertaken by the Committee on the 19 October 2020 prior to Cabinets consideration.

6.3 Members of the Finance and Performance Scrutiny noted the contents of the report on the 19 October 2020.

7.0 EQUALITY AND DIVERSITY IMPLICATIONS

7.1 There are no direct implications as a result of this financial report, however, the equality and diversity implications of any infrastructure schemes that will be funded by CIL will be considered in the development of those projects.

8.0 CONSULTATION

8.1 As set out in paragraph 5.9 above.

8.2 The CIL Annual Monitoring Report was presented to the Finance and Performance Scrutiny Committee on 19 October 2020 and Members agreed the recommendations as listed above in paragraph 2.1.

9.0 FINANCIAL IMPLICATION

9.1 No additional budget requirements and the CIL receipts and spend for the year 2019/20 is set out at Appendix A.

10.0 LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED



10.1 The report and appendices have been prepared in accordance with the Community Infrastructure Levy Regulations 2010 (as amended).

11.0 LINKS TO THE COUNCILS CORPORATE PLAN / OTHER CORPORATE PRIORITIES / SIP / FUTURE GENERATIONS - SUSTAINABLE DEVELOPMENT

11.1 Infrastructure funded through CIL will support the Building a Strong Economy and Creating Neighbourhoods Where People are Proud to Live and Work priorities in the Corporate Plan.

12.0 CONCLUSIONS

12.1 CIL receipts have been relatively low over the first five years of its implementation. This is partly as a result of development being undertaken in the first few years of the implementation of the Council's Charging Schedule being granted planning permission prior to CIL being implemented. It should also be noted that for those significant sites in CIL residential Charging zones 2 and 3 that are not already built or already benefiting from planning permission there are a few strategic sites that should be forthcoming in the near future. There are also a small number of sites that are unlikely to come forward in the near future due to significant deliverability and viability concerns. It is proposed to undertake a full review of the operation of CIL as part of the forthcoming review of the Council's Local Development Plan.

12.2 The minor changes to the Regulation 123 List are considered appropriate to assist in funding schemes that support growth in the County Borough.



Other Information:-

Relevant Scrutiny Committee

Finance and Performance Scrutiny Committee

Contact Officer:

Simon Gale



RHONDDA CYNON TAF

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

17 NOVEMBER 2020

COMMUNITY INFRASTRUCTURE LEVY ('CIL')

**REPORT OF DIRECTOR OF PROSPERITY AND DEVELOPMENT IN
DISCUSSIONS WITH THE CABINET MEMBER FOR ENTERPRISE,
DEVELOPMENT AND HOUSING, COUNCILLOR BEVAN**

Item:

Background Papers

None.



Officer to contact: Simon Gale, Director of Prosperity and Development

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rhondda cynon taf
community infrastructure levy

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(CIL)

CIL Regulations 2010 (as amended)

Regulation 62

Monitoring Report 2019/20

Regulation 62 – Monitoring Report 2019/20

Background

Rhondda Cynon Taf (RCT) Council's Community Infrastructure Levy (CIL) Charges took effect on 31 December 2014 and the Council is both a CIL Charging and a CIL Collecting Authority. Regulation 62 of the CIL Regulations 2010 (as amended) requires CIL Charging Authorities to produce an annual report detailing CIL income and expenditure. This is Rhondda Cynon Taf's fifth annual report covering the period 1 April 2019 to 31 March 2020.

Allocation of CIL

CIL income is required to be allocated as follows:

- Up to 5% of CIL can be applied towards implementation and ongoing administration
- 15% of CIL (excluding surcharges) is passed to the Community/Town Council in whose boundary the development that paid the CIL is located, for the provision of local infrastructure improvements or other measures to support the development of the area (referred to as local CIL).
- 80% of CIL is to be applied to strategic infrastructure to support the growth of the CIL Charging Authority's area (referred to as Strategic CIL).

Total CIL Income

Total CIL income in 2019/20 was £308,535.08

Details of each CIL receipt and how it is apportioned is attached at Appendix A.

Strategic 80% (to be spent on items on Regulation 123 List)

Strategic Income in 2019/20 was £130,626.31 *

Strategic income carried forward from 2018/19 was £637,568.77

Balance of Strategic CIL income £768,195.08

Local 15%

Local CIL income in 2019/20 was £169,768.53*

Rhondda Cynon Taf has 12 Community/Town Council areas, which are: Gilfach Goch, Hirwaun, Llanharan, Llanharry, Llantrisant, Llantwit Fadre, Pontyclun, Pontypridd, Rhigos, Taffs Well, Tonyrefail and Ynysybwl

Local CIL (15%) income received between 1st April 2019 and 30th September 2019 was £86,521.39 passed to the relevant Community/Town Council in October 2019

£83,247.14 received between 1st October 2019 and 31st March 2020 passed to the relevant Community/Town Council in April 2020.

Balance for areas where there is no Community/Town Council 2019/20 was £2,218.36

The amount passed to each Community/Town Council is set out in Appendix B.

Administration 5%

Administrative Income in 2019/20 was £8,140.24

Administrative income carried forward from 2018/219 was £39,652.81

Balance of Administration Income £47,793.05

CIL carried forward to 2020/21

The amount of CIL carried forward to 2020/21 is set out in the following table:

CIL CARRIED FORWARD	AMOUNT
Strategic CIL	£768,195.08 (this is the current Strategic CIL balance however £395,000 has been allocated to the Ffynnon Taf Primary School)
Local CIL	£83,247.14 (paid in April 2020) Areas where there is no Town/Community Council £2,218.36
Administrative CIL	£47,793.05

*(*80% Strategic income is less than the 15% Local income due to the amount being off-set against the infrastructure balance until the cost of the new primary school at the Llanilid development has been met.)*

Appendix A –CIL INCOME RECEIVED IN 2019/2020

Date received	Planning Application Reference	Site Address	CIL Charge Development Type	Community/ Town Council	Amount	Admin	Strategic	Local (Community/ Town Council)
30/04/19	18/0663/10	5 Lionel Tce, Rhydyfelin	Zone 2	Pontypridd	£1,155.77	£57.79	£924.62	£173.36
09/05/19	17/0462/10	Land to the north Nant Arian, Church Village	Zone 3	Llantwit Fardre	£41,243.32	£2,062.17	£32,994.65	£6,186.50
10/05/19	17/0562/10	Phase 2b Duffryn Terrace, Tonyrefail	Zone 2	Tonyrefail	£2,106.11	£105.31	£1,684.86	£315.94
17/05/19	18/0957/10	33 Glan-Y-Ffordd, Taffs Well	Zone 3	Taffs Well	£1,033.37	£51.67	£826.70	£155.00
07/06/19	18/0334/16	Land North A473, Llanilid	Zone 3	Llanharan	£72,865.15	£0	£0	£72,865.15
10/06/19	18/0808/10	Land adjacent 10 Dyffryn Ave, Rhydyfelin	Zone 2	Pontypridd	£2,213.27	£110.66	£1,770.62	£331.99
15/08/19	18/0957/10	33 Glan-Y-Ffordd	Zone 3	Taffs Well	£1033.37	£51.67	£826.70	£155.00
04/09/19	18/0736/10	Former Hillside Club Site, Tonyrefail	Zone 2	Tonyrefail	£40,043.05	£2002.15	£32,034.44	£6,006.46
12/09/19	18/0808/10	Land adjacent 10 Dyffryn	Zone 2	Pontypridd	£2,213.27	£110.66	£1,770.62	£331.99

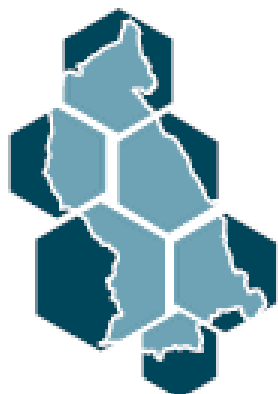
		Ave, Rhydyfelin						
02/10/19	17/1015/10	Former Cresta Service Station site, Heol-Y-Mynydd, Gilfach Goch	Retail	Gilfach Goch	£43,714.85	£2,185.75	£35,354.36	£6,174.74
17/10/19	15/0275/10	Trefechan Farm, Cilfynydd	Disused barn to residential	Pontypridd	£10,914.35	£545.71	£8,731.50	£1,637.14
01/11/19	18/0060/10	Land adjacent 40 Coed Isaf Road, Maesycloed	Dwelling	Pontypridd	£5,843.64	£292.18	£4,674.90	£876.56
20/11/19	17/0350/10	Land adjacent 16 Willow Close, Beddau	Dwelling	Llantrisant	£11,290.42	£564.52	£9,032.34	£1,693.56
06/12/19	18/0334/16	Land North A473, Llanilid	Zone 3	Llanharan	£72,865.14	£0	£0	£72,865.14

*Note: Under Regulation 88, surcharges cannot be apportioned to community/town councils and must be split 5% administration and 95% strategic infrastructure.

Appendix B – CIL INCOME LOCAL INFRASTRUCTURE COMMUNITY/TOWN COUNCILS

Community/Town Council	15% received in 2019/20 to be passed to local council	Amount paid in October 2019	Amount paid in April 2020	Balance
Gilfach Goch	£6,174.74	£0	£6,174.74	£0
Hirwaun	£0	£0	£0	£0
Llanharan	£145,730.29	£72,865.15	£72,865.14	£0
Llanharry	£0	£0	0	£0
Llantrisant	£1,693.56	£0	£1,693.56	£0
Llantwit Fardre	£6,186.50	£6,186.50	£0	£0
Pontyclun	£0	£0	£0	£0
Pontypridd	£3,351.04	£837.34	£2,513.70	£0
Rhigos	£0	£0	£0	£0
Taffs Well	£310.00	£310.00	£0	£0
Tonyrefail	£6,322.40	£6,322.40	£0	£0
Ynysybwl	£0	£0	£0	£0
Non-Community Council/Town Council area	£0	£0	£0	£2,218.36 (carried forward from 18/19) to be spent in Aberaman South Ward

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rhondda cynon taf
community infrastructure levy

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Regulation 123 List of Infrastructure
List Updated 17 November 2020

In accordance with the requirement of Community Infrastructure Levy Regulations 2010 (as amended) the following table comprises the Rhondda Cynon Taf County Borough Council Infrastructure List. The list includes the infrastructure the Council considers it is likely to apply Community Infrastructure Levy (CIL) revenue to:

Education Projects:

- New/additional education provision to serve the land at Mwyndy / Talbot Green;
- New/additional education provision to serve Trane Farm, Tonyrefail;
- New/additional education provision to serve Station Road, Church Village
- New/additional education provision to serve Taffs Well
- New/additional education provision at the former open cast site north of A473, Llanilid

Transportation Projects:

- Provision of the A473/A4119 Talbot Green to Ynysmaerdy Relief Road;
- A4119/A4093 roundabout, Tonyrefail – signalised junction and active travel improvements
- Llanharan By-pass
- Cynon Gateway (A465)
- Mountain Ash Cross Valley Link
- South Coed Ely Link Dualling - upgrade the A4119 between Talbot Green and Coedely to dual carriageway standard
- A4119 Castell Mynach signalised junction
- Llanharan Community Route – Construction of new active travel routes
- Trefforest Industrial Estate – Construction of new active travel routes
- Aberdare – Hirwaun extension of passenger rail services
- A473 between Tonteg roundabout and Upper Boat Roundabout

Please note:

The Regulation 123 list is not prioritised and projects can be added to the list or removed at the discretion of the Council, subject to appropriate consultation.

The inclusion of a project or type of infrastructure on the list does not signify a commitment from the Council to fund (either in whole or part) the listed project or type of infrastructure. The order of the list does not imply any preference or priority

Infrastructure not contained within the Regulation 123 List may be required by developer contributions or in-kind via a section 106 agreement. Such contributions will accord with Regulation 122 and 123 of the Community Infrastructure Levy Regulations 2010

Consultation on proposed amendment to Regulation 123 List

Background

Rhondda Cynon Taf County Borough Council is a Community Infrastructure Levy (CIL) Charging Authority. Since its CIL charges took effect on 31st December 2014, it has published a Regulation 123 list on its web-site.

The Regulation 123 list is a list containing infrastructure projects that may be fully or partly funded by CIL.

Proposed Changes

The proposed changes to the Council's Regulation 123 list are set out in the following table:

Infrastructure Requirement	Proposed Amendment	Reason For Amendment
Education Projects:		
New/additional education provision to serve the land at Mwyndy / Talbot Green;	To remain unaltered	N/A
New/additional education provision to serve Trane Farm, Tonyrefail	To remain unaltered	N/A
New/additional education provision to serve Station Road, Church Village	To remain unaltered	N/A
New/additional education provision to serve Taffs Well	To remain unaltered	N/A
New/additional education provision at the former open cast site north of the A473, Llanilid	To remain unaltered	N/A
New/additional education provision at Ystrad Barwig Farm	Remove from list	Given the Welsh Ministers decision letter dated 5 th March 2020 to refuse outline planning permission for residential development
Transportation Projects:		
Provision of the A473/A4119 Talbot Green to Ynysmaerdy Relief Road	To remain unaltered	N/A
A4119/A4093 roundabout, Tonyrefail – partial signalisation, widening of northbound approach, entry and circulatory widths and widening	A4119/A4093 roundabout, Tonyrefail – signalised junction and active travel improvements	Partial revision to wording

A4059 Southbound approach to Asda roundabout – capacity enhancement	Remove from list	Work completed
Llanharan By-Pass	To remain unaltered	N/A
Cynon Gateway (A465)	To remain unaltered	N/A
Mountain Ash Cross Valley Link	To remain unaltered	N/A
South Coed Ely Link Dualling - upgrade the A4119 between Talbot Green and Coedely to dual carriageway standard	To remain unaltered	N/A
A4119 Castell Mynach signalised junction	To remain unaltered	N/A
Llanharan Community Route – Construction of new active travel routes	To remain unaltered	N/A
Trefforest Industrial Estate – Construction of new active travel routes	To remain unaltered	N/A
Trefforest Industrial Estate – New railway station	Add to list	To provide a sustainable travel option for an expected increase in commuters to the new DWP building, which will accommodate up to 2000 employees and reduce the impact on the congested A470 and already over capacity junctions at Nantgarw and Upper Boat.
Aberdare – Hirwaun extension of passenger rail services	Add to list	It will encourage modal shift and lead to the removal of cars from the strategic highway corridor in the north of the County Borough, reducing traffic congestion at key pinch points where air quality is consequentially high. A passenger service to Hirwaun would also ensure a high level of current and future accessibility to employment and other services both locally and elsewhere in the region.
A473 between Tonteg Roundabout and Upper Boat Roundabout	Add to list	Underperforming due to numerous sub-standard junctions

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

17TH NOVEMBER 2020

HIGHWAYS, TRANSPORTATION AND STRATEGIC PROJECTS SUPPLEMENTARY CAPITAL PROGRAMME 2020/21

REPORT OF THE GROUP DIRECTOR, PROSPERITY, DEVELOPMENT & FRONTLINE SERVICES

Author: Roger Waters, Service Director Frontline Services.

1. PURPOSE OF THE REPORT

- 1.1 Further to the approval of the Highways, Transportation and Strategic Projects Capital Programme approved on 6th May 2020 and subsequent to the report to Cabinet of 24th September 2020, this report proposes the addition of carriageway and footway maintenance schemes to the pool of previously approved schemes.

2. RECOMMENDATIONS

It is recommended that Members:

- 2.1 Note and approve the addition of the schemes listed in Appendix A to the pools of previously approved schemes.

3. BACKGROUND

- 3.1 On 4th March 2020 the Council approved a 3 year capital programme for 20/21 to 22/23, subsequent to which a report to Cabinet on 24 September 2020, approved a number of highway maintenance schemes for implementation from the 3 year programme.
- 3.2 The pool of approved highway maintenance schemes to be implemented during the 3 year programme is periodically added to in order that there that is a sufficient bank of approved work to allow engineers some flexibility around when schemes are delivered to cater for unknowns such as clashes with utility companies works programmes.

4. SUPPLEMENTARY CAPITAL PROGRAMME

4.1 Highways Improvements

4.1.1 The Highways Network represents the most significant asset of the Council, valued in excess of £3.4Bn and comprises of carriageways, footways, structures (bridges, retaining walls, culverts, etc.), street lighting, traffic signals and signs, safety barriers, highway drainage, etc.

4.1.2 At its meeting on 4th March 2020, Council approved the budgets for the Highways Improvement Schemes and subsequent reports detailed the schemes that would be approved for implementation.

4.1.3 **Carriageways;** A pool of schemes to the value of £8.275M has been previously approved. A further £2.210M of schemes to be added to this pool are listed in Appendix 1. The actual schemes to be implemented in 2020/21 will be drawn from this pool based on officer prioritisation and deliverability constraints. The remainder of the schemes will remain in the pool for delivery from future funding allocations.

4.1.4 **Footways;** A pool of schemes to the value of £2.452M has been previously approved. A further £0.496M of schemes to be added to the pool are listed in Appendix 1. The actual schemes to be implemented in 2020/21 will be drawn from this pool based on officer prioritisation and deliverability constraints. The remainder of the schemes will remain in the pool for delivery from future funding allocations.

5. EQUALITY AND DIVERSITY IMPLICATIONS

5.1 Equality and Diversity issues will be considered as part of determining the final detail of the proposed schemes.

6. CONSULTATION

6.1 There are no consultation requirements relating directly to the report but the proposed schemes will (or have) involve varying degrees of consultation, some of which will relate to statutory processes (such as Traffic Regulation Orders).

7. FINANCIAL IMPLICATIONS

7.1 The funding allocation to support schemes contained within this report was agreed by Council on the 4th of March 2020 as part of the three year Capital Programme 2020/21 to 2022/23. This report does not commit any additional spend over and above this agreed allocation but simply adds to the pool of approved schemes from which the schemes to be delivered are selected

8. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

8.1 There are no legal implications as a result of the recommendations set out in this report.

9. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT.

9.1 This investment programme supports the Council’s Corporate Plan Priority ‘Places – Where people are proud to live, work and play’.

9.2 The programme is wide ranging. It deals with the maintenance of transport assets created in order to meet travel demand. The programme supports enhanced connectivity to link homes with employment opportunities, education and health facilities, and to act as a catalyst for development and regeneration.

9.4 The programme supports the Well-Being goals fostering prosperity and resilience with inclusive and sustainable transport options supporting more cohesive and vibrant communities.

10. CONCLUSION

10.1 The above programme continues the enhanced levels of investment under the RCTInvest initiative, delivering sustained improvements to the resilience and durability of our highways and transportation infrastructure, promoting sustainable transport opportunities and network efficiency.

10.2 Consequently, Frontline Services will coordinate and deliver significant investment in a number of important areas during 2020/21 and the proposed programme is accordingly recommended for approval.

Appendix 1

Carriageway Schemes For Inclusion in Works Pool

Street No	Street Name	Town	Treatment	Budget
	King Street	Abercynon	Traditional	16000
	Park View	Abercynon	Traditional	32000
	The Grove	Aberdare	Traditional	32000
	Park Street	Clydach	Traditional	70000
C260	Penygarreg Road	Coedely	Micro	35000
	Morris Street	Cwmaman	Traditional	36000
	Sion Terrace	Cwmbach	Traditional	43000
	Bwlfa Road	Cwmdare	Micro	48000
	Park Glas	Cwmdare	Traditional	42000
	Appletree Avenue	Dinas	Traditional	22000
	Dan yr Allt Close	Dynea	Traditional	20000
	Church Street	Ferndale	Traditional	22000
	Oak Street	Ferndale	Traditional	22000
	Meadow Street	Gilfach	Traditional	22000
	Clydach Close	Glyncoch	Traditional	35000
	Park Prospect	Graigwen	Traditional	40000
	Chapel Hill Close	Llanharan	Traditional	25000
	Harcombe Road	Llwynypia	Traditional	35000
A4058	Nantgwyddion Road I/C	Llwynypia	Traditional	45000
	Wood Street	Maerdy	Traditional	32000
A4233	Maerdy Road	Maerdy	Traditional	45000
	Llanfair Road	Maes y Coed	Traditional	32000
	Kingcraft Street	Mountain Ash	Traditional	49000
	Pleasant View	Pentre	Traditional	30000
	Gwladys Street	Penywaun	Traditional	63000
	Miskin Crescent	Pontyclun	Traditional	33000
	Cwm Isaac	Rhigos	Traditional	15000
	Morien Crescent	Rhydyfelin	Traditional	35000
	Cemetery Road	Taffs Well	Traditional	45000
	Forest Hills Drive	Talbot Green	Micro	40000
B4595	Tonteg Road I/C	Tonteg	Traditional	35000
	Primrose Court	Tonyrefail	Traditional	18000
	Maple Court	Tonyrefail	Traditional	28000
	Concord Drive	Tonyrefail	Traditional	15000
B4274	Bonvilston Road	Trallwn	Traditional	70000
	New Century Street	Trealaw	Traditional	77000
	Brook Street	Treforest	Traditional	40000

Street No	Street Name	Town	Treatment	Budget
	Woodfield Terrace	Trehafod	Traditional	70000
	Coldra Road	Treherbert	Traditional	30000
	Crichton Street	Treorchy	Traditional	37000
	Arfryn Terrace	Tylorstown	Traditional	30000
	Paget Street	Ynysybwl	Traditional	40000
	Nebo Estate	Ystrad	Traditional	30000
	Crib y Lan	Willowford	Traditional	10000
	Bedw Road / Howell St, Cilfynydd	Cilfynydd	Traditional	90000
	Glamorgan St	Perthcelyn	Strengthen	230000
	Main Rd Patching	Various	Patching	400000
	Total			2210000

Footway Schemes For Inclusion in Works Pool

Street No	Street Name	Town	Budget
	Slab/Tarmac Reinstatement	Taff Ely Area	250000
	Appletree Avenue	Dinas	20000
	Meadow Street	Gilfach	25000
	Clydach Close	Glyncoch	30000
	Madoc Street	Graig	30000
	Groesfaen Access Improvements	Groesfaen	25000
	Hawthorn Access Improvements	Hawthorn	25000
	Crown Hill Access Improvements	Llantwit Fardre	15000
	Harcombe Road	Llwynypia	31000
	Pleasant View	Trehafod	30000
	Crib y Lan	Willowford	15000
	Total		496000

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RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

17TH NOVEMBER 2020

DRAFT DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2019/20

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

AUTHOR: Giovanni Isingrini, Group Director, Community & Children's Services. Tel. No. 01443 424140

1. PURPOSE OF THE REPORT

- 1.1 The Social Services and Well-being (Wales) Act 2014 includes in Part 8 a Code of Practice with regards to the role of the Director of Social Services.
- 1.2 This replaces Statutory Guidance issued in June 2009 regarding the Duties and Accountabilities of Directors of Social Services in Wales and includes an ongoing requirement for the Director of Social Services to publish an Annual Report.
- 1.3 The new code of Practice states that the Director of Social Services must prepare and publish an annual report about the exercise of the Local Authority's social services functions and that this annual report must be published as soon as reasonably practicable after the end of a financial year.
- 1.4 The annual report must evaluate the performance of the Local Authority in relation to the delivery of its social services functions in respect of that year and include lessons learned. It must also set out objectives in relation to promoting the wellbeing of people who need care and support, and carers who need support, for the forthcoming year.
- 1.5 Despite the current circumstances this report provides a first for Cabinet consideration prior to its content being made available for public consultation.

2. RECOMMENDATIONS

It is recommended that Cabinet:

2.1 Note the draft Rhondda Cynon Taf Director of Social Services Annual Report (Appendix 1) and scrutinise its contents.

3. REASONS FOR RECOMMENDATIONS

3.1 To provide Cabinet with the Director of Social Service's report on Social Services Functions.

4. BACKGROUND

4.1 The Director of Social Services must prepare and publish an Annual Report about the exercise of the Local Authority's Social Services functions. This annual report must be published as soon as reasonably practicable after the end of a financial year and address the following requirements:

- It must evaluate the performance of the local authority in relation to the delivery of its social services functions in respect of that year and include lessons learned.
- It must set out how the Local Authority has exercised relevant requirements contained in the code of practice so as to provide:
 - a) Assurances in terms of structural arrangements within the Local Authority that enable good governance and strong accountability.
 - b) Assurances in relation to effective partnership working via Partnership Boards.
 - c) Assurances in relation to safeguarding arrangements.
 - d) Information in relation to the performance of the handling and investigation of complaints and representations.
 - e) A response to any inspections undertaken in relation to social services functions.

4.2 The Welsh Government is committed to the delivery of high quality health, social services and social care services that are centred on users' needs. "*More than just words*" is its strategic framework to realise this aim.

4.3 Directors of Social Services are, therefore, required to provide an update on Welsh language provision and their implementation of "*More than just words*" as part of the annual report.

4.4 It is important that the views of service users in relation to the way the Local Authority has discharged its social services functions are included in the annual report. People, including children, who have experience of using care and support services, the parents of children who have care and support needs, and carers in the local authority area must be engaged in the process of producing an annual report and the annual report must set out how the Local Authority has engaged with people in its production.

4.5 Annual reports are a key way for local authorities to demonstrate accountability to citizens and should, therefore, be accessible to people, including service users. The Director of Social Services should, therefore,

ensure that annual reports are not overly long and are written in a clear and concise way.

- 4.6 To ensure effective accountability, the annual report must be presented to the Council by the Director of Social Services, a copy of the published annual report sent to Welsh Ministers and copies made available on the local authority website.

5. EQUALITY AND DIVERSITY IMPLICATIONS

- 5.1 There are no implications associated with this report

6. CONSULTATION

- 6.1 This report will be subjected to scrutiny by Cabinet and relevant Scrutiny committees. Consultation on the draft report has been made difficult by the ongoing pandemic restrictions. However, the views of people, including children, who have experience of using care and support services, the parents of children who have care and support needs, and carers in the local authority have been considered in the process of service delivery and the report sets out how the Local Authority has engaged with people.

7. FINANCIAL IMPLICATION(S)

- 7.1 There are no financial implications associated with this report.

8. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 8.1 The Annual Director's report is required under Part 8 of The Social Services and Well-being (Wales) Act 2014.

9. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT

- 9.1 The Annual Director's Report publishes the delivery, performance, risks and planned improvements of the Social Services function in the Council. As such it provides the public with a summary of the Directorates performance in meeting the corporate priorities for its Social Services.

10. CONCLUSION

- 10.1 The Director of Social Services Annual Report sets out how the Council's Social Services performed last year, highlighting the direction and priorities we have set for the year ahead.

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

17TH NOVEMBER 2020

DRAFT DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2019/20

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

Background Papers:

Social Services and Well-being (Wales) Act 2014 Part 8 Code of Practice on the Role of the Director of Social Services

<http://gov.wales/docs/dhss/publications/160322part8en.pdf>

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**Rhondda Cynon Taf
County Borough Council**

**Director of Social Services
Annual Report
2019-20**

2020

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1. Introduction

- 1.1 I am pleased to present my Annual Report for Rhondda Cynon Taf's Social Services Department for the 2019-20 financial year. The report explains our performance throughout the year and the progress made in further developing and improving services. It summarises developments against the priorities set out in my last annual report and, as part of our rolling programme of work, it highlights the priorities we have set for 2020-21.
- 1.2 Delivering high quality social care for adults and children is one of the Council's most important responsibilities. We have a skilled and experienced workforce committed to providing services to meet the needs of our residents, some of whom find themselves in difficult circumstances.
- 1.3 Our aim is to keep people safe and improve their well-being. We help people to live safely and independently in their own home for as long as possible and we help children and young people to get the best possible start in life to be able to fulfil their potential.
- 1.4 My report is different this year in view of the outbreak of Covid-19 and the extensive action taken to respond to the crisis. The Council has put in place a range of financial and practical support to people, businesses, and communities in Rhondda Cynon Taf. In Social Services, we have focused our effort on minimising the impact on the most vulnerable, working hard to build community resilience by recruiting local volunteers, and engaging with our third sector organisations who are at the front line.

Our priorities and where we are heading

- 1.5 A significant part of our work is governed by law. It includes the Social Services and Well Being (Wales) Act 2014 and the Wellbeing of Future Generations (Wales) Act 2015, both of which focus on wellbeing, prevention, partnership, and collaboration between organisations and integration, and involving people. Working with other organisations, we have also assessed the needs of the population.
- 1.6 We are committed to meeting the care and support needs of all those who need our help, and the wider community. We have an emphasis on helping:
 - People with learning disabilities
 - Older people with complex needs and long-term conditions, including dementia
 - Carers, including young carers
 - Families and individual members of families
 - Children with complex needs due to disability and illness
 - People with physical impairment and / or sensory impairments
 - People who have experienced adverse childhood experiences
- 1.7 We know the following are important to people:
 - Helping to meet people's needs and doing what matters to them
 - Preventing problems from happening in the first place or preventing problems from escalating and getting worse
 - Providing people with good quality information, advice and assistance
 - Helping people to access services and support and to connect with their community and other people
 - Seamless services i.e. different organisations working together as one

- 1.8 Our goal is to minimise the need for intervention and to maximise people's independence to prevent problems in the first place or to stop them from getting worse. We do this by working with other organisations and by developing more integrated services. Ensuring more young people with complex disabilities can live in their own homes is a priority, as is creating opportunities for them to engage in education, training, culture, and the arts, thus helping them to grow in independence. Overall, the Council aims to help our residents to be active and healthy, benefitting from our leisure facilities, theatres, libraries and heritage sites, parks, and open spaces.
- 1.9 Ensuring children have the best start in life and opportunities to fulfil their potential is particularly important to us, particularly for children looked after. Our values are:
- All children have a right to a family life.
 - Where possible, this should be within the child's birth family.
 - Where it is not possible for children to live with their birth parents, alternatives within their wider birth family or family friends should be explored.
 - Where children need to be looked after by the local authority, the aim should be for them to be placed with a safe, stable and loving alternative family.
 - Where possible children will be placed with their siblings
 - When decisions are made about the permanent placement of children the child's ethnic origin, cultural background, religion and language will be respected.
 - Permanence and stability ought to give a sense of belonging.
 - Permanence and stability relate to the continuity of relationships as well as the continuity of where the child lives.

What is in this report?

- 1.10 This report summarises our performance in 2019-20. It explains our performance in the day-to-day delivery of services and describes what we have done against the priorities for action we set out in last year's report. We are accountable to the residents of Rhondda Cynon Taf and this report helps us to fulfil this by being open about what we are doing and why, and what we have achieved.
- 1.11 **Part 2** summarises the performance of our Adult Services and Children's Services. **Part 3** explains how people are shaping our services and what we do.
- 1.12 **Part 4** reports on action we have taken to improve people's well-being. It explains how we work with people to help them achieve the outcomes they want and what we have done to protect and promote people's physical and mental health and well-being. This part of the report also says what we have done to protect and safeguard people from abuse, neglect and harm, and to help people develop and maintain healthy domestic, family and personal relationships.
- 1.13 **Part 5** explains how we operate as a department including our workforce, our financial resources and how we plan, and our partnership working with other organisations. **Part 6** provides sources of information for further reading if required.

2. Summary of performance

- 2.1 As the Director of Children and Community Services I am pleased to report that our dedicated and committed workforce have continued to deliver high quality and well-regarded services to people needing care and support. We have done this in partnership, working with many local, regional, and national organisations to help people to improve their wellbeing and to live safely and as independently as possible.
- 2.2 The first eleven months of the year saw us deliver a significant amount of services. At the same time, we also made significant progress on the priorities we set out in my previous annual report. Both are featured later in this report. The highlights are:
- Developing new accommodations models for adults
 - Continued development of Community Hubs
 - A 24-hour mobile response service to support people in their own homes by responding to non-medical emergencies.
 - A new Quality Assurance Framework in Children Services
 - Improving our Residential care options for children and young people
 - Enhanced recruitment arrangements for foster carers
- 2.3 **We have been under no illusion about the impact of Covid-19 on children, families and adults who rely on a range of services for support. I must pay tribute to our staff for their incredible response to the crisis. They have shown incredible commitment, resilience & compassion & have worked tirelessly throughout what has been a very difficult & challenging period of time to ensure that essential support has continued to reach the most vulnerable people across the County Borough. Through everyone's efforts we have been maintaining our key support services. We have worked with providers to sustain our care home and domiciliary care services and have been able to coordinate the supply of protective equipment to staff working for the council and our external care providers.**
- 2.4 We established Resilience Hubs to support those who were self-isolating, those who were over 70 years of age, had a pre-existing health conditions, were pregnant or displaying symptoms of the virus. The hubs combined Council Staff, Community Resilience Volunteers, alongside the third sector, to support between 10,000 and 15,000 vulnerable people who were advised to self-isolate
- 2.5 Covid-19 has also had a significant impact on our statutory care services. In adult social care our services and our providers are supporting over 4,000 vulnerable people in their homes and in care settings every day. As the outbreak has progressed, services have been disrupted and inevitably, this will impact on the sort of priorities we will need to focus on for the next 12 months. Maintaining essential services with our partners and providers is vital but we will also continue to look to the future to continually develop our workforce, our services and our community resilience.
- 2.6 Our main priorities during this crisis have been to
- Keep our most vulnerable people, with care and support needs, safe and well in the community.
 - Develop a community service that can respond quickly to help people who may be isolated and in need of support, such as the new hubs.
- 2.7 What this crisis means however, is that we are continually refocussing our priorities. We will need to continue to respond effectively to the immediate and ongoing impacts and consequences of this pandemic. Much of our response will be in line with every other local authority but where possible we will also seek to tailor our response to the specific needs of

our residents. We want to do all we possibly can to continue to support people at their time of need.

3. How are people shaping our services?

- 3.1 During the year we have reached out to people who use our services and to the public more widely to understand their experiences and to get their input on our ideas for the future. We continue to use a range of approaches including information and awareness raising, social media, surveys, meetings with people who use services and feedback questionnaires.
- 3.2 We welcome feedback whether positive or negative. We also welcome feedback from other organisations with whom we engage regularly in the course of our work and the regulatory bodies.

Inspection

- 3.3 In its annual letter CIW summarises the strengths and areas for improvement in line with principles of 2014 Act. The strengths and priorities for improvement are identified by the Care Inspectorate Wales under the four underpinning principles of the Social Services and Wellbeing Act. The four themes are:

- Well-being
- People – Voice and choice
- Partnerships and integration (co-production)
- Prevention and early intervention

- 3.4 **Well-being:** CIW highlight the strong corporate support for social services in Rhondda Cynon Taf County Borough Council and referenced plans to change the delivery model for supporting disabled children prior to their inspection of this service. These included greater support for siblings of disabled children and increased assessment of parent carers. CIW expressed confidence in practitioners and managers who were promoting the legal rights of parents to assessment of their needs for support. However, they also found assessments of disabled children and care leavers could be improved by focussing more on the strengths of the child, and their family where appropriate, and the wishes and feelings of the child. Young care leavers valued their personal advisors; but there were resource pressures on this service.

The local authority has begun to introduce innovative practice in relation to support for carers of adults in response to our inspection of services for older adults in March 2019. In March 2020, we could see proactive efforts to support those caring for people in the community through 'carers' conversations' which can form the basis of assessments for support. At the time of our visit, senior managers were about to evaluate the impact of the new approach; our findings were positive.

The local authority continues to review care packages for adults where two care workers are delivering domiciliary care. The local authority has achieved considerable success in identifying additional equipment or techniques to allow a single care worker to deliver the same level of care. This has resulted in promoting people's independence as well as freeing up capacity to care for other people, where demand is high. Senior managers continue to review their care home provision and plan to further reduce capacity while establishing more extra care facilities.

The local authority has tried to meet demand for care placements for children with very complex needs and has registered a care home for emergency placements. The local authority is endeavouring to create a therapeutic approach within its placements and has trained staff accordingly. The therapeutic team, comprising psychologists and family therapists, supports children receiving early intervention and prevention services as well as care experienced children. The local authority has also been innovative in employing four practitioners to undertake life story work using digital technology and a proactive model of work.

As with all local authorities, Rhondda Cynon Taf County Borough Council wishes to reduce the number of children in care where safe to do so. A recent rise was due to an increase in babies being made subject to Care Orders and senior managers were ensuring vulnerable women were receiving the support they need in pregnancy.

People

Parents have found it difficult to employ personal assistants for their disabled children. Senior managers in children's and adult services are looking to review how direct payments are promoted and used across Rhondda Cynon Taf County Borough Council. The local authority has improved its provision of advocacy services for older people since our inspection last year. We identified take-up of advocacy services for disabled children as an area for improvement and, generally, more could be done to ensure the voice of the child is central to decision making.

The local authority has consulted people about the development of its services. Staff have undertaken structured engagement with carers to understand their views about the carers' assessment format and process. This has influenced a new approach. Managers have also undertaken an extensive staff consultation exercise this year about remodelling teams to support disabled children.

CIW found positive and committed staff when they visited children's services this year. Recruitment remains a challenge and recent improvements to salaries and other financial benefits for some staff has led to a more comprehensive review across the wider workforce.

Prevention

During its inspection of children's services, CIW noted an improved initial response to enquiries and referrals at the 'front door'.

The Children with Additional Needs Service (CANS) delivered support focused on family strengths and personal outcomes for disabled children and their families. A planned review of commissioned services should ensure provision meets the needs of families and will map future demand and help shape the market. The 'sitting' service was clearly valued and senior managers were planning to develop alternative approaches to the more traditional model of respite care/short breaks.

Partnerships

The multi-agency safeguarding hub (MASH) is well established and evidences good joint working arrangements. Rhondda Cynon Taf County Borough Council is a strong and committed partner to the regional safeguarding board and other regional fora. The local authority entered into new regional working arrangements in April 2019 due to re-alignment of health board boundaries. There was considerable work to establish new operational and strategic partnerships across Bridgend County Borough Council, Merthyr Tydfil County Borough Council and Cwm Taf Morgannwg University Health Board (CTMUHB). Senior managers in the local authority wished to use the opportunity to strengthen and build on joint working arrangements with the health board.

CIW also highlighted the need for the local authority and health board to reach greater resolution on eligibility for continuing care arrangements for children with complex needs. This is an outstanding challenge that results in intra-agency discussions, which can be time consuming. It is important to note, however, that we did not see this impact on provision of services for children.

The local authority is establishing an emotional well-being service with CTMUHB, which is a positive example of joined up working that is designed to meet the needs of children in the region.

An improved offer to care leavers may be achieved by a more pro-active approach from the local authority's housing department.

- 3.5 In March 2019, our service was inspected by the Care Inspectorate Wales, working with the Healthcare Inspection Wales as part of a national review of how well local authorities and health boards work together to promote independence and prevent escalating needs for older adults. It looked at the experiences of older adults as they use, and move through, social care services until the time they may need to enter a care home. The report was published in June 2019¹. Overall, the findings of the inspection were positive. Many strengths were identified. Where areas for improvement were required, and these are welcomed as opportunities to get even better at what we do, many were consistent with what we had identified in the self-evaluation assessment we had undertaken towards the end of the previous financial year.
- 3.6 As well as the usual identification of service priorities presented throughout this document the specific action plans will be implemented in response to the areas on improvement identified during inspections. These will be monitored through the formal scrutiny processes.

Engagement

- 3.7 During the year, we engaged with people in many ways: For example:
- Engagement with people with learning disabilities and their families in July 2019 for the development of a housing and accommodation strategy, and events to showcase the new Penllew Court supported housing scheme in Aberdare.
 - Our "Voices for Care" project is a joint project with Voices from Care Cymru. We have developed a framework which supports and consults with care experienced young people on their educational experiences. It also provides them with the opportunity to influence national policy, practice, and guidance. In 2019-20, we engaged with 32 care experienced young people.
 - Service user event as part of a review of our Direct Payments to help us explore the barriers for people taking up the scheme. The feedback is informing a review of our policy and support service contract
 - Our Council-wide County Youth Forum and local fora across the area are managed by our Youth Engagement and Participation Service. It has led to several projects during the year including one which seeks to prevent and reduce the number of young people affected by homelessness. There was also a roll out in July 2019 of the "Young People's Vote which was linked to "Make Your Mark". The top three themes for action were raising awareness and supporting positive mental health, tackling youth homelessness, and exploring the fear of knife crime.
 - Our Youth Forum has been active in Welsh Government consultations including the development of a Welsh Parliament and the review of Extending Entitlements. The Forum has identified mental health and anti-bullying as priorities to be addressed, and sub-groups have been established.

- Service users contributed to a discussion on advocacy we agreed the circulation of information and publicity to clarify and the development of a champion network across all teams
- We commissioned an extensive, independent, consultation with residential and day service staff, care home residents and their families and day centre users on the future delivery model.
- We worked with carers to develop a “blueprint” for what a comprehensive carers service should look like. By doing this, we identified their preferences and their concerns. The feedback *informed* a revised approach to carer assessment and the updated public information
- We undertook a public consultation exercise on the proposed budget for 2020-21 engaging with people in a variety of ways

3.8 Reviewing our services to ensure they meet people’s needs and provide value for money is a core feature of the way we work. We analyse the findings of reviews, evaluations, the results of surveys, the views expressed in consultations and people’s comments when they contact us with complaints or to compliment us.

What do people think of our services?

- 3.9 We use a variety of surveys to measure the quality of our services and to determine what outcomes we achieve for people to meet their care and support needs. Periodically, our services are inspected by the Regulator, the Care Inspectorate Wales.
- 3.10 During the year, the Support @ Home Service (Home Care, Intermediate Care and Rehabilitation Service) and Supported Living, was inspected during the year by the regulator, the Care Inspectorate Wales. This was the first inspection since the service was registered under the Regulation and Inspection of Social Care (Wales) Act 2016. It is pleasing to know no areas of non-compliance were identified, and the service met all legal requirements. The Inspectorate made no recommendations for improvement.
- 3.11 The inspection report confirms people seem happy with the support they receive from the service, which is committed to achieving positive outcomes, and people’s rights and choices are promoted. People were treated as individuals, encouraged to be confident and independent, and supported with their goals and ambitions. Interactions between people and staff are warm and positive, and staff are familiar with the needs and likes of the individuals. Staff are well trained and feel valued; staff turnover is low. The service provides positive person-centred support.
- 3.12 The inspection concluded that governance, auditing and robust quality assurance arrangements are in place to ensure the service runs smoothly and delivers good quality care. It stated people benefit from a service which is well led and has an ongoing commitment to reflection and improvement.
- 3.13 We use the results of feedback to further improve the services we deliver. Both our Adults Services and Children’s Services teams undertake detailed annual self-assessment exercises. These assessments ensure we monitor what we are achieving and where we can improve. The assessments inform priorities for the following year.
- 3.14 The table below provides the results of this year’s survey for Adult Services and the two previous surveys in 2016-17 and 2017-18. The survey was based on a sample of adults aged 18 and over who had a care and support plan on the day the sample was drawn. It measures things which people tell us are important to them.

**Table 1: Key service quality measures, Adult Services,
RCT, 2016-17 to 2019-20**

(%)

	Statement	2016-2017	2017-2018	2018-2019	2019-2020	Change this year/last
1	I live in a home that supports my wellbeing	87	89	93	92	●
2	I can do the things that are important to me	49	50	77	85	●
3	I feel a part of my community	52	52	69	77	●
4	I am happy with support from my family, friends, neighbours	84	88	97	96	●
5	I feel safe	76	79	94	95	●
6	I know who to contact about my care and support	79	79	83	87	●
7	I have received the right information or advice when I needed it	79	75	91	92	●
8	I have been actively involved in discussions about how my care and support was provided	73	78	90	88	●
9	I was able to communicate in my preferred language	93	94	95	95	●
10	I was treated with dignity and respect	92	91	97	99	●
11	I am happy with the care and support I have received	84	84	97	97	●
12	It was my choice to live in a residential care home	67	60	56	57	●

Source: Rhondda Cynon Taf County Borough Council

Note: Percentages based on adults who answered each question with "Yes" or "Sometimes". Figures have been rounded.

- 3.15 The survey results show an improvement on seven of the twelve measures, no change on two and a reduction on three. All the reductions were between 1-2 percentage points.
- 3.16 Table 2 provides the results of this year's survey and the three previous surveys for Children's Services. The survey was based on children who had a care and support plan on the day the sample was drawn.

**Table 2: Key service quality measures, Children's Services,
RCT, 2016-17 to 2019-20**

(%)

	Statement	2016-2017	2017-2018	2018-2019	2019-2020	Change this year/last
1	I live in a home where I am happy	94	99	98	97	●
2	I am happy with the people I live with	96	99	99	97	●
3	I can do the things I like to do	97	100	96	96	●
4	I feel I belong in the area where I live	92	92	92	92	●
5	I am happy with my family, friends, and neighbours	97	97	98	95	●

6	I feel safe	97	99	96	97	
7	I know who to speak to about my care and support	97	94	94	95	
8	I have had the right information or advice when I needed it	94	92	89	90	
9	My views about my care and support have been listened to	96	98	93	92	
10	I have been able to use my everyday language	98	99	98	98	
11	I was treated with respect	98	98	98	98	
12	It am happy with the care and support I have had	96	97	96	97	
13	I have had advice, help and support that will prepare me for adulthood (16 and 17-year olds only)	--	86	90	77	

Source: Rhondda Cynon Taf County Borough Council

Note: Percentages based on children who answered each question with "Yes" or "Sometimes". Figures have been rounded.

- 3.17 Of the thirteen service quality measures, performance was better this year on four, the same as last year on four, and less than last year on five. With one exception, the differences were between 1-3 percentage points.
- 3.18 More than four out of every five parents (84%) said they had been actively involved in all decisions about how their child's/children's care and support was provided
- 3.19 Over and above the national outcome measures, some of our individual service areas also have mechanisms for collecting feedback. For example, of the 300 people who responded after receiving help from our Support@Home (Intermediate Care and Reablement) service:
- 92% said they had discussed and agreed targets, goals and outcomes before starting to receive the service.
 - 91% rated the service as "very good" or "excellent".
 - 94% said they had achieved their goals.
 - 95% said they had been able to maintain or improve their independence.

Complaints and compliments

- 3.20 Where, occasionally we have not been able to meet people's expectations, we use the feedback to learn what we can do better and where necessary we make changes to do this. The following table summarises the number of complaints and compliments received this year and the four previous years.

Table 3: Number of complaints and compliments received, Adult Services and Children's Services, 2015-16 to 2019-20

		2015-16	2016-17	2017-18	2018-19	2019-20
Adult Services	No, of complaints received	68	82	51	56	54

	No. of compliments received	156	102	102	124	93
Children's Services	No. of complaints received	89	106	114	32	59
	No. of compliments received	86	62	41	39	59
Total	No. of complaints received	157	188	165	88	113
	No. of compliments received	242	164	143	163	152

Source: Rhondda Cynon Taf County Borough Council

- 3.21 Overall, the number of complaints was higher than the previous year. A very small reduction in complaints to Adult Services was offset by an increase in the number to Children's Services. While Children's Services received more complaints this year, it also received considerably more compliments.
- 3.22 Complaints are used to improve our services. By way of an example, when issues raised around case transfers and delays in accepting responsibility for cases, a team learning event was held. This explored the issues and as a result, it was agreed to review policy and to consider a protocol with other local authorities on expectations when case transfers occur.

Welsh language

- 3.23 According to the 2011 Census, nearly 28,000 people in Rhondda Cynon Taf speak Welsh, which is slightly more than 1 in 10 of the population (12.3%). The Welsh Language Standards apply to all local authorities. This means everyone in Wales can expect the same approach to the Welsh Language in services, ensuring it is treated the same as the English language with all Councils offering people the opportunity to receive services from us, as well as from those funded by us, in Welsh.
- 3.24 Our approach is shaped by the requirements of the Welsh Language Standards and the Welsh Government's "Follow-on Strategic Framework for Welsh Language Services in Health and Social Services" but also by our commitment to delivering services which meet people's needs. In line with our commitment to continuous improvement, we said in 2019-20 we would:
- Ensure compliance on Welsh language preference at review when the core data is checked and ensure the Welsh Community Care Information System is updated
 - Work with external providers via the contract terms and conditions to ensure Welsh language requirements are met
- 3.25 The Council's Recruitment and Selection Procedure and Policy has been updated to include a language skills assessment for all new vacancies. Welsh Language Level 1 Skills is an essential criterion on all job descriptions where a Level 2-5 is not required. Introductory lessons are provided to new staff who do not have Level 1 skills upon appointment. This increases basic knowledge and further encourages an Active Offer in our services. We ensure an active offer at the first point of contact, asking clients whether they wish to receive a Welsh Language service as part of the assessment / review process and then recording accordingly on their electronic file. Where capacity allows, a Welsh speaking officer is then allocated the caseload.

3.26 Each year, the Council runs four campaigns to increase the use of Welsh in the workplace and visibility within our communities. It also employs an internal tutor to ensure we have a flexible, service provision to help our staff to learn.

3.27 The Council's tender and contract processes have all been updated to include a list of all the applicable Welsh Language Standards required of any commissioned service. This ensures that the Welsh Language is an integral part of commissioning. Monitoring officers ensure compliance as part of our monitoring of independently run care homes.

What are our priorities for next year?

- Develop and fully implement, across all Service Areas, a systematic and collaborative process for capturing the views of service users and their families about the impact of our support and services and inform service development and change
- Continue to promote engagement with children and young people and partner agencies to ensure coproduction and that the voice of the child is heard including developing an action plan to meet the needs of young people identified within the Your voice Survey

4. Promoting and improving the wellbeing of people we help

- 4.1 Working with individuals who need care and support to improve their wellbeing is at the very heart of our work. We cannot do this alone. We work with many other organisations to help vulnerable children, young people, adults, and families.
- 4.2 In discharging our statutory duties and in delivering an extensive range of other services to meet people's needs, we continue to face immense challenges from increasing demands and complexity of needs, and financial pressures. And just before the end of the period covered by this report and as mentioned earlier, we experienced the considerable impact from the outbreak of Covid-19.
- 4.3 Our work is framed by action set out in the Cwm Taf Regional Plan 2018-23², which identifies what we need to do to meet the needs of our population. This part of the report summarises the considerable action we took during the year to deliver services and support and to develop new and improve ways of helping meet people's needs. It also includes the priorities we have set for 2020-21. Reviews undertaken by other organisations also informed what we do.

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

What did we plan to do last year?

- 4.4 We said we would:
- Strengthen the participation of children and young people in service delivery by continuing to promote engagement specifically with children looked after and partner agencies to ensure coproduction and the voice of the children and young people are heard.
 - Improve local access to information advice and assistance provision for children, young people and families to promote their participation and engagement.
 - Strengthen systems for recognising and supporting the needs of carers. Increase the number of carers assessments completed and offers accepted of support when needed.
 - Remodel the delivery of Early Years as a result of the Regional Early Years Co-construction Project.
 - Continue to work to reduce the need for statutory services by ensuring that children and families have coordinated integrated family support.
 - Manage the Children and Communities Grant to commission effective integrated early intervention and prevention services.
 - Further develop integrated service delivery to improve early intervention and prevention support informed by Vulnerability Profiling data.
 - Develop and fully implement, across all service areas, a systematic and collaborative process for capturing the views of service users and their families about the impact of our support and services.
 - Continue to embed strengths-based and outcome-focused assessment, support planning and review across Adult Services

How far did we succeed and what difference did we make?

4.5 In June 2019, Care Inspectorate Wales published their report into our work and that of the Cwm Taf University Health Board. Our strengths on the theme of well-being are as follows:

- People can be reassured the local authority recognises adults are the best people to judge their own wellbeing.
- The local authority can demonstrate a good understanding of its own strengths and areas for improvement through a developing approach to quality assurance and learning across service areas.
- Professional disciplines work effectively together to support wellbeing. Prompt professional responses are evident at times when people experience acute ill health or crisis, this is integral to help secure independence for people.

4.6 Our priorities for improvement were identified as:

- To consistently recognise carers' roles and to ensure the voice of the carer is heard; with improved support for carers tailored to enable them to achieve their own wellbeing outcomes.
- Ensure teams working with people with longer term needs satisfactorily manage the volume of work and ensure people's needs are appropriately reviewed.

4.7 We recognise the pressure some of our staff are experiencing managing the volume and increasing complexity of caseloads. This is an ongoing challenge particularly where we have seen significant staff turnover. This is covered in Section 5. We have started to remodel our Care and Support service and the Complex Learning Disability Team to create a new expanded Learning Disability Care and Support Team in addition to the existing Care and Support Teams.

Supporting carers

4.8 According to the 2011 Census data, nearly 30,000 people in our area were providing care to a family member, friend, or neighbour. Our figure is slightly higher than the England and Wales average of 10%. We know that people do not always recognise themselves as being a carer and therefore, the true level of informal caring is probably higher.

4.9 We identified strengthening the way we recognise and support the needs of carers as one of our priorities for the year. This included increasing the number of carers assessments completed and accepted offers of support

4.10 We made a significant contribution to the development of a regional strategy for carers. The key elements of the Cwm Taf Carers Strategy³ are:

- (i) Identifying Carers of all ages and recognising their contributions
- (ii) Providing up to date, relevant and timely information, advice & assistance to Carers of all ages.
- (iii) Providing support, services, and training to meet the needs of Carers of all ages.
- (iv) Giving Carers of all ages a voice, with more choice & control over their lives.

- (v) Working together to make the most of our resources for the benefit of Carers of all ages

4.11 In implementing the strategy, we were also required to implement three national priorities for 2019-20 set by the Welsh Government. These were:

- (i) Supporting life alongside caring: all Carers must have reasonable breaks from their caring role to enable them to maintain their capacity to care, and to have a life beyond caring.
- (ii) Identifying and recognising carers; fundamental to the success of delivering improved outcomes is the need to improve recognition of their role and to ensure they can access the necessary support.
- (iii) Providing information, advice, and assistance to carers

4.12 The Welsh Government also expected identifying and recognising carers and providing information, advice, and assistance to be key areas of action.

4.13 We have worked with partners to implement a scheme which supports GP practices to develop their awareness of carers and ways of working to support them. We are implementing an accreditation scheme with Agored Cymru in GP practices.

4.14 Discharge from hospital was also identified as an area for improvement. There is a need to improve the information, advice and assistance provided to all carers following discharge from hospital of someone who is cared for. This includes involving carers in developing discharge plans.

4.15 On a regional basis, we have worked with our partners to pilot a Carers Hospital Discharge Project. This offers advice and information to carers, be they staff, patients or visitors, to support them in their caring role. During the year, 387 new carers were identified regionally.

4.16 We have developed a “blueprint” for a comprehensive carers service. Working with carers we identified their preferences and how to ensure that their needs are prioritised, making sure we work across the council to coordinate our offer.

4.17 Our Carers Support project remains the key source of support and information. We have appointed a new Service Manager to strengthen our leadership capacity on helping carers and to implement our “blueprint”, achieving a more coordinated approach across the Council.

4.18 We have engaged with carers and staff to get a better understanding of the barriers to take up of carer assessments are. As a result, since December 2019, we have been piloting a new approach to carer assessment. This has been evaluated and has informed our plans for 2020-21. The full evaluation could not be completed due to the Covid 19 pandemic. However, there are early indications the Carer Conversation pilot has been an improvement on the previous process. Feedback from council staff who carry out assessments with carers has been positive. Carers gave positive feedback on their experience of the assessment to the inspectors from the Care Inspectorate Wales.

4.19 During the year, 331 assessments of need for support for adult carers were undertaken during the year. This is an increase on the 246 undertaken the previous year. Eighty led to a support plan

4.20 Requests can be made for care and support plans & support plans for adult carers to be reviewed before the agreed timescales for review. During the year, 1243 requests for early

review of care & support plans & support for adult carers were made of which 1207 were undertaken. This compares to the 2018/19 figures of 1180 and 1170 respectively.

- 4.21 Helping young carers is also one of our priorities. During the year our team undertook 87 assessments of need for support, which is higher than the 71 undertaken the previous year. Of these, 62 (71%) resulted in the development of a support plan. This compared with 61% in 2018-19.
- 4.22 During the year 4851 care and support plans and support plans for children & young carers were reviewed during the year. Of these, 4157 plans were reviewed within agreed timescales.
- 4.23 The total number of requests for repeat assessment of need for care and support and need for support made by a child, young carer or person with parental responsibility during the year was 20 (45 in 2018-19). All these requests for repeat assessment, resulted in an assessment being undertaken and of these 4 (20%) led to a care and support plan or support plan.
- 4.24 The Cwm Taf Carer's Strategy ended in March 2019 when Bridgend became part of the new Cwm Taf Morgannwg University Health Board, joining Rhondda Cynon Taf and Merthyr Tydfil in the region. A new regional Statement of Intent for Carers was produced. At the time of writing this report, our regional steering group was awaiting guidance from the Welsh Government on the development of a new regional strategy or a regional action plan to implement the Welsh Government's proposals.
- 4.25 Our development in response to the three Welsh Government priorities for 2019-20 include:
- 125 training sessions, workshops and events to adult carers provided by our Carers Support Project, with more than 2,000 attendances from carers. Nearly 1,800 people have registered their interest with the project.
 - We commissioned a sitting service to allow carers a break from their caring role and an opportunity to pursue their own interests. In 2019-20, this helped 192 carers, 127 for adults & 65 for children.
 - A Carers Hub is being developed in Pontypridd. This creates a dedicated centre for carers of all ages, with publicity to encourage increased self-identification and recognition. The hub will become home to our Carers Support Project and our young carer support service
 - Significant effort put into improving the transition from young carer to young adult carer by providing support for carers aged 16-17, and improving links between support services.
 - One-to-one support and regular group sessions for young carers aged 5-18, including overnight residential, commissioned from Action for Children.
 - Our Carer Conversation pilot project, which is designed to removing barriers to carer assessments to improve uptake. Initial feedback is very encouraging.
 - A dedicated young carer assessor based in our children's services first contact team. This has streamlined the identification of young carers and has resulted in more referrals.
 - An open referral for young adult carers. Some are also identified by peers and through various other council support services. Upon entry, they have a one-to-one conversation with a dedicated support worker and receive a support plan based on their needs.

4.26 Our Carers Support Project provides a newsletter three times a year for young carers, young adult carers and parent carers. We were pleased the inspection by the Care Inspectorate Wales found evidence of excellent carer information and advice and the first point of contact, as well as throughout the assessment process. During the coronavirus lockdown, the carer's project has issued a newsletter to 2,400 carers in the area and information through social media. The carer's telephone counselling services has also been supplemented by well-being calls and issued activity packs etc.


Information, Advice and Assistance Services

4.27 Information on our Carer's Support project and our Carer Conversation pilot project earlier in this section demonstrates how we have reached out to people with information, advice, and assistance. Later in this section, we report how our Resilient Families Service has reached out in communities, and developments by our Youth Participation and Engagement Service.

4.28 In 2019-20, we provided 6957 adults with information, advice and assistance. This is an increase of 2% over the 6,800 adults helped in 2018-19.

4.29 During the year, 2299 assessments of care and support needs were undertaken for adults. This compares with 2,990 in 2018-19, which represents a 23% decrease. It follows a 10 per cent increase seen between 2017-18 and 2018-19.

Table 4: Key local performance indicator - Care and Support Plans, RCT, 2019-20

	Our target	Our performance	Actual vs Target
Percentage of people assessed by adult social care in receipt of a care and support plan	72.7%	70.47%	


Source: Welsh Community Care Information System (WCCIS)

4.30 Of the assessments made, 7 out of every ten (70.47%) led to a care and support plan being prepared. This is a small improvement on the figure of 72.7% the previous year. Our target for the year was 72.7%. We aim for the lower figure as this means we are getting better in helping people to find different solutions to a formal care and support plan.

4.31 During the year a total of 3787 care and support plans were reviewed, which was 11% lower than the 4,286 completed the previous year (2018-19), which in turn was higher than 4,013 in 2017-18. Nearly 1203 of the reviews (32%) were completed within an agreed timescale, which is a decrease on the 49.6% completed in 2018-19 and 46.5% in 2017-18.

A programme for remodelling of Care and Support was agreed by management with staff and Trade Unions, but progress has been delayed due to COVID-19 Pandemic and will now be completed in 2020/21.


Table 5: Key national performance indicator - Information, Advice and Assistance Service, RCT, 2019-20

	Our target	Our performance	Actual vs Target
Percentage of adults who have received advice and assistance from the IAA Service and have not contacted the service for 6 months (Measure 23)	80.0%	91.62%	

Source: Welsh Community Care Information System (WCCIS)

- 4.32 As the above table shows, more than 9 out of every ten adults (91.62%) who received information, advice and assistance from our service did not contact us in the 6 months after. We exceeded our target of 80% for this year by a fair margin and improved on the 2018-19 figure of 74.64%.
- 4.33 Our Children's Services provided information, advice or assistance to 5261 children and families. This compares with 5,670 in 2018-19, which represents a decrease of 7 %. A total of 6801 assessments were undertaken this year, down from 7,170 the previous year and 6,488 in 2017-18.

Table 6: Key national performance indicator - Information, Advice and Assistance Service, RCT, 2019-20

	Our target	Our performance	Actual vs Target
Percentage of assessments completed for children within statutory timescales	98%	88.79%	

Source: Welsh Community Care Information System (WCCIS)

- 4.34 Our performance on completing assessments for children within the statutory timescales was 88.79%, which was lower than our target of 98%. This also reflects a reduction on our 2018-19 performance of 97.14%.

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

A relative of a young person aged 11 years contacted the Information, Advice and Assistance Team. The young person was living with a mother who had health and physical needs, which impacted upon her parenting ability and her ability to manage the household. Both the young person and the parent had agreed to the relative making contact, and as a result, they both had a 'What Matters' conversation. This led to an assessment, which identified him as a young carer.

The outcome was he was referred to the Young Carers project to enable him to socialise and participate in activities with other young people who had similar experiences. In addition, the school was advised of his circumstances and agreed to monitor and support him. He and his mother both reported improvement in their well-being.

Voice and Choice

- 4.35 The inspection of adult services by the Care Inspectorate Wales considered our strengths those of the Cwm Taf University Health Board to be:
- People who lack mental capacity can be confident assessment and decision making is made in their best interests.
 - Our clear understanding of the learning and development needs of its workforce and has a programme to address those needs.
 - Our workforce is well supported by the management group, with leaders who provide clear direction.
 - We work collaboratively and responsively with the Cwm Taf University Health Board to support people's independence at times of acute ill-health and during their recovery.

4.36 The priorities identified for improvement were:

- To ensure consistent consideration is given to both informal and formal advocacy as outlined in Part 10 Code of Practice (Advocacy).
- To ensure a consistent approach to reviewing people's needs and if their outcomes are being achieved.
- To ensure a consistent approach to involving people's networks of significant family and friends' as appropriate so they actively participate and contribute to the assessment, planning and safeguarding process.
- To ensure a consistent approach to people having choice, control, and improving opportunity for take up of Direct Payments.
- Develop wider opportunities for people to access assistive technology

4.37 During the year, we engaged with staff, service users and providers to determine barriers to the provision of advocacy. This identified increasing demand and the need for more training and awareness raising. We established a Champion network to give staff access to advice, information, and support about advocacy, delivered training to raise its profile. We also revised the information we make available to the public.

4.38 We have increased funding available to our commissioned advocacy Providers (Age Connect Morgannwg and Dewis) to employ additional capacity to meet demand and to reduce the risk of people having to wait for help. We have seen an overall increase in referrals and advocacy cases during the year.

4.39 The inspection identified a small number of cases where our records did not evidence the view of key family members. We have reviewed our working practice and procedures to ensure family/friends/carers are routinely invited to case conferences with consent or in the adult at risk's best interests. We have improved the recording and have been monitoring this as part as of our ongoing quality assurance processes. During the year, 44 case conferences were held, which is an increase of 70% on the previous year.

4.40 We also reviewed our approach to Direct Payments. More information on the progress we have made is set out later in this report.

Integrating services

4.41 We continue to work with many organisations to deliver more integrated services which is a key factor throughout this report.

4.42 Care Inspectorate Wales' report considered the strengths of the work undertaken by us and the Cwm Taf Morgannwg Health Board and concluded that together are delivering:

- Safeguarding coordination and communication across the multidisciplinary group ensures an effective process to safeguard people.
- Innovative and collaborative thinking by health and social care managers who can influence and demonstrate expertise and shared purpose.
- Strong relationships and communication between providers and local authority commissioning staff.

- Immediate and short-term response to acute referrals involving prompt multi-disciplinary responses.

4.43 The priorities for improvement were:

- Take time for structured joint learning across health and social care.
- Monitor the timeliness of provision of adaptations and community equipment.
- Develop more effective links with GPs to improve how community services can be used to reduce the potential deterioration of older people living independently in the community.

4.44 We know there is a need for more joint learning between health and social care staff. This will be a priority in 2020-21 as part of a joint evaluation and learning framework for the Welsh Government's Transformation Fund, prior to further roll out as part of a wider workforce development strategy.

4.45 We are continuing to work to reduce the waiting times for adaptations and community equipment. The waiting list initially decreased over the summer months but, due to a change of working patterns as part of the second phase of the StayWell@Home service and several vacancies for Occupational Therapists, the waiting list at the end of the year was higher than at the start. This is being addressed. We are working with Care and Repair to process simple equipment orders and additional Occupational Therapy resources have been allocated to address the waiting list. The service continues to prioritise all referrals with an initial triage with all priority 1 cases allocated within agreed timescales.

4.46 Since the summer of 2019, we have also been working closely with our partners on the development and implementation of the new Enhanced Community Cluster Team model in partnership with Health and Merthyr Tydfil Council, as part of the Welsh Government's Transformation Fund announced in summer 2019. The development is led by primary care and building on the "virtual ward" pilot in St John's medical practice in Aberdare.

Embedding strengths-based and outcome-focused assessment, support planning and review across Adult Services

4.47 We have continued to develop and implement quality assurance processes across all social work teams. This promotes a culture of learning and development and ensures consistent good practice. New processes and procedures have been implemented in line with a new Quality assurance Strategy, with progress monitored by a Quality Assurance Board

4.48 We have used action learning sets to support managers and practitioners in dealing with complex issues. From July 2019, a programme has focused on learning disability practice development. This complements a regional outcomes-based practice development programme to which we contribute, and which has been agreed with Social Care Wales.

4.49 We have worked with an external consultancy to review current practice and processes to assess if it delivers the best outcomes for individuals with a learning disability. Adult Services and Health staff have jointly reviewed current arrangements and to inform change.

Making better use of technology

4.50 With the support of the Welsh Government's Transformation Fund, we have developed and implemented a new Assistive Technology model. Operational from mid-January 2020, the new service provides a 24-hour mobile response service to support people in their own homes by responding to non-medical emergencies. It will help us do more to ensure

individuals have the right equipment to help them to remain living as independently as possible in their own homes and avoiding the need for admissions to hospital.

- 4.51 The new model is a whole system approach. It is responsive in the form of a Mobile Responder Service but later in 2020 it will also introduce well-being assessments and proactive outbound calling to residents to support their independence. Mobile Responders can assist in situations such as falls where no injury is reported, but there is difficulty getting back up, personal care emergencies, and welfare checks. It means unnecessary calls to the Welsh Ambulance Service can be avoided. It can also prevent unnecessary admission to hospital. The introduction of Mobile Responders has proved successful. By the end of March 2020 the Service attended over 700 calls to provide support to individuals.
- 4.52 We are also exploring ways of using new technology to improve the way young people can access help and support and how we support participation and consultation. With our colleagues in Merthyr Tydfil and Bridgend, we have explored the development of an App on a regional basis to gather the views of children and young people using children's services.
- 4.53 We are also considering the potential of utilising the "Orb" software information platform for organising and improving access to online content of all types for children looked after.

Resilient Families Service

- 4.54 Our Resilient Families Programme plays an important part in responding to people who need help, assessing what help is needed, and delivering family support services, with the aim of reducing the need for statutory services.
- 4.55 We work with several organisations in partnership. Our Families Teams East and West work with families that require support to improve the quality of family life and are employed by Barnardo's. Our own Community Well-being and Resilience services provide early intervention support to build the resilience of families and prevent them from requiring statutory intervention. The Assessment Brokerage and Review Team undertakes assessments with all families referred to the Service, creates an individual plan for every family plan and reviews the plan to ensure the work has been done.
- 4.56 Our Families Plus Team works with families considered to be at the edge of care, for intervention and intensive support to reduce the level of risk within the family. The Children with Additional Needs Service Team works with any family where the learning, physical or neuro-developmental needs of a child within the family is impacting on family life. The Parenting Support Team works with parents and children to develop early language and communication skills through play as well as supporting families to develop their parenting skills to manage their children's needs in a productive and positive way.
- 4.57 The Resilient Families Service has worked hard to promote a presence in the newly established Community Hubs, holding fortnightly drop-in sessions for families to provide information advice and assistance. This is in place at Ferndale Hub and is in the pipeline for Mountain Ash Hub. In Penrhiwceiber, the community partnership is looking to set up a talking café which the Service will visit to offer advice and information to parents.
- 4.58 The Resilient Families Service has also established links with schools. The service aims to have a presence at local job centres so that families can access support when attending their benefit appointments. In the aftermath of Storm Dennis, the Resilient Families service was proactive in liaising with local groups to ensure families were able to access support locally and linked in with church and community groups to target efforts.
- 4.59 Our Youth Engagement and Participation Service workers continue to be based in secondary schools and community venues to provide accessible information, advice and assistance to children and young people. Further development of the services' website wicid.tv and its

social media platforms has supported a comprehensive online information advice and assistance offer which has proved instrumental in enabling the service to continue to provide essential support to children and young people during the coronavirus pandemic.

4.60 There were 915 families whose action plan closed, of these:

- 663 families completed support and completed a follow up resilience assessment.
- 632 families reported that resilience had improved (69%).

4.61 There were 526 families affected by disability whose action plan closed, of these:

- 395 families affected by disability completed support and completed a follow up resilience assessment
- 371 families affected by disability reported that resilience had improved (71%)

Case Study – Resilient Families Service

A self-referral was received from a mother of three young children. The referral was made following two incidents of domestic violence. Both parents work. The father had been using cannabis for several years. The mother blamed the use of cannabis on his mood swings and the domestic violence. The father said he used cannabis as a way of coping with everyday pressures. Their main pressure was affording childcare for two of their children. Both parents expressed concern and regret for their daughter who has witnessed the incidents of domestic violence. She was also being bullied at school. The service undertook weekly support sessions with her to explore her feelings and emotions around what she had witnessed. There was also a referral to 'Comets and Rockets' for further support. A meeting with the school head and wellbeing officer was conducted to discuss the bullying and a plan was put in place. A referral was sent to 'Safer Merthyr' for both parents to have support around domestic violence. Another referral went to 'Barod' for the father to have support to address cannabis use. Both parents received twice weekly sessions at home to explore triggers to arguments, how they feel they can resolve them and what they can do to avoid violent situations. The parents were also given information on flying start settings. The twins were accepted and therefore removed from private childcare to flying start. This was hugely beneficial to them and a huge relief. They said the pressure they were feeling had gone. The family were extremely happy and grateful with the support given and were very keen to engage with partner agencies.

4.62 Given the voluntary nature of the service, there is always the prospect of families refusing to engage with the support on offer. In 2019-20, our intervention completion rate was 85% (an increase on the 72% reported for 2018/19) suggesting most families opt to actively engage.

More engagement with Children Looked After

4.63 We continue to work with children looked after to strengthen their participation in the way services are delivered and developed. Our work is guided by feedback from our "Bright Spots" survey and our group of young people, the "Blue Print Forum", which continues to meet regularly and is an important means of capturing young people's views. They continue to be members of the Corporate Parenting Board.

4.64 The National Advocacy Framework means all children and young people have access to advocacy and have an 'active offer. This is important, it reflects the importance of working with children and young people to ensure they are informed of when and why decisions are made about their care⁴. The Framework ensures all children and young people who become looked after or whose names are on the Child Protection Register are visited by an independent advocate.

Case Study – Advocacy Support

A young person (G) was referred for advocacy support after being removed from her home and placed into foster care due to allegations made against her father. An “Active Offer” visit was arranged at a time and place convenient to G. The advocate explained the role of an Independent Professional Advocate as well as other types of advocacy. G asked for further support and an Issue Based referral was opened. As a result, G is now using the support of her advocate to express her feelings on what is going on around her. She now feels she has a valid opinion and can affect how decisions are made for her, and is now more vocal and more confident in sharing her wishes and feelings.

- 4.65 During the year, the advocacy service received 195 new referrals, 101 of these related to active offers and 94 were in respect of issues-based advocacy. This compares with 303 new referrals in 2018-19. Of the 94 referrals for issue based advocacy, 61 were for support at meetings & 17 were for support in relation to issues with children’s placements.
- 4.66 We are required to conduct a review meeting within 28 days of a child becoming looked after or after having an unplanned change of placement, and further reviews after 3 and 6 months. There are also requirements for children who receive a series of short breaks. Family plans, which are prepared by our Integrated Family Support Service are held three times per year.
- 4.67 For the full year, 1,821 reviews were due of which 1,683 were held on time. Our overall compliance rate was 92%. The reasons for reviews outside the required period vary but include delays to enable the Review to consider key developments in Care Planning (e.g. an imminent Court Hearing) and the unavailability of key people on the date originally set.
- 4.68 Our Independent Review Officer is responsible for monitoring the child/young person's plan and to consult with the child at any time that there is a significant change to it. Our staff must notify any significant change to the child's plan, or of any failure to implement decisions arising from a Review. The Officer can raise concerns within the Council and can escalate concerns where appropriate.

Case Study – Independent Reviewing Officer “Drift in Care Planning”

In a review in December 2018, it was agreed a parenting assessment should be updated with a view to taking the matter back before the Court to discharge a Care Order. By June 2019, the assessment had still not been updated because the social worker had been on sick leave and her team had not been able to re-allocate the work. The Officer discussed the matter with the Team Manager who confirmed the case had now been reallocated and together, they agreed a realistic timescale not only for the completion of the assessment but for the paperwork to be filed with the court. The Officer followed this up to ensure that the timescales were adhered to. The Officer also brought to the attention of the Team Manager statutory visits had not been undertaken as they should have, and as a result, the Team Manager immediately addressed the issue

- 4.69 During the year we developed guidance for Social Workers, Foster Carers, Residential and Contact Centre Workers in supporting Life Journey Work. It includes how to complete direct work sessions with children and young people, with suggestions for activities, sample tool kits and life journey letters. An electronic Life Journey FlipBook store is being developed to support the collation of key Life Journey Work documents. A three-month pilot project to test the support, with a cohort of approximately 30 children looked after started in November 2019. Feedback received from all who participated in the pilot was overwhelmingly positive:

Some minor improvements were identified for the implementation of Life Journey Work across Children's Services.

4.70 We have continued to promote the Children Looked After Friendly School Quality Mark which is achieved by evidencing a high standard of practice for pupils who are children looked after. The Quality Mark Framework was launched in October 2018 and since then, the following has been achieved:

- 2017/18 Academic Year- 6 schools achieved the Quality Mark in RCT (1 Gold & 5 Platinum)
- 2018/19 Academic Year- 8 schools achieved the Quality Mark in RCT (4 Gold & 4 Platinum)
- 2019/20 Academic Year- currently waiting to assess 10 schools for the Quality Mark in RCT

Commissioning effective integrated early intervention and prevention services.

4.71 The Care Inspectorate Wales identified our strengths and those of the Cwm Taf Morgannwg University Health Board on prevention and early intervention as:

- Staff from across health and social care services reflected a compassionate and shared vision to support people in the community.
- Health and social care strategic managers promoted a shared approach to prevention.
- Joint health and social care services, different disciplines and the third sector complement and work effectively together.

4.72 Our priorities for improvement were:

- Ensure there is clarity in health and social care collaborative planning of preventative services (for example in the development of primary care hubs and community hubs)
- Improve engagement with people and communities including third sector partners to help prevent escalation of need.

4.73 Our Early Intervention and Prevention Commissioning Team is responsible for commissioning services through a new Children & Communities Grant, which was previously seven grants, and has ensured our service providers were aware of the changes and revised guidance.

4.74 We said we would further improve early intervention and prevention support informed by Vulnerability Profiling data. We piloted and implemented an early years vulnerability profiling and appraisal model. The model is primarily informed by the information gathered on the Resilient Families Service Assessment which is used to identify families that would benefit from the completion of a specific early years/childcare appraisal and potentially receive support. We can fully utilise the information already gathered from families and inform the type and level of support required to improve their participation and engagement in childcare activities, and to improve their resilience levels.

4.75 We are working with our partners to develop regional plans which will focus on the coordinated development of services, such as Community Hubs, which will help us to achieve our goals for early intervention and prevention. We are also playing a full part in the regional effort to improve community and third sector engagement to maximise the chances of reducing escalating need.

Ensuring an offer of Direct Payments

- 4.76 Direct payments give people an opportunity to have more choice, control and independence in managing their own care and support needs. Our role is to promote Direct Payments to help people to take up the option of managing their own arrangements. It doesn't work for everyone, but we have seen a steady growth in the number of people using this option over the last few years.
- 4.77 In 2019-20, we reviewed our approach to Direct Payments and identified where changes were needed to our policy, particularly the wider use of management accounts and improvements to staff guidance and training. We held a service user event in July. We have also worked with Dewis Community Interest Limited, our Direct Payments Support Service, to improve the way Direct Payment Personal Assistant jobs are advertised to address recruitment issues being experienced.
- 4.78 The table below shows the progress we have made in supporting the uptake of Direct Payments over the past four years:


Table 7: Take-up of Direct Payments, RCT, 2016-17 to 2019-20

Children's Services		Adult Services	
2016-17	127	2016-17	339
2017-18	134	2017-18	358
2018-19	154	2018-19	373
2019.20	172	2019.20	402

Source: Rhondda Cynon Taf County Borough Council

- 4.79 The table shows a further small increase in the take up of direct payments for adults was achieved during the year. The number of direct payments for children was 172 which is a 12% increase compared to 2018/19
- 4.80 Our performance this year is summarised in the table below.

Table 8: Key local performance indicator - Percentage of clients choosing own providers through Direct Payments, RCT and Wales, 2019-20

	Our target	Our performance	Actual vs Target
Percentage of clients choosing their own service providers through Direct Payments	16.70%	16.82%	

Source: Welsh Community Care Information System (WCCIS)

- 4.81 Our performance this year compares with 16.07% in 2018-18 against a target of 15.5% and a performance of 14.67 in 2017-18. We remain committed to further improvement in our performance.

Remodelling Early Years

- 4.82 The restructure of the Community Wellbeing and Resilience Service in April 2019 began the remodelling of Early Years in RCT. Extending the age range to 0-7 year olds, early years services are now delivered as part of the Resilient Families Service to ensure families in RCT receive the right support at the right time. This now means that the specialist parenting and early language support that was previously only available to families in Flying Start areas, is now available to all families who require it in RCT as part of a comprehensive package of family support. In March 2020, as part of the Regional Early Years Co-construction Project, Welsh Government approved our proposal to change the way in which we deliver Flying Start services in RCT by making enhanced Health Visiting services available to all families

who need them. This will further our aim to remove the inequalities in service provision linked to geographical postcodes and enable us to deliver targeted, enhanced and specialist early years support to those children and families in RCT who need it most.

What are our priorities for next year and why?

- Review the delivery of integrated services for children, young people and families delivered by the Community Wellbeing and Resilience Service
- Improve access to information advice and assistance provision for children, young people and families within local communities
- Implement the new universal needs-based Early Years delivery model in RCT
- Develop a model of support for Kinship Carers

(b) Working with people and partners to protect and promote people’s physical and mental health and emotional well-being

What did we plan to do last year?

4.83 We said in 2019-20 we would:



- Continue to develop new models of care to achieve better outcomes for young people transitioning into adulthood by focusing on preparing them for living as independently as possible.
- Undertake more work to implement arrangements for ongoing service user and carer engagement across Adult Services and to agree a strategy for annual delivery.

How far did we succeed and what difference did we make?

Delayed transfers of care

4.84 We have continued to work closely with the Cwm Taf Morgannwg University Health Board to reduce the number of delays in people being discharged from hospital. It remains one of our priorities.

Table 9: Key national performance indicators – Rate of delayed transfers of care, where social care reasons for delay, RCT, 2019-20

	Our target	Our performance	Actual vs Target
Rate of delayed transfers of care for social care reasons for people aged 75+ per 1,000 population aged 75 or over (Measure 19)	2.8%	4.5%	
Rate of delayed transfers of care for social care reasons for people aged 18+ per 1,000 population aged 75 or over (Measure 19)	4.4%	8.3%	

Source: Welsh Community Care Information System (WCCIS)

- 4.85 There were 165 delayed cases for people aged 18 and over, of which 90 were for people aged 75 and over. The figures are higher than the corresponding number of cases in 2018-19 of 99 and 67 respectively and in 2017-18 (63 and 36 respectively).
- 4.86 The rate of delayed transfers of care where social care was the reason for the delay was higher in 2019-20 compared to the previous year. The rate of delayed transfers for social care reasons for people aged 18 and over was 8.3% compared to our target of 4.4%. For persons aged 75 and over, the rate was 4.5% against a target of 2.8 %.
- 4.87 The reasons for a patient in hospital becoming a case of Delayed Transfer of Care are varied and complex. However, they can be summarised under the following broad headings:
- Community Care – reasons related to social care assessment and care arrangements including housing, adaptations and equipment, and domiciliary care
 - Health - relating to assessment and care arrangements, including mental health
 - Care Home – including care home placement choice and selection availability
 - Other – such as for example adult protection, mental capacity, disagreements, legal and financial related issues.
- 4.88 The main reasons for the delays experienced in 2019-20, are high demand for home care, less capacity across dementia care homes, and a high demand for assessments.
- 4.89 Many people have been supported to live at home and very often their physical and mental wellbeing can be enhanced living in their own environment close to family, friends and community networks. We are continuing to support and work with care providers to build capacity and resilience of the domiciliary care market. Where there is a lack of capacity in the independent sector, we provide support through our Support @Home Service as a short-term measure.
- 4.90 There is reducing capacity across dementia care homes, particularly nursing care capacity i.e. those people with the most complex needs, which is adding pressure onto residential placements which require transfer to nursing. To reduce this risk, we have developed in partnership with Health the Specialist Dementia Team to support people with dementia and behaviours that challenge, and it provides training and support plans for staff. Capacity of the Team has been increased to meet an increase in demand for the services provided.
- 4.91 Demand for assessments continues to be high. We prioritise hospital discharges and have used additional funding to increase social work support to both reduce the number of admissions to hospital and create some additional capacity to respond to hospital patients. This helps reduce length of stay in hospitals and minimise delays in discharge.
- 4.92 We have also experienced more cases which have required referral to the Court of Protection to confirm ongoing care arrangements, particularly for placement into a care home when the person is firmly stating they want to return home. Inevitably, while we act according to the law, taking legal advice where necessary, this can cause delays for some patients.
- 4.93 Adult Services' StayWell@Home Service, the Support@Home service and the Brokerage Team are all helping to minimise delays in arranging community care packages of support. Adult Services have looked to extend the Broker Service to cover residential care placements and pilot arrangements within selected teams to review effectiveness. As a result, we have developed a new bed booking system. Its implementation has been delayed to enable Bridgend to be part of the regional approach. With the support of all three

local authorities and the Health Board, work is progressing albeit at a slower pace due to the impact of Covid.

- 4.94 Working with our partners we have also supported improved access to social care on weekends, expanded the use of technology to support people living in their own homes, and brought health and social care closer together to co-ordinate the care for people with complex needs.
- 4.95 Our Stay Well @Home Rapid Response service has been expanded to enable community-based health, well-being, pre-hospital and social care professionals to access a same-day service of practical support to help people to live at home. It will be accessible from 8.30am to 8pm daily. The service will help people who do not need to go to hospital but need extra support to manage at home.

Table 10: Key measures, StayWell@Home service, 2016-17 and 2019-20

Measure	2016-17 Baseline / Benchmark	2019-20 Actual
Percentage of persons aged 61+ turned around at the hospital front door	39.1%	40.19%
Percentage of persons aged 61+ with zero length of stay in hospital	13.5%	15.03%
Percentage of persons aged 61+ staying 5+ days	52.0%	47.36%
Average length of stay for persons aged 61+ staying 5+ days	16.8 days	15.9 days



- 4.96 The table shows success in reducing the number of the people admitted to hospital as a result of our community-based support. While there has been an increase in the number of people attending hospital, a higher proportion did not need to be admitted off the assessment wards due to the support which could be made available in their own home. There has also been a slight reduction in the length of stay, so people have been going home earlier.
- 4.97 As highlighted earlier in the report, we have also enhanced our Assistive Technology Lifeline. Since January, we are providing a 24-hour mobile rapid response service, 365 days a year, to people using one of our lifeline pendants or wrist bands. The service will respond to people who have fallen or are unwell when they press their pendent. It will ensure individuals have the right equipment to support them to remain living as independently as possible in their own homes.
- 4.98 Additional funding of £1.3 million from the Welsh Government to manage winter pressures was used to facilitate hospital discharge and prevent admission and provide additional, for interim placements, and for intermediate care and reablement capacity. We also used it to increase domiciliary care capacity, to increase our capacity for social work assessment at the hospital interface, and to increase community occupational therapist capacity.

Reablement

- 4.99 Reablement helps people to remain living in their home safely and independently by providing intermediate care and rehabilitation services, specialist equipment and aids and, if necessary, adaptations to the home. It is available to anyone aged 18 and over and is free of charge up to six weeks. If support is needed longer, charges are made in accordance with our policy on charging for non-residential social services⁵.

4.100 In 2019-20, our Reablement Service helped 1,058 people, which is an increase of 11% on last year's figure of 955. The table below highlights our performance against key national indicators.

Table 11: Key national performance indicators - Support after reablement, RCT, 2019-20

	Our target	Our performance	Actual vs Target
Percentage of adults who completed a period of reablement & have a reduced package of care & support 6 months later (Measure 20a)	85.4%	86.67%	
Percentage of adults who completed a period of reablement and have no package of care and support 6 months later (Measure 20b)	73.5%	81.0%	

Source: Welsh Community Care Information System (WCCIS)




4.101 After help from our teams, the proportion of adults who, six months after we had provided reablement assistance, were able to live with a reduced package of care and support was 86.67%. This was higher than our target of 85.4%, and higher than our 2018-19 performance of 85.43%.

4.102 The proportion of people who, six months after receiving our Reablement service, required no care or support at all was 81%. This was higher than our target of 73.5% and also a further improvement on last year's figure of 73.47%.

Residential care homes

4.103 The average age of adults entering residential care in Rhondda Cynon Taf during the year was 85 years 11 months. We narrowly missed our target of 86 years 6 months. Performance this year was also slightly lower than the 2018-19 figures of 86 years and 9 months.

Table 12: Key national and local performance indicators – Residential care homes, RCT, 2019-20

	Our target	Our performance	Actual vs Target
The average length of time adults (aged 65 or over) are supported in residential care homes (Measure 21)	959.35 days	983 days	
Average age of adults entering residential care homes (Measure 22)	86.5 years	85.85 years	
Number of people admitted to residential or nursing care (Corporate Indicator)	400	385	

Source: Welsh Community Care Information System (WCCIS)

4.104 In all, 385 people were admitted to residential or nursing care, which is less than the previous year and better than our target this year of 400 people and our 2018-19 performance of 420. This shows our work to help people to stay in their own homes is working. On average, people aged 65 and over are being supported for 983 days which is more than our target of 959 days. It was also higher than the previous year's figure of 959.

4.105 We have made significant progress of developing new models of accommodation for our older residents. Residential care is summarised later in this report. Day care is reported below.

Community based services

4.106 We have also worked hard to develop a new delivery model for our day care services for older people. Our proposals mean we can provide specialist provision for those with more complex care and support needs. It means we can upskill 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.

4.107 Our proposed new model of service includes specialist dementia day care, day care services, community hubs, and our universal services offer.

4.108 The proposed new service model offers flexibility and is geared toward achieving the outcomes people want.

Transition to adulthood

4.109 The Principles & Approach to Transition “Preparing young people to succeed in adulthood” were launched in September 2019 on behalf of the Safeguarding Board and contains seven principles:

- Planning and decision making should be carried out in a person-centred way
- Support should be co-ordinated across all services
- Planning should start early and continue up to age 25
- All young people should get the support they need
- Young people, parents and carers must have access to the information they need
- Families and carers need support
- A continued focus on transitions

4.110 Work has begun between Children’s services and Adult services to embed these principles and to consider options to support young people approaching adulthood. A redesign of service delivery will be considered to ensure young people are supported in the right way at the right time.

4.111 The Council also remains committed to helping care leavers by providing financial support up to the date of their 25th birthday. We have used our powers to scrap the council tax bills of any care leaver for whom the Council had corporate parenting responsibility. This has provided a period of financial support to help them adjust to living independently and managing their own household bills and finances for the first time, in many instances. On 1 April 2019, the Welsh Government introduced a new law to exempt all care leavers under 25 years old from paying Council Tax

What are our priorities for next year and why?

- In continuing to support children into adult hood we will focus on reducing the figures for year 11, 12, and 13 school leavers not in education, employment or training by reviewing the joint working arrangements between the Youth Engagement and Participation Service, schools, education data team, careers wales colleagues and training providers.

- The implementation of a new model of Community Mental Health Services

(c) Taking steps to protect and safeguard people from abuse, neglect or harm

What did we plan to do last year?

4.112 During 2019-20, we said we would:


- Implement the Quality Assurance Framework.
- Strengthen the participation of children and young people in services delivery by continuing to promote engagement with Children Looked After and partner agencies to ensure coproduction and that the voice of the children and young people are heard.
- Develop the pioneer Foster Carer Programme to mentor foster carers who have children with challenging behaviour placed with them.

How far did we succeed and what difference did we make?

Child protection

4.113 At 31 March 2020, 464 children in the area were on the Child Protection Register. This compares to 498 a year earlier and 502 in March 2018. Children who were on the Register for reasons of neglect increased slightly to 154 from 150 in March 2019. Those on the Register because of emotional abuse decreased from 263 to 232 over the same period.

Table 13: Key national performance indicator – Children Looked After, RCT, 2019-20

	Our target	Our performance	Actual vs Target
Percentage of re-registrations of children on a Local Authority Child Protection register	6.72%	10.05%	

Source: Welsh Community Care Information System (WCCIS)

- 4.114 The percentage of re-registration of children on our Child Protection Register was 10.05 %. This was higher than the 6.72% recorded the previous year. The figure, the lower the better, was behind our target of 6.72%.
- 4.115 During the year, 7 children become looked after on more than one occasion (4 in 2018-19). Repeat admissions for children who became looked after on more than one occasion equates to 3.9 % of all admissions, compared to 2.4% in 2018-19.
- 4.116 Our Miskin Service helps young people who may be vulnerable, looked after, or at risk of becoming looked after by reducing the inappropriate admission of young people into care and supporting those in care where there is a risk of placement breakdown. It also helps young people who are accommodated in an emergency to return home. In 2019-20, the service received 586 referrals. Of these, 572 (98%) were accepted for intervention. In 397 cases, intensive interventions were made. Of these, 219 were children who were referred because they were at risk of being admitted into our care as a local authority. At the end of the intervention, 95% remained at home and 5% (10 children) became looked after.




4.117 The service also supports learning and development with our Cultural Services providing arts and music projects and with the Tai Education Centre providing outdoor activities. The aim is to get young people re-engaged with education through these activities and achieve recognised qualifications.

Supporting Children Looked After

4.118 Over the course of the year, 179 children became looked after, an increase of 9% on the previous year (164 in 2018-19). A total of 840 children and young people were looked after during the year. This compares to 837 in 2018-19; 845 in 2017-18 and 884 in 2016-17.

4.119 The total number of children being looked after at 31 March 2020 was 717, which is an increase on the corresponding figure of 674 at 31 March 2019.

Table 14: Key national performance indicators – Children Looked After, RCT, 2019-20

	Our target	Our performance	Actual vs Target
Percentage of children looked after who were seen by a registered dentist within 3 months of becoming looked after	81%	54.8%	
Percentage of children looked after registered with a GP within 10 days of start of their placement	98%	80.7%	
Percentage of looked after children who have experienced 1 or more changes in school during a period or periods of being looked after which were not due to transitional arrangements	12%	11.8%	

Source: Welsh Community Care Information System (WCCIS)

4.120 We aim for all children looked after to see a dentist within three months. We achieved this for just over half the children (54.8%) of children compared with our target of 81%. This is a fall compared to our 2018-19 performance of 79.2% but remains slightly higher than performance in 2017-18 of 53.8%.

4.121 We were able to ensure 4 out of 5 children (80.7%) were registered with a GP within 10 days of the start of the placement against our target of 98%. It is also less than the 2018-19 performance of 89.3%.

4.122 Our target for the percentage of looked after children experiencing changes in school which were not due to transitional arrangements was 12%. Our performance was 11.8%. Although marginally less than our target, the lower the figure the better. It is a further improvement on last year and the year before of 12.8% and 14.4% respectively.

Quality assurance framework

4.123 We have implemented a Quality Assurance Framework across Children Services. Each service area has developed a quality assurance plan. Quarterly Performance meetings established. Performance reports have been developed incorporating an agreed data set.

Fostering

4.124 Recruiting and retaining foster carers is a challenge and there are several reasons why foster carers discontinue their role, including retirement, ill health or because they move to an independent fostering agency. There is a significant financial impact in having to use

independent foster agencies. There can also be a risk of instability for the child, who may have to move out of their local area, change schools, friendship groups and support networks. The lack of local authority foster carers can lead to a lack of suitable placements for children who may have a range of complex needs, resulting in poor placement matching and instability.

4.125 We participated in the National Fostering Framework to enhance our recruitment service, which has been developed with Merthyr Tydfil County Borough Council. We are now more responsive and positive in following up initial enquiries about becoming a foster carer. A dedicated recruitment telephone line has been established in addition to a new regional fostering website and live web-chat function to help potential applicants.

4.126 We know in 2019-20, the conversion rate from initial enquiry about fostering to the pre-assessment initial visit screening has increased from 16.4% to 30.1% compared to the previous year. The conversion rate from initial enquiry to proceeding into full assessment has increased from 11.6% to 16.3% over the same period.

4.127 We also launched a new training and support package in November 2019. It became operational in April 2020. It provides a development route for foster carers to increase their skills and knowledge. Our Fostering Wellbeing Programme has developed the role of Pioneer Foster Carers to offer peer support and advice to approved foster carers and to assist with the skills to foster training for prospective foster carers. We have rolled out a therapeutic training programme for all foster cares called "Confidence in Care".


Adoption

4.128 During the year, 27 children were adopted. This is lower than the 45 children adopted in 2018-19 and 31 in 2017-18.

Safeguarding

4.129 During the year, the Adult Safeguarding Team received 4378 suspected adult-at-risk reports. This is 6.8 % less than the number received the previous year, which was 4699. The reports resulted in further action in approximately 12.9% of cases compared to 9% of reports resulting in further action in 2018/19.

Table 15: Key national performance indicator – Adult protection enquiries, RCT, 2019-20

	RCT CBC Target	RCT CBC Actual	Actual vs Target
% of adult protection enquiries completed within 7 days (Measure 18)	93.6%	84.7%	

Source: Welsh Community Care Information System (WCCIS)

4.130 Just over 4 out of 5 adult protection enquiries 84.7%% were completed within 7 days against our target of 93.6%%. This year's performance is less than that in 2018-19 (93.57%).

4.131 The Cwm Taf Multi Agency Safeguarding Hub for Children's Services received a total of 18,506 contacts during the year, of which 10% (1833) had child protection concerns. This compares to the 2018-19 figures that were 10,606 and 17.8% respectively.

4.132 Of the contacts made, 1397 (76%) proceeded to investigation. This compares to the 2018/19 figures when 451 (77%) proceeded to investigation.

4.133 The following safeguarding audits were undertaken during the year:

- Individual case audits for adults and children
- Management of Safeguarding Cases involving Domestic Abuse (x2)
- Audit of domestic abuse cases not proceeding to Section 126 enquiries
- Management of Repeat Safeguarding Reports
- Quality of Terms of Reference for non-criminal investigations
- Management of Safeguarding Cases where the alleged perpetrator is a professional
- Section 135 audit completed by Children's and Adult Services identified areas of good compliance and gaps / areas for development. It informed a development day for the Safeguarding Board, which agreed several thematic audits would be combined and covered by an overarching Domestic Abuse audit:

4.134 Audits and training activities are important. They help to enhance the knowledge, skills and values of our staff. Where joint activities are undertaken with other organisations, it strengthens joint working to ensure the effective operation of the multi-agency initiatives such as the Multi-Agency Safeguarding Hub.

What are our priorities for next year?

- To implement the Cwm Taf Morgannwg Safeguarding Work Plan
- Continue to work towards reducing the number of children looked after, reducing numbers as per Welsh Government's reduction initiative
- Work with providers to develop a placement sufficiency in line with our placement Commissioning Strategy
- Promote engagement with children looked after and partner agencies to ensure co-production and that the voice of children and young people is heard
- The implementation of Liberty Protection Safeguards

(d) Encouraging and supporting people to learn, develop and participate in society

What did we plan to do last year?

4.135 In 2019-20, we said we would:

- Develop new community-based models of service with a focus on prevention, independence, choice and wellbeing, including day services; respite, carers, direct payments, telecare, StayWell@Home and home care.
- Review the changes made to the single point of contact for service provision to realign with the development of the Community Zones/Neighbourhood networks.

How far did we succeed and what difference did we make?

Community Hubs

- 4.136 In May 2019, after a public consultation, Cabinet approved the closure of three community day centres in Gelli, Maerdy and Williamstown because of low usage, the increasing costs and the potential significant capital investment required to retain them. Alternative provision has been explored for users in the communities concerned through third sector organisations or where appropriate, by the developing Community Hubs.
- 4.137 We continue to make solid progress on Community Hubs, which encourage and support people to learn, develop and participate in society. They provide a range of services in one or more closely located buildings in priority neighbourhoods. Bringing services together provides a better service and create economies of scale for staffing and building costs, which makes them more sustainable. The Hubs use the neighbourhood network of third sector providers to enhance the range of support services
- 4.138 The Hubs support individuals and families to access help as early as possible to prevent problems from escalating and they make an important contribution to improving health and well-being. They offer a single point of contact to access good quality information, advice and assistance, a platform for community volunteering, and flexible community space for people to meet, share interest and socialise, thereby tackling loneliness and social isolation. They help parents and families improve their relationships and parenting skills, support vulnerable people, who need signposting to other services, and opportunities for people to learn and develop skills in support of employment.
- 4.139 Two new Community Hubs have been opened – Canolfan Pennar in Mountain Ash and Yr Hwb in Ferndale. They include a range of community services, including a library, access to employment support, community rooms. There is a community cafe at Canolfan Pennar and childcare provision at Yr Hwb.
- 4.140 Both have been embraced by their local communities. Canolfan Pennar had 119,666 visitors during the 2019/20 period. In Ferndale, visitors to the library have increased by approximately [47%] since moving into the shared space of the Hwb, rising from 5,427 visitors between Oct-December 2018 to 7,982 visitors in the same period of 2019.
- 4.141 In Ferndale, the Fern Partnership sought external funding to support the development alongside a funding contribution from the Council. Its “Little Ferns” nursery has registered 79 children since opening. Feedback continues to be positive with reference to developing children’s independence skills. From September 2019, the Children and Adolescent Mental Health Service have started offering support for anxiety, low mood, self-harm (no suicide ideation) via GP referrals and will have an ongoing presence in the Hwb. A series of adult learning classes and information sessions have also started.
- 4.142 Canolfan Pennar in Mountain Ash has seen the co-location of Council services – the library service, One4All and employment programmes - alongside a privately run café at the former Council Day Centre. In the first few months, the library saw visits almost double from 14,600 between June and September 2018 to 26,600 in the same period in 2019. The Cwm Taf University Health Board is considering opportunities links with the proposed primary care hub it is developing.
- 4.143 Canolfan Pennar has also found itself the focus of some attention in terms of a replicable model for other Local Authorities, and Community developments most recently in December the Leader of Swansea City Council and colleagues visited the site.

- 4.144 Work has commenced on Porth Plaza and the Hub at Llys Cadwyn in Pontypridd, with Leisure Services, One4all Services & Library Services all operating out of the same building, was due to be opened in March 2020. However this had to be delayed due to the impact of Covid 19. The hub has now opened but the only service currently operational is the Libraries 'Order & Collect' service. A Hub is also being developed in Treorchy and with Age Connect Morgannwg in Aberdare.
- 4.145 The achievements for the two hubs currently open are very encouraging. We will be monitoring their operation and evaluating the impact of all our hubs and neighbourhood networks,

Community-based support

- 4.146 We have three Community Co-ordinators operating in the Cynon, Taff Ely, and Rhondda parts of the County. The posts are funded by the Welsh Government's Integrated Care Fund. Another co-ordinator works with primary care practices across the whole area. The coordinators engage with people in communities and provide information, advice and signpost to local community groups, activities, and services, building strong local networks. As such, they complement our development of Community Hubs. The Co-ordinators are also a dedicated resource to the Social Care Services Single Point of Access (SPA). Co-ordinators have an excellent knowledge of what is available in the local community & during 2019/20 they received a total of 736 referrals into the service & made 338 referrals out to community organisations & 4,174 signposts to community support.
- 4.147 The development of Phase 2 of our StayWell@Home service was mentioned earlier in the report in respect of progress made on integrating services. The opportunity to enhance this community-based service was made possible by funding from the Welsh Government. This new model builds on the success of Phase 1, which set up multidisciplinary teams in the hospitals in our area to help avoid unnecessary admission after assessment at Accident and Emergency departments.
- 4.148 Phase 2 provides rapid assessment and response services to individuals with care and support needs in the community to enable them to safely remain living at home and became operational in January 2020. Access to services was increased from 5 to 7 days a week with extended opening hours to 8.00p.m. This provides community professionals such as GP's, District Nurse, and the Welsh Ambulance Service with access to responsive preventative and rehabilitative services 365 days a year. It helps avoid unnecessary conveyancing or admissions to hospitals. There is a single point of access. All interventions are be subject to a two-week review to ensure outcomes for the individual are being achieved and any onward referrals made. The new model is working well since implementation. It is helping community health professionals to ensure that individuals get the right care at the right time and in the right place for them.

Working with other Council services

- 4.149 Our social services teams work closely with the Council's other departments. Our Arts Services delivered a range of services and support during the year which was taken up by young people. The Hot Jam Rock and Pop Summer School was delivered in August 2019 for young musicians aged 11 – 18 years. Forty four young people participated in this event, compared to twenty-five young people who participated in 2018/19. Many reported experiencing improved emotional and mental wellbeing, as well as showing positive changes to lifestyle behaviour. One of the young people was referred by their Social Worker, who said

“The sessions were very professional and despite a torrid time in her personal life, she absolutely loved it. It really helped boost her confidence and has given her a wider perspective of life and the future.”

- 4.150 Weekly arts and crafts sessions were provided weekly for young people accessing the Miskin Project in Glynconel. The sessions used arts to improve their confidence and self-esteem. 35 young people have participated during 2019-20 with many experiencing improved emotional and mental wellbeing, as well as showing positive changes to lifestyle behaviours.
- 4.151 Fifty one young people participated in the Young Promoters Network, which creates opportunities for aspiring young promoters, photographers and music artists aged 14-25 years old. It helps them to develop their skills and knowledge of careers within the music industry by providing supported real experiences in performance, photography and event promotion.

What are our priorities for next year and why?

- Present options for the remodelling of learning disability day services
- Further build a presence of the Resilient Families Service and the Children and Young People Service within the Community Hubs to raise awareness of services on offer and deliver support activities within localities

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

What did we plan to do last year?

4.152 In 2019-20, we said we would:

- Continue to work to reduce the need for Statutory Services by ensuring that children, young people and families have coordinated integrated family support earlier.

How far did we succeed and what difference did we make?

Helping children, young people and families

4.153 Our Community Well-being and Resilience service play an important role in helping children, young people and families. It is responsible for:

- Children & Young People
- Resilient Families Service
- Programme Flexibilities Service
- Early Intervention & Prevention Commissioning Team
- Service Planning & Transformation Team.

4.154 We managed a major transition from seven individual grant programmes to a single Communities & Children Grant. Our Early Intervention and Prevention Commissioning Team links with and supports the work being undertaken in the Community Zones/Hubs, Communities & Children Grant and Early Years Co-construction work with Welsh Government.

- 4.155 Over and above our Resilient Families Service, we have several Families First projects which provide support to parents or for young people. In 2019-20, a total of 7,260 people accessed the services. Families First worked with 6,528 participants who had an identified need. This was a 53% increase on the 4,243 in 2018-19. Of these, 3,762 (58%) achieved a successful outcome against one of the 14 national performance measures. This is lower than the 69% recorded the previous year. The reason for the reduction is due to a number of factors related to service delivery improvements including streamlining the number of commissioned projects; developing joint Families First and Flying Start delivery arrangements; and agreement with WG to focus on key priority performance measures to reflect the new ways of working in implementing the Resilient Families Programme. During the year, 3,113 children were registered to receive a Flying Start service (3,353 in 2018-19) including enhanced health visiting, childcare and parenting support as a result of residing in Flying Start postcode areas.
- 4.156 The Principles & Approach to Transition 'Preparing Young people to Succeed in Adulthood' were launched in September 2019 on behalf of the Safeguarding Board. Work has commenced between Adult & Children's Services in RCT to embed the principles of this approach & to consider options to support young people approaching adulthood. A redesign of service delivery will be considered during 2020/21 to ensure that young people are supported in the right way at the right time.

What are our priorities for next year?

- To further build a presence of all Community Well-being and Resilience services within the Community Hubs to raise awareness of service on offer for and deliver support to activities within localities.
- Review commissioning activities considering the further developments around the Children and Communities Grant and funding flexibilities/alignment.
- Secure ministerial approval for the Early Years transformation proposals and the implementation of a universal needs-based approach for Early Years services across RCT.

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

What did we say we would do?

4.157 We said in 2019-20 we would:

- We will review our model of residential care and the housing needs of our children looked after aged 16 and over.
- Deliver new accommodation models to improve outcomes for individuals who need support to live independently (This will include actions in relation to extra care/supported living).

How far did we succeed and what difference did we make?

Developing new accommodation models for adults

- 4.158 We have made considerable progress on developing new models of accommodation for older people, to meet rising demand and people's expectations. The Cwm Taf Joint Commissioning Statement for Older People's Services (2015-2025) helped identify what people needed. The development of Extra Care housing was identified as being important. It can offer older people care and support to enhance their health, wellbeing and independence and avoid over reliance on traditional residential care homes.
- 4.159 We commissioned an extensive, independent, consultation with residential and day service staff, care home residents and their families and day centre users on the future delivery model. The aim was to gather as many views as possible from stakeholders to inform the Council's decisions. The consultation ended at the beginning of April 2019.
- 4.160 The consultation informed our proposals, which were:
- To retain a level of provision of residential care homes focused on providing complex care and respite. The level of provision would be based on the market share and need required in each of the Rhondda, Cynon and Taf geographical areas; and
 - 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
- 4.161 Seven residential care homes would be retained, and four homes would be decommissioned. After the proposals had been formed, we embarked on a further 12-week consultation. This ended in December 2019. The key results were⁶:
- 47% 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. Slightly more than a third (35%) disagreed and the remainder were unsure.
 - For the proposal to phase the decommissioning of the Council's day services as part of a planned programme of transformation, 53% disagreed with our proposal, while 48% of people opted for no change.
- 4.162 One common theme to emerge from the consultation was the quality of the care and support provided by the Council. The contribution and commitment of staff was highly regarded. There were concerns about care being transferred to the private market, and some respondents considered Council run care homes to be better than private care homes. The financial implications for individuals moving into a private care home were also a worry for some i.e. more expensive potentially and uncertainty about fee levels.
- 4.163 The higher standards of environment and facilities provided by new Extra Care accommodation and its operation, including living conditions, care provided and funding, and costs were welcomed.
- 4.164 Understandably, while the need to improve care for the future was recognised, no one wanted their care home or day centre to be de-commissioned. Reassurance was sought about any de-commissioning the process that would be followed to determine any future decision. It was recognised that more people with dementia would in the future need care and support both in the community and in residential care.
- 4.165 The location of care was of critical importance. Residents and centre users wanted to continue to live in their chosen community. Staff too saw the importance of location in relation to care options, support services, transportation, resident/service user wellbeing, travel to work etc.

Extra Care Housing

- 4.166 Our first Extra Care housing (40 apartments) in Ty Heulog, Talbot Green has been joined by our second (again with 40 apartments) on the site of the former Maesyffynnon Care Home in Aberaman, which opened in May 2020. We know we need to do more, so, further progress has been made on the development of a 60-apartment facility in Pontypridd which is due to open in 2021. In 2022, we expect to have a development in Porth providing 60 apartments followed by another in Treorchy providing 60 apartments in 2023. A development in Mountain Ash will provide 40 apartments by 2025.
- 4.167 Our drive to increase Extra Care is key to shifting the balance away from institutional residential care. This will allow some of our existing Council-owned care homes to be replaced thus addressing the surplus capacity in homes which is projected by 2025.

Learning disabilities

- 4.168 In 2018-29 we stated our intention to increase our “Shared Lives” provision, which offers both short and long-term support to all people with an assessed need across adult services. The relaunch of the Ategi Shared Lives scheme took place in June 2019. Since then, recruitment and information events have been held to support and recruit additional carers. In the year, there were 14 applications to become carers. Eleven progressed to a full assessment, 9 of which were approved. Three long term placements/ arrangements are now in place and 6 short-term (respite) placements. Encouragingly, the Scheme continues to receive enquires and Ategi is undertaking active recruitment events.
- 4.169 Engagement workshops were held in July 2019 to identify the priorities of individuals with a learning disability and their families. Progress on finalising the strategy has been delayed due to the extensive work undertaken on changes to adult residential care and day care centres. However, we held two consultation events to showcase the new development at the Penllew Court (Aberdare) supported housing scheme. The refurbishment was completed, and individuals will start to move in from January 2020. Nine people had moved into the scheme by the end of March 2020 from either the community, supported living schemes or specialist placements. Plans are currently in place to support an additional eight people to move into the scheme. Good progress was also being made with our Partners Trivallis on the Crown Avenue (Treorchy) supported housing scheme. However this has unfortunately been delayed due to the COVID-19 pandemic, with required works having to be put on hold as the building is not listed as an emergency facility. The estimated completion date is now October 2020.
- 4.170 We have worked with the Innovate Trust to use the learning obtained from the “new technology” pilots we ran last year to agree a roll out across their learning disability support living schemes and implement. The plan is being implemented and learning is being shared with other Supported Living Providers to develop day opportunities across their commissioned provision.

Accommodation and placements for Children Looked After

- 4.171 In May 2019, we developed a new placement commissioning strategy⁷ to guide our work in finding placements for children looked after. The three-year strategy outlines the following priorities:
- Recruit more foster carers able to meet the more complex needs
 - Provide more in-house residential placements within the local area to meet need.

- Provide better support packages to carers to encourage them to apply for Special Guardianship Orders rather than be kinship foster carers.
- Provide a range of accommodation for 16+ and care leavers.
- Improve our commissioning processes for external placements, including integrated commissioning with key partners.
- Develop a reunification model to return young people safely to their family members.

4.172 Shaping the external market has been highlighted as a priority. This is in line with the Welsh Government's aim to reduce the number of children looked after who are placed outside a local authority's own area. While there is sometimes a need for some placements to be out of county, these specialist placements should be based on specific needs of the child/young person.

4.173 We have developed several ways of helping children and young people and their families, and we are continuing to develop innovative new ways to provide support, including:

- RCT Integrated Family Support Framework
- RCT Resilient Families programme- Miskin Service
- Early Years and Family Support Service - Reflect Project
- Information Advice and Assistance Team

4.174 We will ensure children are looked after in placements that meets their needs. Our approach is to:

- Shape our internal services to maximise quality and value for money.
- Work in collaboration with public sector partners across the regional footprint where this offers identifiable benefits.
- Increase placement choice to ensure the right child for the right place
- Co-produce outcomes focused services multiple partners who may be co-operatives, charities or commercial partners.

The approach set out in the strategy is shaping our internal placement services, our partnership working with stakeholders and a range of public and private sector partners, and our Market Position Statement which was published **on the** RCT website in November 2019. A stakeholder event will be held in Autumn 2020 delays due to the Covid-19 Pandemic.

What are our priorities for next year?

- Further improve capacity and performance of independent sector domiciliary care providers to put in place sustainable local solutions
- Work with providers to develop placement sufficiency in line with our Placement Commissioning Strategy/ Market Position Statement
- Implement the Trauma Recovery Model in internal residential and foster care services

5. How we do what we do

What did we say we would do?

5.1 In 2019-20 we said we would

- Develop of an overarching workforce development strategy for Adult Services.
- Deliver agreed budget efficiencies and manage services within resources available in the medium-term, including action to reduce sickness absence and improve business processes.
- Embed quality assurance and performance management culture at all levels of adult services (This will include actions on management information and performance indicators).
- Maximise adult social care income and debt recovery to build on improvements in level of debt achieved in 2018-19.
- Manage the market to ensuring we have the local workforce and safe and the sustainable localised care and services that we need.

(a) Our workforce and how we support their professional roles

5.2 Our workforce is our most important asset without whom high-quality services could not be delivered. We continue to need an adequate workforce of well-trained, experienced staff with the right skills and approach needed to work with citizens and effectively in partnership with other organisations.

5.3 The Council's five-year Workforce Plan⁸ is the framework for our approach. It has five aims:

- Developing a flexible and agile workforce that shares organisational knowledge
- Recruiting and retaining the best talent to create a diverse workforce
- Leadership and management development
- Enabling a high performing, engaged and committed workforce
- Supporting the health and well-being of our workforce to maximise attendance

5.4 Adult Services continues to undergo significant organisational and cultural change and the impact on our workforce is significant. One of the consequences of this has been the need to recruit to new and vacant posts and to embed new staff into existing busy teams. This is now proving even more challenging due to the Covid outbreak. We have redeployed staff to manage the situation and, over and above the practical difficulty of selection and interviewing during the lockdown, many people are less inclined to seek new jobs when there is uncertainty about the future.

5.5 We have created several new Social Worker and Care and Support Practitioners posts, including over-establishment cover to meet demand. Teams have not yet experienced the intended benefit of these posts as it is hard to recruit, meaning that individual caseloads are higher than we would prefer. These issues have led to a reliance on agency staff. We are using the extra Care and Support Practitioners posts to meet the assessment demand and address waiting lifts backlogs.

5.6 We commissioned an independent review which confirmed the recruitment and retention challenges. Consequently, a review of pay was considered necessary and arrangements with interim market supplements paid pending completion of a full and thorough review of

social pay and grades. The review was due to be completed by April 2020 but was delayed due to the COVID-19 pandemic. It should now be complete by autumn 2020.

- 5.7 Across in-house direct services, we have also increased the number of casual, temporary, and permanent staff. The Support @Home Service is one area where we have been actively recruiting additional staff to meet demand, using social media to advertise vacancies, which has helped to increase the number of applicants. Where appropriate arrangements are being put in place to ensure in-house domiciliary staff are supported to complete their registration with Social Care Wales. This experience and learning is being shared with our externally commissioned domiciliary care providers.
- 5.8 In addition, we have continued to support our social care workforce through the Regional Social Care Workforce Development Partnership to ensure regular and appropriate training is available for staff at all levels e.g.
- Training, development, and qualification of social care managers: including Step Up to Management; Middle Manager Development Programme; Team Manager development programme; and those requiring registration as managers
 - Ongoing development of approaches to outcome-focused care and support practice for both Social Work qualifying training and post-qualifying training in Wales
 - Development of skills in relation to social care, and a revised induction framework
- 5.9 Further action undertaken to strengthen the management and support of the workforce, includes:
- New Supervision Policy; peer-group and active learning group arrangements across Assessment Teams
 - Regular engagement with staff by operational and senior managers to improve communications and to allow concerns, developments, suggestions and ideas to be discussed. This happens in different ways in different service areas.
 - Improved and wider use of agile working arrangements, which has been generally appreciated by staff and is seen to be a positive development
 - Regular one-to-one sessions take place across adult services and, where applicable, in line with regulatory requirements.
 - Managers' ongoing participation on corporate development programmes
 - Use of the graduate and apprenticeship programmes, with most participants progressing to permanent roles.
- 5.10 In Children's Services our Senior Managers have undertaken the Transform and Aspire training. Staff have been involved in several task groups to develop systems and processes that provide a more streamlined approach to service.
- 5.11 All staff have undertaken training on matching children looked after with foster carers, adoption processes and procedures and staff continue to be part of several national working groups such as the National Fostering Framework and the Welsh Government Fostering Regulatory Technical Group. The training that falls out of these groups is included in the Annual Training Programme.
- 5.12 Service Director and Heads of Services meet with Team Managers and Senior practitioners on a quarterly bases to ensure strategic support for the development of the workforce which is also supported by our performance Management framework which defines expectations at all levels to include Staff supervision. Supervision is in place at all levels and is considered effective in terms of case management; however, improvement can be made in relation to individual performance. Annual supervision audits are undertaken.

5.13 The annual Children Services Training Programme is developed with staff. In 2019-20, the programme resulted in:

No of Children's Services training sessions offered & booked	No of people attending	% Attendance
4222	3266	77%

We have also taken, and are continuing to take, action specific to our social care workforce internally and through the Cwm Taf Social Care Workforce Development Partnership Annual Work plan. This is a rolling action plan to improve the quality and management of social care services provision and to increase the proportion of staff across the whole care sector with the qualifications, skills and knowledge required for the work they do.

One of the key objectives included in the work plan is to support social work qualifying training and during the year 36 students have been hosted for social work placements across Rhondda Cynon Taf. These students are studying at University of South Wales and Cardiff University. Many of the third year students then apply for social work jobs in RCT and are successful.

We also have 13 staff from RCT currently being sponsored on their social work degree programme. This is an initiative to 'grow our own' social workers and, in part, address the nationwide problem that exists in relation to the recruitment & retention to social work posts.

What are our priorities for next year?

- Develop a recruitment and retention strategy specifically for Children Services to ensure sufficiency of skilled staff
- Development of overarching workforce development strategy for Adult Services
- Reduction of sickness/absence rates

(b) Our financial resources and how we plan

5.14 We continue to face particularly challenging financial circumstances. The demands for social care continue to increase while public finances are very tight and under immense pressure. We are fortunate the Council continues to support and prioritise Adult and Children's Services but within significant cost pressures.

5.15 To manage these ongoing budget pressures, in Adult services we continue to:

- strengthen our prevention activity to reduce and/or contain demand
- increase the number of clients living independently and reduce the cost of care
- improve efficiency and productivity of our operations
- increase service efficiency from commissioned and directly provided services
- right size care packages and/or targeted reviews
- working differently through increased use of technology, agile working, automation and business process efficiencies
- challenge vacancies and, where possible, consider the opportunity to rethink our activity and reshape delivery
- maximise regional grant funding to support new opportunities alongside side existing budget pressures/gaps

- maximise income in Vision Products, increasing long term window contracts and orders
- grow and develop Vision Products business i.e. now servicing specialisation equipment within accommodation and day services from April 2020 instead of buying these services in from outside the Council.

5.16 Quality Assurance Panels continue to oversee commissioning decisions to ensure challenge and consistency in the quality of assessment outcomes and cost- effective care. Monthly meetings take place with members from adult services management teams to provide monitoring oversight. Funding of joint packages of care with Health continue to be robustly challenged. However, Continuing Health Care processes are often long and difficult. Arrangements for learning disability cases are being reviewed with Health to address existing backlogs and to ensure decisions are timelier and people's needs, and outcomes are met by the most appropriate and cost-effective care package.

5.17 Our Specialist Placements Panel oversees specialist accommodation and community-based decisions and monitors individual case move-on. We have also created additional capacity to form a Complex Care and Supported Living Team to ensure outcomes for people with learning disabilities are being met and the care and support provided offers value for money.

5.18 In Children's Services too we continue to respond to high cost pressures. The service continues to implement robust and manageable budget strategies to ensure timely identification of budget efficiency and such processes include a rigorous scrutiny process via our Group Management Team of which the Head of Finance is a Member.

5.19 The biggest pressure is our Children Looked After budget and work through the Children Looked After Group is constantly being undertaken to look for opportunities to "invest to save"

5.20 In January, the Council announced plans for the budget for 2020-21, which included £200,000 for youth services, an additional £50,000 allocation for youth offending, and a further £12.7m for schools. The Council also proposed an increase of £9.34m for Community and Children's Services from £153,264,000 in 2019-20 to £162,604,000 for 2020-21, which includes social care, to help alleviate the key pressures that we face.

5.21 In addition to consulting with elected members we also did an extensive public consultation which included:

- An online questionnaire
- Three youth events held at Y Pant, Treorchy and Aberdare schools
- Promotion through social media
- Three public 'drop-in' events, at Canolfan Pennar (Mountain Ash Hub), Pontypridd Town Centre, and Rhondda Sports Centre, Ystrad
- Older Persons Advisory Group
- Disability Forum Meeting
- Promotion with key stakeholders, including local AMs, MPs, Community & Town Councils, and Trade Unions

(c) Our partnership working, political and corporate leadership, governance, and accountability

5.22 Social Services continues to remain a priority for the Council, receiving strong and proactive support from the Cabinet Members for both Adults and Children's services. Engagement and involvement of elected members is positive, and we have open communication and updates

on national, regional and local matters. The Health and Wellbeing Scrutiny Committee has also continued to play an important role in supporting the drive towards improved performance in Adult Social Services. The Committee has undertaken scrutiny across a number of areas including Delayed Transfers of Care; Stay Well @Home; EMI Accommodation; Mental Health and Autism.

- 5.23 Our Corporate Plan for 2020 – 2024 was approved in March 2020 and sets out the Council's overall vision for the next four years and contains three specific objectives to which social care services and our partnership working will contribute. Inevitably, our need to manage the Covid-19 outbreak has placed additional demands and priorities on our work.
- 5.24 We continue to make a significant contribution to the work of the Cwm Taf Morgannwg Safeguarding Board. In April 2019, the board expanded to include Bridgend. The Board is a statutory partnership made up of agencies responsible for safeguarding children and adults at risk. Our work on safeguarding was reported earlier in the report.
- 5.25 In adult services we are accountable for service delivery through our monthly performance reviews and quality assurance checks. We also ensure a high level of governance over the budget and financial management, to ensure that we are sighted for example on high-risk cost and care, and specialist placements.
- 5.26 Our performance against Corporate Plan priorities and National Performance Measurement Framework Performance Indicators is reported quarterly to the Council's Cabinet and Scrutiny Committees. Performance indicator targets are set utilising trend data and national benchmarks, where applicable whilst considering scope and capacity to improve.
- 5.27 All this promotes effective performance management and accountability across Adult Services which is further strengthened through the production of monthly service area and team performance reports and the ongoing development of quality assurance frameworks. In addition, there is regular engagement with staff by operational and senior managers to improve communications and to allow concerns, developments, suggestions and ideas to be discussed. This demonstrates that there is effective leadership and focus on what needs to be done to achieve sustainable change and embed the requirements of the Social Services and Wellbeing Act and, as a result, Adult Services is in strong position.
- 5.28 In Children's Services we have regular reports as part of our governance and accountability are presented to Corporate Parenting, scrutiny, and cabinet meetings. To ensure the appropriate challenge in relation to priorities i.e. Children Looked After Placement Performance this is an important part of what our elected members engage in. There are also monthly meetings held with the Cabinet Member for Children Services, the Director and individual Heads of Services.
- 5.29 Partnership working to improve services and to achieve efficiencies remains an important part of our work in both Adult and Children's Services. We continue to play a significant part in the Regional Partnership Board and the delivery of the regional plan, which was produced in conjunction with, Merthyr Tydfil County Borough Council, the Cwm Taf University Health Board and Third Sector organisations.
- 5.30 The Multi Agency Safeguarding Hub has continued to develop and mature with strong evidence of sound inter-agency safeguarding practice. The work of the Safeguarding Board has delivered opportunities for improvements in practice both within and between agencies.
- 5.31 Partnership working is also a fundamental part of both our Children's and Adult Services. For example:

- We continue to lead the Cwm Taf Reflect Project, which works with young women who have had children removed from their care, and the Regional Advocacy Service.
- We continue to chair the “Together for Mental Health” Partnership Board for Children and Young people and we are working with South Wales Police on the implementation of the Early Action Programme.

5.32 Having established a Regional Commissioning Team, we are committed to helping it become an effective means of developing more integrated services. The team, is helping us to drive the health and social care integration agenda on behalf of the Regional Partnership Board, supporting a programme of activities, which will help to improve the quality and value for money of care services. This teams have provided significant capacity to support our work especially as the role of the Regional Partnership Board has increased.

What are our priorities for next year and why?

- Contribute to more joint learning between health and social care staff as part of a joint evaluation and learning framework for the Welsh Government’s Transformation Fund
- Work with Third sector partners to consider alternative service models, such as social enterprise and user led organisations such as co-operatives

6. Accessing information and key documents

- 6.1 This report has summarised the performance of the Council's Social Services Department in 2019-20. It has also highlighted progress made against the priorities we set for ourselves. The report helps us to be accountable to the residents of Rhondda Cynon Taf.
- 6.2 The contents are designed to be informative and easy to read. There are many sources of information on the services and support mentioned in this report.

Other sources of information

- 6.3 For support in the area:

- Adult Social Services Care and Support
<https://www.rctcbc.gov.uk/EN/Resident/AdultsandOlderPeople/AdultSocialServicesCareandSupport/AdultSocialServicesCareandSupport.aspx>
- Children and Families
<https://www.rctcbc.gov.uk/EN/Resident/ChildrenandFamilies/ChildrenandFamilies.aspx>
- You can search "Dewis Cymru" for community-based services to support you and your family <https://www.dewis.wales/>

- 6.4 Full information on Councillors, Committees and Meetings is available on the Council's website: <https://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/CouncillorsCommitteesandMeetings.aspx>. Meetings of the Cabinet, the Children and Young People Scrutiny Committee and the Health and Wellbeing Scrutiny Committee are particularly relevant to this report. Agendas, papers and decision reports can be accessed via the following web pages:

- **Cabinet:**
<https://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Committees/Cabinet.aspx>
- **Children and Young People Scrutiny Committee**
<https://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Committees/ChildrenandYoungPeopleScrutinyCommittee.aspx>
- **Health and Wellbeing Scrutiny Committee**
<https://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Committees/HealthandWellbeingScrutinyCommittee.aspx>

References

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- ¹ Reference CIW Inspection of Older Adults Services Rhondda Cynon Taf County Borough Council June 2019
- ² Cwm Taf Regional Plan 2018-23
- ³ Cwm Taf Carers Strategy 2016-19 <http://cwmtafmorgannwg.wales/wp-content/uploads/2017/02/Cwm-Taf-Carers-Strategy-2016-1.pdf>
- ⁴ Your Life Your Care (April 2018) A survey of the views of looked after children and young people aged 4-18yrs in Rhondda Cynon Taf
- ⁵ Charging for Non-Residential Social Services policy
<https://www.rctcbc.gov.uk/EN/Resident/AdultsandOlderPeople/Helpoliveathome/RelatedDocuments/ChargingforNonResidentialSocialServices.pdf>
- ⁶ Practice Solutions Ltd (2019) *The Modernisation of Residential Care and Day Care services for older people Consultation An Analysis of the questionnaire & written responses*
- ⁷ Rhondda Cynon Taf (2019) Placement Commissioning Strategy 2019-2022.
<https://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Meetings/CorporateParentingBoard/2019/11/18/Reports/Item6RCTPlacementCommissioningStrategy.pdf>
- ⁸ Workforce Plan 2017-2022, Rhondda Cynon Taf
<https://www.rctcbc.gov.uk/EN/Council/WorkforcePlan/RelatedDocuments/WorkforcePlan20172022.pdf>

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RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

17TH NOVEMBER 2020

CWM TAF SAFEGUARDING BOARD ANNUAL REPORT 2019/20

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 2019/20 for the Cwm Taf Morgannwg Safeguarding Board. See Appendix 1.

2. RECOMMENDATIONS

It is recommended that the Cabinet:

- 2.1 Notes and endorses the content of the Cwm Taf Morgannwg Safeguarding Board Annual Report for 2019/20.

3 REASONS FOR RECOMMENDATIONS

- 3.1 The Cwm Taf Morgannwg Safeguarding Board has a statutory responsibility to publish an Annual Report 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.
- 3.3 This year, due to the COVID-19 pandemic, the Welsh Government gave all Regional Safeguarding Boards an extension to the submission deadline and the report was therefore published on the 30th September 2020.

4. BACKGROUND

- 4.1 The Cwm Taf Morgannwg Safeguarding Board is a statutory partnership made up of the agencies that are responsible for safeguarding children and adults at risk in RCT, Merthyr Tydfil and Bridgend. 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 Morgannwg. 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 Cwm Taf and Bridgend Multi-Agency Safeguarding Hubs (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.
- 4.5 The Board also now has responsibility for overseeing the effectiveness of the safeguarding activities in Parc Prison.

5. SUMMARY OF KEY ACHIEVEMENTS FOR 2019/20

- 5.1 The Board published an Annual Plan on 31 March 2019, setting out the priorities for safeguarding children, young people and adults in 2019/20. A summary of the progress made against these priorities is provided below:
- 5.2 Safeguarding Children, Young People and Adults at Risk from the Impact of Domestic Abuse

Close collaboration between the VAWDASV¹ Steering Group and the Safeguarding Board resulted in a wider reach for raising awareness activities in the region. In RCT, this included:

- Four workshops on Coercive Controlling Behaviour
- Additional VAWDASV Group 1 training for RCT schools
- Ten targeted youth workshops arranged by the RCT Youth Engagement and Participation Service (YEPS)

¹ Violence Against Women, Domestic Abuse and Sexual Violence

Operation Encompass was introduced to signal to schools when a pupil has been connected to a domestic abuse incident within the previous 24 hours. Education and Inclusion Services have worked in conjunction with South Wales Police to set this up to support intelligence sharing and the ability of schools to understand the home life of some of their pupils.

Two audits were carried out on domestic abuse cases involving adults at risk to seek assurances that strategy discussions are held on a multi-agency basis where there are indications that domestic abuse is involved. The outcomes from those audits was that the response was robust and comprehensive.

5.3 Improve the Way in which we Communicate, Engage and Promote Participation with our Communities and Partner Agencies

The Board has a dedicated post to support with communications and engagement. Work during 2019/20 included:

- The development of a new website for the Safeguarding Board
- Launch of a Facebook page
- Safeguarding Week 2019

5.4 Ensure that the Transition to the New Regional Footprint for Safeguarding is Managed Effectively

From 1st April 2019, the Board became responsible for safeguarding in Rhondda Cynon Taf, Bridgend and Merthyr Tydfil. The process of transition required effective planning and management to ensure that the Board and its partner agencies were able to continue to carry out core safeguarding functions during the time of change. Activities included:

- Reviewed governance arrangement
- Alignment of protocols and procedures
- A new Joint Review Group to support the Adult and Child Practice Review process

6. EQUALITY AND DIVERSITY IMPLICATIONS

- 6.1 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.

7. CONSULTATION

- 7.1 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.

- 7.2 A copy of the report has been published on the Cwm Taf Morgannwg Safeguarding Board website www.ctmsb.co.uk

8. FINANCIAL IMPLICATION(S)

- 8.1 The Cwm Taf Safeguarding Board uses the national funding formula to assess and identify annual financial contributions from statutory partner agencies.

9. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 9.1 The Social Services and Wellbeing (Wales) Act 2014 sets out the responsibilities and the functions of the Regional Safeguarding Boards.

10. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT

- 10.1 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

17TH NOVEMBER 2020

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 2019/20

Background Papers:

None

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Cwm Taf Morgannwg Bwrdd Diogelu Safeguarding Board



Annual Report 2019/2020



Bwrdd Iechyd Prifysgol
Cwm Taf
University Health Board



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1. Introduction and Foreword - Co-Chairs of the Board

Welcome to the first Annual Report of the new Cwm Taf Morgannwg Safeguarding Board.

This Annual Report presents an overview of the work that the new Cwm Taf Morgannwg Safeguarding Board has undertaken during 2019/20 in pursuit of our aim to ensure that the people of Cwm Taf Morgannwg are safeguarded from abuse, neglect or other forms of harm.

In June 2018, the Welsh Government announced that from 1st April 2019, the Cwm Taf Morgannwg 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.

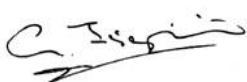
Members of both Boards first met in January 2019 to agree some common themes and approaches to safeguarding to prioritise in our Plan for 2019/20. There was a strong focus on bringing together the existing structures in Cwm Taf and Bridgend and this was one of the key areas of work that was undertaken during 2019/20. A common theme of tackling domestic abuse was also agreed as one of the key priorities of the Board, with the need to build on strong cross-partnership links with Community Safety Partnership colleagues.

The unprecedented events that began in March 2020, when the COVID-19 pandemic resulted in a national lockdown, had a significant impact on the Board's ability to produce end of year reports for the various sub groups of the Board. The Welsh Government provided Regional Safeguarding Boards with an extension to the usual deadline for the publication of the report which has given us more time to try and gather this information.

If anyone is interested in finding out more about the Safeguarding Board, please contact our Business Unit by e-mailing: ctmsafeguarding@rctcbc.gov.uk



Giovanni Isingrini



Lisa Curtis Jones



Sue Cooper



2. Safeguarding in Cwm Taf Morgannwg

The area of Cwm Taf Morgannwg covers the local authority areas of Bridgend, Merthyr Tydfil and Rhondda Cynon Taf with a population of approximately 428,000¹

The **Cwm Taf Morgannwg Safeguarding Board** is a statutory partnership made up of the agencies that are responsible for safeguarding children and adults at risk in Cwm Taf Morgannwg. 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 multi-agency safeguarding in Cwm Taf Morgannwg. 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.

Safeguarding Children

The Social Services and Well-being (Wales) Act 2014 and accompanying Guidance define a 'child' as a person who is aged under 18.

S.130 (4) of the Social Services and Well-being (Wales) Act 2014 defines a child at risk as a child who:

- Is experiencing or is at risk of abuse, neglect or other kinds of harm;
- Has needs for care and support (whether or not the authority is meeting any of those needs).

What do we mean by Harm?

Harm is defined as:

- Ill treatment - this includes sexual abuse, neglect, emotional abuse and psychological abuse
- The impairment of physical or mental health (including that suffered from seeing or hearing another person suffer ill treatment).
- The impairment of physical intellectual, emotional, social or behavioural development (including that suffered from seeing or hearing another person suffer ill treatment).

¹ Source: Census 2011

Types of Harm

The following is a non-exhaustive list of examples for each of the categories of harm, abuse and neglect included in vol 5 Working Together to Safeguard People: Volume 5 – Handling Individual Cases to Protect Children at Risk:

- **Physical abuse** - hitting, slapping, over or misuse of medication, undue restraint, or inappropriate sanctions;
- **Emotional/psychological abuse** - threats of harm or abandonment, coercive control, humiliation, verbal or racial abuse, isolation or withdrawal from services or supportive networks, witnessing abuse of others
- **Sexual abuse** - forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening, including: physical contact, including penetrative or non-penetrative acts; non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities or encouraging children to behave in sexually inappropriate ways;
- **Financial abuse** - this category will be less prevalent for a child but indicators could be:
 - Not meeting their needs for care and support which are provided through direct payments; or
 - Complaints that personal property is missing.
- **Neglect** - failure to meet basic physical, emotional or psychological needs which is likely to result in impairment of health or development.
- Risk from other actual or potential harm to a child or young person may also result from:
 - Criminal exploitation such as County Lines
 - Child Sexual Exploitation (CSE)
 - Radicalisation
 - Female Genital Mutilation (FGM)
 - Modern Slavery

KEY ACHIEVEMENT

Operation Bramble – This was an investigation following the report of two children being approached by a male who attempted to entice them into his car. This was reported by a parent and Operation New York was called, which is an immediate response by all deployable police officers in the area. Following an investigation by the Police Public Protection Unit, using specially trained officers, the suspect was identified and was arrested. On examining his computer, a history of offences with in excess of 100 victims being identified across the world was revealed. Following a detailed investigation, the court ordered that the defendant be sentenced to an extended sentence to serve a period of imprisonment of 15 years. The safeguarding process required in this case involved significant information sharing and strategic discussions given the volume of victims in the case. It has highlighted the specific requirements of safeguarding for on-line offending which has seen significant increases in reporting.

Safeguarding Adults

S126(1) of the Social Services and Well-being (Wales) Act 2014 defines an adult at risk as an adult who:

1. Is experiencing or is at risk of abuse or neglect,
2. Has needs for care and support (whether or not the authority is meeting any of those needs), and
3. As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Abuse

- Can be physical, sexual, psychological, emotional or financial (includes theft, fraud, pressure about money, misuse of money)
- Take place in any setting, whether in a private dwelling, an institution or any other place.

Neglect

This describes a failure to meet a person's basic needs physical, emotional, social or psychological needs, which is likely to result in an impairment of the person's well-being (for example, an impairment of the person's health).

It can take place in a range of settings, such as a private dwelling, residential or day care provision.

The following behaviours could also place the adult at risk of abuse or neglect (this list is not exhaustive):

- Violence Against Women, Domestic Abuse And Sexual Violence (VAWDASV)
This Includes Female Genital Mutilation (FGM)
- Modern Slavery
- Domestic abuse and violence against men
- Criminal exploitation

Reporting Concerns

In Cwm Taf Morgannwg, all safeguarding concerns are reported to a Multi-Agency Safeguarding Hub (MASH). For the relevant contact details please refer to the information at the end of this report.

The **Cwm Taf Multi Agency Safeguarding Hub (MASH)** sits within the structure of the Safeguarding Board and acts as the single point of contact for all professionals to report safeguarding concerns across Merthyr Tydfil and Rhondda Cynon 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)

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

Bridgend Multi Agency Safeguarding Hub (MASH) has been operational since July 2018 with the official launch having taken place in October 2018. The key aims of the MASH relate to the following areas:-

- Streamlined decision making through enhanced intelligence
- Risk is collectively addressed
- Opportunity for early intervention and prevention of repeat referrals
- Demand being created but repeat referrals can be effectively reduced

Bridgend MASH has brought together key professionals to facilitate better quality information sharing at the earliest opportunity, leading to better analysis and swifter decision making to safeguard vulnerable children, young people and adults more effectively.

The specific data collected by the Bridgend MASH within the first year in relation to repeat referrals indicates that the core functions within MASH are responding to the needs of our community and as a result repeat referrals have reduced.

KEY ACHIEVEMENT

Bridgend have included comments made by professionals working within the MASH to evidence how positive outcomes can be achieved.

“The MASH in Bridgend is a wonderful example of multi-agency working to share information and address risk at the earliest opportunity. There is no barrier to information sharing and working relationships flourish in our environment.”

“To my mind the MASH has meant we are more efficient and work more closely together.”

“The co-location of agencies within the MASH has allowed links to be strengthened as we all work together with the common goal of safeguarding both children and adults. MASH has enabled earlier identification of risk and intervention, enhanced and timely information sharing, better informed, multi-agency risk based decisions and a more co-ordinated response from agencies”

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 2019/20 to meet its outcomes?

The Board published an Annual Plan on the 31st March 2019, setting out its priorities for safeguarding children, young people and adults in 2019/20.

The Annual Plan for 2019/20 can be accessed at:

www.ctmsb.co.uk

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. This, combined with the work to embed a new regional structure, has supported us in achieving effective approaches in improving safeguarding arrangements for the people of Cwm Taf Morgannwg.

The Board has co-ordinated the safeguarding activities of each of its partner agencies 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 Board structure is set out in Appendix 2.

What challenges did we face?

As mentioned earlier, the COVID-19 pandemic and subsequent lockdown had a huge impact on the work of the Board partner agencies during the last few weeks of the year. This unprecedented crisis came not long after the devastating floods of February 2020 when so many communities were affected and this put additional pressures on services. However, our partner agencies' statutory duties to safeguard children and adults at risk continued to be a priority across the region.

Throughout the year, partner agencies reported to the Board on the key challenges they were faced with, including:

- The boundary change and managing the differing processes, practice and guidance in relation to safeguarding across Board partner agencies.
- Managing demand, which has been an ongoing key theme for partner agencies and capacity is often at maximum levels
- The volume of increasingly complex cases being referred in to Children's Services. In turn, trying to identify suitable foster and residential placements for children and young people presenting with complex needs
- Accessing Continuing Health Care packages for our most complex and vulnerable children and young people
- The need to develop an understanding of how staff training and the production of policies/protocols change and improve practice
- The rollout of VAWDASV training to ensure compliance with Welsh Government regulations and the need to consider alternative approaches. For example, in RCT this involved teams going out into schools to train Catering staff; face-to-face courses set up within schools; booklets shared electronically to all schools with spreadsheet returns; and a focus on setting up whole school staff teams onto RCT Source to undertake the training
- Reviewing how missing persons are managed, particularly those who go missing from a care setting. The local policing area has a number of examples where safeguarding considerations have had to be made as a result of placement of children from other authority areas. Problems have been encountered due to a lack of information sharing between authorities which has created a risk to that individual and others in the home.
- The increase in suicide and attempted suicides within the regional area. In order to focus on prevention, colleagues in South Wales Police have needed to look at trends and patterns taking an analytical approach. A challenge has been in identifying vulnerable associates who have been adversely affected by these tragic incidents. Work is ongoing to bring partners together to agree a process and structures to facilitate this.

5. How did we implement our Annual Plan and what were our key achievements?

Strategic Priority 1: Safeguard children, young people and adults at risk from the impact of domestic abuse

In our Annual Plan for 2019/20, we explained that all forms of domestic abuse have a profound effect on those who experience it. The impact that domestic abuse can have on children and young people is devastating and can lead to problems in adulthood and have a detrimental impact on their mental health and wellbeing. This is a similar case for older people, but often the domestic abuse may not be as visible or they may not be aware of the support that is available to them. Some people will be more vulnerable to domestic abuse, such as disabled people who may not have the ability to defend themselves and/or be less able to access support.

Preventing Domestic Abuse

Close collaboration between the VAWDASV Steering Group and the Cwm Taf Morgannwg Safeguarding Board has meant a wider reach for raising awareness activities in the region. Awareness raising and training amongst public, staff, care providers and the third sector was undertaken to increase the understanding of the early indicators of domestic abuse and how to respond to prevent the escalation of risk and incidents:



In November and December 2019, four workshops in relation to Coercive Controlling Behaviour were provided to non-specialist partner agencies. 164 professionals attended the workshops which were held in order to raise awareness of coercive controlling behaviour and contribute to an improved response to victims across a range of non-specialist agencies. The workshops were led by the RCTCBC Oasis Centre in partnership with Safer Merthyr Tydfil, the Cwm Taf

Morgannwg Safeguarding Board Business Unit and the RCT social housing partner, Trivallis. Attendees felt that following the sessions they were more aware of Coercive Control and knew which signs to look out for and could therefore advise their teams of the same to make them more confident in this area when working on the front line and to be able to refer appropriately.

- Funding from the Welsh Government Training Grant for Safeguarding Board was used to deliver face-to-face training with school staff on VAWDASV Level 1 to ensure compliance with WG legislation. Although these courses were not as well attended as hoped, they acted as a catalyst for schools to send a representative who has in turn encouraged completion amongst their staff of the e-learning module or physical paper module. This work has carried on into 2020-21 via virtual means. In Safeguarding Week, VAWDASV Group 1 training was also delivered to schools, which was promoted as part of the wider Safeguarding week publicity with positive feedback received from all schools spoken to.
- Digital platforms have been utilised to raise awareness amongst professionals and the public on how to recognise and respond to domestic abuse involving children and adults.
- The University and Further Education Colleges were invited to participate in the Board's Training and Communications Sub groups to support the work of the Board in raising awareness of the need to safeguard people from domestic abuse.
- A 'Tackling Domestic Abuse' event was held during Safeguarding Week 2019. 103 professionals from a wide range of agencies throughout Cwm Taf Morgannwg attended this event in Merthyr Tydfil. The line-up included a series of presentations from various agencies, a performance from 'Spectacle Theatre Company' and a number of information stands. This was a successful event, with feedback indicating that events such as this one, themed around specific topics, would be something which professionals would welcome on a more regular basis. The evaluation of the event showed that those who attended thought it was a well organised, informative event with a great array of services present and an excellent opportunity to network and to identify how services can work more closely with each other.



- Whilst planning for Safeguarding Week and its activity, a theme emerged of Adolescent to Parent Violence. Whilst the planning group wanted a more generic theme for the week, it was agreed that this was a relevant issue to pursue. As a result of this discussion, Merthyr Tydfil Borough Wide Youth Forum (MTBWYF) offered to develop a DVD around this topic, supported by the VAWDASV Steering Group and CTM Safeguarding Board (see Section 9).

- RCT Youth and Engagement Participation Service (YEPS) arranged for the theatre company, 'Spectacle' to perform the production 'Out of Control' at ten targeted youth provisions in RCT followed by workshops. These were based on Domestic Violence, focussing on the victims of abuse, child on parent abuse and coercive behaviour.
- South Wales Police Problem Solving Groups provide a means of updating key individuals and groups in the community of work around reducing domestic violence. There is a continuous programme of school based lessons and inputs and these have targeted topics such as Domestic Abuse, Coercive Control and Child Sexual Abuse. In addition to this, Domestic Abuse is a continuous thread through the other topics in the schools programme, such as alcohol and substance misuse.

The main vehicle for raising awareness of VAWDASV amongst professionals in the Cwm Taf region has been through the rollout of the VAWDASV National Training Framework (NTF). Further information can be found in Section 7 of this report.

Protecting and Supporting Children who have been affected by Domestic Abuse

KEY ACHIEVEMENT

The introduction of Operation Encompass has been a real asset to intelligence sharing and the ability of schools to understand the home life of some of their pupils. Although at times some schools have felt frustrated by the lack of information within a notification; this has been the missing piece of the puzzle in some cases for schools who may have had inclinations of problems at home but with no evidence. This additional information has led to a more complete picture of the scenario and allowed schools to escalate concerns more effectively; put in place support packages for pupils and provide better understanding from staff when the person presents with behavioral changes.

- The Board completed an audit of domestic abuse cases to identify themes and improvements for practice. There was some key learning from this, for example where a father of a child was both a domestic abuse perpetrator and under the age of 18, but his age had not been appropriately considered within the original safeguarding concern.
- This year, Education and Inclusion Services have worked in conjunction with South Wales Police to set up 'Operation Encompass' across the region to signal to schools when a pupil has been connected to a domestic abuse incident within the previous 24 hours.
- The VAWDASV Steering Group undertook a safeguarding survey with schools with regards domestic abuse. This has helped to understand the commonalities in school approaches but also the gaps in knowledge and resources within our schools that we can begin to work toward closing in order to better support our families.
- Routine enquiry compliance rates within maternity care have increased, giving women greater opportunities to disclose abuse and seek assistance.

- Care and Support Plans were implemented to safeguard children and young people from the impact of domestic abuse.
- Between April 2019 and March 2020 the Welsh Ambulance Service forwarded 68 reports of a Child at Risk of Harm or in Need of Support Services as per Section 131 of the Social Services and Well-being (Wales) Act 2014 (the Act) to Local Authorities associated with the CTMSB. 2 reports were directly identified as involving Domestic Abuse.
- The National Probation Service has introduced Domestic Abuse Priority Perpetrators (DAPP) which is an effective multi agency response to the risks posed by priority domestic abuse perpetrators, including testing tools for prioritisation which is key to preventing future victims.
- Drive and WISDOM are offender management programmes where South Wales Police work with other agencies around interventions with domestic abuse perpetrators. These are often the most high risk offenders and there are a number of successes where safeguarding has been directly enhanced around protecting children within those families.

CASE STUDY

A young person aged 15 years old lives at home with their mother, father and older sister. They attend a special school. The young person has general learning difficulties. The young person has previously had assessments with Children's Services due to them displaying challenging behaviour. The young person has a moderate/severe learning disability. The family self-referred to the Intake and Assessment team in Merthyr. An initial assessment was completed by the Information, Advice and Assistance Officer. However, due to concerns regarding the young person's mental health, challenging behaviour at home and in school and the risk that they may become looked after, it transferred to the Social Worker for Adolescents.

The family were provided with intensive support by the social worker and the family centre, including home visits, out of hours telephone support and direct work sessions with the young person. The social worker supported the family to access emergency CAMHS support. The young person received an assessment quickly and is now medicated. The family report that the home is much happier and more settled.

The social worker included the family, the young person and other professionals in decision making.

The success with this young person can be attributed to effective multi-agency working between the social worker, CAMHS and the family.

The young person's physical and emotional well-being has improved, they are achieving better in school, family relationships have improved and the young person lives in a safe and stable home environment.

VIEWS OF THE FAMILY

"Working with her has changed our lives, she understands us and knows the things we need support with without overwhelming us. I think my son would have been in care if she hadn't helped."

KEY ACHIEVEMENT – RCT Carn Ingli Project

Following registration with Care Inspectorate Wales (CIW), Carn Ingli became operational in November 2019. The home has provided trauma informed care and support for 5 children between the ages of 8-17 since this time. At the time of placement, each child was in crisis, due to family and placement breakdowns, and early adverse experiences. Out of the 5 children placed throughout this time, the only alternative options were either Out of County Residential Placements (outside Wales), or no other placement was identified or available to meet their needs. Practicing in a trauma informed way the project has been able to stabilise behaviours and assess needs. This has resulted in two children successfully moving on to local foster placements and two moving to long term residential provision. The fifth child remains in placement.

Carn Ingli has worked closely with the RCT Therapeutic Families Team to provide holistic assessment and support. This has resulted in positive progress being made by children at the home and has supported care planning and transition into suitable longer- term provision. By maintaining children in or close to their home area, Carn Ingli has been able to offer support in relation to education, training and establishing work placements. The project has also enabled children to integrate into the local community, through joining local sports teams and activity clubs.

Protecting and Supporting Adults at Risk who have been affected by Domestic Abuse

- Two audits were carried out on domestic abuse cases involving adults at risk to seek assurances that strategy discussions are held on a multi-agency basis where there are indications that domestic abuse is involved. The outcomes from those audits was that the response was robust and comprehensive.
- All MARAC reports are shared within the MASH environment and any known adults at risk information will be provided ahead of the domestic abuse discussions and attended by a member of the MASH Adult Protection team.
- Relevant action is taken to ensure that adults at risk experiencing domestic abuse are fully supported and have access to services that they need to reduce their risk of experiencing continuing abuse.
- Adult protection plans have been implemented to safeguard adults at risk from the impact of domestic abuse.
- Between April 2019 and March 2020 the Welsh Ambulance Service forwarded 44 reports of an Adult at Risk as per Section 128 of the Act to Local Authorities associated with the CTMSB. 10 reports were directly identified as involving Domestic Abuse.
- The National Probation Service has reviewed all high and very high risk of harm domestic abuse cases via a tool agreed with the Welsh Government Lead for Domestic Abuse. The findings from this audit have been shared locally to ensure best practice in managing this cohort of offenders.

CASE STUDY

Phyllis*, aged 87, was living with her sons, Michael*, aged 66, and Alun, aged 55*. Michael had a visual impairment and was registered blind: he had recently retired from working in a local social enterprise. Alun had been unemployed for many years and was alcohol and drug-dependent. The family first came to the attention of Adult Services when neighbours wrote to the Council to express their concerns about Alun's emotional and financial abuse of Phyllis and Michael. S126 enquiries and a well-being assessment were completed for both Phyllis and Michael. Although both were open about the impact of Alun's behaviour on them, neither were willing to take any positive action to stop further abuse occurring, as 'undue influence' was at play. Social workers continued to work with them, building trust and providing opportunities for both parties to change their position. After a period of continuing reports to police by concerned neighbours and local councillor involvement, a series of strategy meetings were held, the last one of which Phyllis and Michael attended. First Michael and then Phyllis decided that they wanted to separate from Alun. A plan was co-ordinated between police, Housing Services and social workers to allow Phyllis and Michael to move safely from their property to an Adult Services extra care facility. Alun was assisted to present as homeless and Phyllis' property was secured. Phyllis and Michael's safety was achieved and they were free to live their lives without fear.

*names have been changed to protect identities.

CASE STUDY

A 60 year old lady presented to a hospital outpatient department for a routine appointment. During the appointment the patient disclosed significant, long standing domestic abuse of a physical and coercive control nature. The patient enquired if the physical abuse she had experienced over the preceding 40 years had led to her current presenting health needs.

The patient felt able to disclose her distressing circumstances as unusually she was unaccompanied to the appointment by her partner. Staff at the outpatient clinic were very concerned for the woman's safety and encouraged her to seek assistance from police or specialist domestic abuse services. The lady refused all offers of help or signposting and advised staff that she wanted to remain with her husband and felt a strong sense of duty to her marriage and her family, she added that she feared his reaction if he became aware that she had disclosed. Following this, the outpatient clinic manager contacted the UHB corporate safeguarding team for advice and to seek debriefing for this upsetting experience. Although the issue of capacity in terms of coercive control can be disputed, this lady clearly and repeatedly refused help. Despite this no-one felt comfortable with 'not doing anything' to assist. This was a difficult situation and the police were consulted for an opinion and a MARAC referral was debated. It was decided following a discussion with third sector partners that a proactive approach, which respected the views of the individual, would focus on the provision of an IDVA at the next outpatient appointment. It could safely be engineered that the IDVA could speak with the patient alone to discuss and advise her to ensure she was fully informed about what was available to her should she choose to affect change. This plan was sensitively and successfully undertaken in a manner that was respectful of the lady's wishes. In addition the out-patient staff will be provided with bespoke domestic abuse training to improve their awareness and confidence. The UHB are grateful to all involved in endeavouring to inform and protect this victim of domestic abuse.

Learning from Domestic Homicide Reviews

In May 2019, the Cwm Taf Community Safety Partnership published a Domestic Homicide Review in respect of an RCT case, the recommendation for the Safeguarding Board being:

The Cwm Taf Safeguarding Board satisfies itself that changes to current practices and procedures have addressed the historical issues identified.

This has been addressed via the quality assurance framework of the Cwm Taf MASH where all threshold decisions around concerns are made. This has been scrutinised on a quarterly basis.

As at 31st March 2020, there were 4 other Domestic Homicide Review Panels ongoing.

Of the 5 victims in these cases, 2 were male. This factor led to a recommendation that the region raise awareness of males as victims of domestic abuse. During the last quarter of 2019/20, a partnership group met to develop the campaign materials and plan the activity. The strap line, leaflets and posters were completed but once again, the events could not take place due to the pandemic.

The strap line for the male victim campaign is 'Any Man Can'. The campaign was launched digitally in June 2020.



The Multi Agency Risk Assessment Conference process

In Merthyr and RCT we have continued to integrate the work of the MARAC into the day to day functions of the Cwm Taf MASH. A new multi agency risk assessment framework developed by the Cwm Taf MARAC Quality Assurance Group was approved and will be implemented in 2020/21. As a result of earlier and more focused intervention by MASH / MARAC partners (closely monitored by the QA group), the objective will be to see reduced repeat referrals and a reduced number of cases being referred to the main MARAC meetings.

Key Achievement

Work has been undertaken to ensure consistency in the tactical discussion process within the MASH, where possible forming a risk management plan at an early stage following the sharing of information. Partnership work continues to make the MARAC process more efficient to allow more robust discussions in this forum focusing on the most complex and highest risk cases.

Strategic Priority 2:

Improve the way in which we communicate, engage and promote participation with our communities and partner agencies

In our Annual Plan for 2019/20 we explained that we needed to raise awareness with the public and professionals of the need 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 can be achieved.

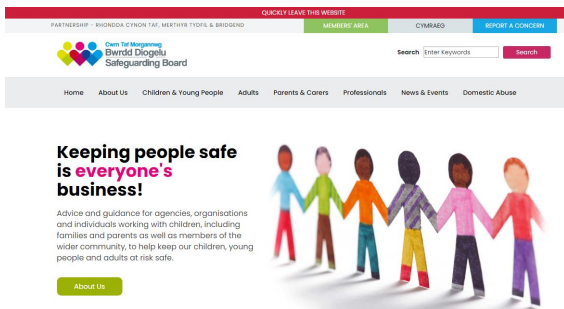
We also wanted to provide children, young people and adults with an opportunity to participate in our work, increasing the amount of engagement with the public, improving links with local forums and activity groups to ensure the voices of the people we support are thoroughly embedded into our work. We also want to ensure that all feedback provided as a result of these activities is recorded and evaluated.

Information and awareness raising of the work of the Board and the need to safeguard children and adults at risk

We identified a number of improvements that needed to be done in 2019/20 to improve how we share information and raise awareness around safeguarding issues with the public.

These included:

New Website



During Safeguarding Week in November 2019, we launched our new website. With a clear, user friendly layout and the introduction of a search facility, users are now able to easily navigate throughout the site.

The site, which has been very well received, is aimed at both professionals and the public and includes sections for children and young people,

adults, parents and carers, as well as a members' log-in section which provides a secure and confidential area, offering quick and easy access to essential safeguarding information for Board members.

Facebook

We were pleased to launch our new Facebook page in August 2019, which now has 594 followers. This has been an invaluable platform to use to communicate messages and provide information on safeguarding matters and enables us to reach people we may not have otherwise been able to. One post, which provided information on what people should do if they suspect a child, young person or adult is at risk from harm, abuse or neglect had a reach of 5,300.



Safeguarding Week 2019

Regionally, a multi-agency Task and Finish Group, chaired by the CTMUHB's Head of Safeguarding, was set up to plan the events for the week. All co-ordination work was carried out by the Board's Communications and Engagement Officer.

The national focus of Safeguarding Week 2019 was the launch of the Wales Safeguarding Procedures and the regional theme for Cwm Taf Morgannwg was Domestic Abuse. A planned programme of activities was developed consisting of training sessions, events and public information stands.

The programme was promoted widely via e-mail, website and social media pages.

Throughout the region, 64 events/activities took place, which consisted of:

- 36 public facing
- 26 professional
- 2 specifically for young people

573 professionals throughout the region took part in training and awareness raising on a variety of Safeguarding issues.

625 members of the public engaged with the Board's partner agencies as part of a public roadshow. This figure does not take into account the public events where the figures were not recorded.

170 young people attended two events and 11 schools in Bridgend were involved in a safeguarding project.

Trivallis and Merthyr Valleys Homes both agreed to sign up all their staff to the VAWDASV Level 1 Ask and Act Training. This was possible due to the networking opportunities such events provide, ie. The Tackling Domestic Abuse event.



Merthyr Tydfil Student Conference



Merthyr Tydfil County Borough Council held a Student Conference at Merthyr College during Safeguarding Week. The aim of the conference was to gain pupil voice around wellbeing with a key focus on exploitation and keeping safe. It was attended by 90 pupils approximately with representation from primary and secondary schools. The feedback was positive, with the young people feeling more able to make informed choices.

Cwm Taf Youth Offending Service (YOS)

The Cwm Taf Youth Offending Service gave seven anti-social behaviour talks in two schools in RCT (Nant Gwyn School and Treorchy Comprehensive). These were aimed at young people for them to understand the consequences of involvement in anti-social behaviour, risk taking behaviour and county lines and to reduce the risk of young people engaging in the above.

RCTCBC Adult Safeguarding Team

RCT Adult Safeguarding Team has an officer whose role it is to engage directly with local agencies and communities to provide information and advice on keeping safe and how to seek help when someone is unsafe.

Activities in 2019/20 including an extended piece of work with Job Centre Plus staff in RCT, that included attendance at team meetings, working with managers to establish Safeguarding Leads within each Job Centre and attendance at a 'Love your Mind' event at Pontypridd Job centre for staff and the public to help to raise awareness of adult safeguarding. The Prevention Officer also attended workshops with 36 staff members and Disability Advisors at Porth Job Centre and Pontypridd Job Centre to raise awareness of adult safeguarding.

RCTCBC Community Safety

Representatives from the Community Safety Partnership (CSP) attended a number of events during 2019, which included an 'Engagement Stand' at the Spread the Word festival in Merthyr Tydfil. This helped to raise awareness of hate crime within the region amongst 300 plus members of the public. During Hate Crime Awareness Week, a total of 29 events were held across Merthyr and RCT. Hate crime talks were given in schools to 605 pupils. This was to raise awareness of hate crime and how to report it.

County Lines Awareness Raising Session for Young People

100 young people from RCT, Merthyr Tydfil and Bridgend were invited to attend an awareness raising session on county lines and knife crime.

This was led by Junior Smart from the St Giles Trust. Junior is an ex-offender, has first-hand experience of county lines and gang culture and is using his knowledge to educate young people and equip them with the skills and knowledge to stay safe.

When asked what they thought was most useful, the young people's responses included:

- The knowledge of all the street stuff and how dangerous the gang life can be.
- It made me more aware of what is going on.
- Dangers of getting into drugs
- It shows how serious things can be
- Enthusiastic speaker



For more information on how we have encouraged children, young people and adults at risk to participate in the work of the Board see Section 7 of this report.

Strategic Priority 3:

Ensure that the transition to the new regional footprint for safeguarding is managed effectively

From 1 April 2019, the Board became responsible for safeguarding in Rhondda Cynon Taf, Bridgend and Merthyr Tydfil.

The process of transition required effective planning and management to ensure that the Board and its partner agencies were able to continue to carry out core safeguarding functions during the time of change.

Governance

New Terms of Reference for the Board was agreed, along with Board membership and role profiles. The Director of Social Services for Bridgend became a Co-Chair of the Board and chairing and membership arrangements for the Board Sub Groups were reviewed to reflect the new regional footprint.

The Board's Business Unit took on responsibility for the new regional Board within existing resources and this arrangement will continue to be reviewed.

Agreement was reached on a regional response to PRUDIC² and work continues on a regional response to the management of critical incidents.

² Procedural Response to Unexpected Deaths in Infants and Children

Protocols and Procedures

The Protocols and Procedures sub group, chaired by the local authority in Merthyr Tydfil, carried out a significant piece of work to oversee the development of policies moving from Cwm Taf to Cwm Taf Morgannwg. This has included:

- Schools Safeguarding Policy - the revised policy reflected practices across all 3 local authorities.
- Protocol for Managing Large Scale Safeguarding Incidents
- Board Complaints Policy
- Protocol for Resolving Inter-Agency Safeguarding Concerns
- Principles and Approach to Transition

This work continues into 2020/2021. Details of all Board protocols and procedures can be found on the website www.ctmsb.co.uk

Training, Learning and Communications

The Terms of Reference and membership of the Board's Training and Learning Group were reviewed to reflect the new regional footprint and the chairing arrangements became the responsibility of the local authority in Bridgend.

The local authority Training Departments worked together to share good practice and identify common themes and demands.

All Board communications activities became regionalised, supported by the Engagement, Participation and Communications Sub Group and the Board's Engagement and Communications Officer (see Strategic Outcome 2).

Child and Adult Practice Reviews

The existing Child and Adult Review Groups were joined to create a new Joint Review Group, chaired by the local authority in Bridgend. A single process is now in place for referrals for Practice Reviews and the co-ordination of Panels and Reviews, supported by a central pool of independent chairs and reviewers.

KEY ACHIEVEMENT

This year, the Board endorsed a regional Chronology Guidance document which supports professionals in completing chronologies for Child or Adult Practice Review Panels. Feedback has been positive and it has been noted on a number of occasions how completed timelines for cases have been succinct and focus on significant events.

Quality Assurance and Performance

The terms of reference and membership of the Quality Assurance groups for adults and children were reviewed, with chairing arrangements remaining with RCT Council. A consistent approach to data reporting and audit has been developed and will undergo further improvement in 2020/2021.

Partner Agencies Quality Assurance Activity

- All schools in RCT complete Safeguarding Self Evaluations each academic year that can form part of discussions during Estyn inspections and LA Officer visits as well as form part of discussions with Governing Bodies/Management Committees. These self evaluations are based on Estyn self evaluation documents but have been amended to include further detail felt pertinent to officers in Education and Children's Services. Estyn inspections will also highlight any schools where safeguarding concerns are raised for action which will result in response from the school and Governing Body/Management Committee and follow up meetings/visits with Estyn.
- Merthyr Tydfil Social Services has continued to embed its Quality Assurance Framework in relation to safeguarding practice. Over the last year there has been an increase in the timeliness of strategy discussions being held by the Merthyr Tydfil staff based within MASH. Monthly audits are undertaken on thresholding and decision making by the MASH Team and Early Help Hub. Good practice and learning is shared with relevant staff. Case audits and theme-based audits are undertaken to support practice learning.
- RCT Children Services has developed and implemented a Quality Assurance and Learning Framework (QALF), based on agreed practice standards. Performance is monitored on a monthly basis by Children Service's Senior Management Team. RCT Adult Services has established QA processes in place to audit case records. Individual supervision is a key component of QA and is mandatory for all Adult Services staff
- Quality Assurance in social care in Bridgend is guided by a Wellbeing Directorate Quality Assurance Framework. A range of methods are used to build up a picture of the 'so what' in terms of evidencing the way the Council works with people and the impact on their personal wellbeing. The quality of the Directorate's response to people is evaluated.
- In Bridgend, the Education Engagement Team works closely with schools to ensure good practice linked to safeguarding. Schools are provided with the Estyn Safeguarding Audit Tool and the team contributes to schools completions of their audits. Training delivered by the Education Engagement Team reviews evaluation forms completed to ensure that the training is meeting the needs of participants.
- South Wales Police HQ coordinate reviews and dip sampling of incidents, identifying lessons learned in respect of safeguarding. There is a daily tasking process that provides scrutiny over all incidents reported within the previous 24 hour period, and these incidents are carried forward until all safeguarding risks are alleviated. Analytical tools are available for senior officers to review trends and patterns and there is a monthly meeting that focuses on service delivery and performance.
- The Health Board has an internal governance structure to provide assurance that safeguarding services are effective and robust. Children and Adult operational groups report to the Safeguarding Executive Group (SEG), which reports to the Quality & Safety (Q&S) Committee, a sub group of the Board. The Q&S and SEG is attended by independent board members and the executive lead for safeguarding is held to account for safeguarding services.

- Cwm Taf Youth Offending Service is partner to the Children's Services Departments of Rhondda Cynon Taf and Merthyr Tydfil County Borough Councils. The YOS Quality Assurance Framework will complement those frameworks.
- The National Probation Service has a robust quality assurance process where selected assessments undertaken by Offender Managers are assessed by management groups ensuring the Performance Improvement Tool is adhered to and safeguarding plans are identified and managed effectively, in particular via a multi-agency framework.
- Both MASH have developed a Performance Framework whereby agencies are able to analyse and reflect upon quantitative data and consider further qualitative analysis for emerging themes/trends. The Quality Assurance/Audit Groups monitor, evaluate and review data in regards to the effectiveness of the MASH. This provides the opportunity to highlight good practice and also focus on areas for learning and development.

KEY ACHIEVEMENT

The Welsh Ambulance Services Trust has developed and is trialing a safeguarding concerns reporting system using ipads for mobile staff and a desktop solution for all other staff members to improve reporting standards

The 'Docworks' solution provides direct written reporting to social services adult and child safeguarding teams from personnel at the incident scene. Copies of the safeguarding reports are retained in a 'document hub' for record retention. This allows for quality assurance and access to reports by safeguarding team members to support further enquiries.

Multi-Agency Safeguarding Hubs

Further links were established between the Cwm Taf and Bridgend MASHs and identified opportunities to share good practice, particularly in the areas of information sharing and IT safeguarding platforms, that will continue to develop in 2020/21. In addition, the Cwm Taf and Bridgend MASH contributed to an evaluation of MASH across Wales.

Multi-Agency work within Bridgend's MASH continues to be productive and the Annual MASH report is rich in performance data and quality information from partner agencies with regard to their experience of working in MASH.

The QA MASH groups continue to scrutinise the performance data available in order to ensure the MASH functions and interagency collaboration is at an optimum. Multi-agency audits continue to be completed by members of the group who also share the outcome/findings of audits carried out internally within their organisations. The Health Board invested in the appointment of public protection nurses within the Bridgend MASH, which supported Bridgend based colleagues to recognise and respond effectively to safeguarding issues through greater communication, clear process and specialist support.

KEY ACHIEVEMENT

The implementation of joint screening PPNs between Bridgend Children Social Care, South Wales Police and Early Help providing children and families with the right support at the right time and reducing the number of no further action referrals into social care. Ongoing work between South Wales Police and Early Help to improve the identification of vulnerability within families at an early stage was noted in the Justice Inspectorate report in February of 2019 as good practice. This has led to further developments with PCSOs being located within Early Help hubs and 3rd sector workers involved within front door activity into social care and early help services.

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 2019/20, some of these are summarised below:

AUDIT ACTIVITY	THEMES IDENTIFIED
<p>Professional Concerns (Adult Safeguarding)</p>	<p>There is a strong correlation between, a) being female, b) working for the NHS or independent domiciliary care, c) Having children subject to CP procedures And being made subject to a professional concerns report.</p> <p>Multi-agency procedures are more likely to result in monitoring and additional supervision arrangements being put in place by employing agencies rather than dismissal by a factor of 4:1.</p>
<p>Repeat Cases where further action to protect following S126 enquiries has been necessary within 12 months</p>	<p>Decision-making is effective and there is no evidence that a different approach at the first incident would have avoided a subsequent incident occurring.</p> <p>The only significant deficit in the case management was the repeated failure to recognize the need for advocacy for the adult at risk, to ensure referrals were made and to involve the advocate in the Safeguarding process.</p> <p>Other themes identified in some of the cases:</p> <ul style="list-style-type: none"> ▪ Management oversight. ▪ Medication error ▪ Neglect and service user dignity.
<p>Individual Case Audit (Adult)</p>	<p>Care & Support Plan reviews should be completed at least annually and concerns of increased needs reported by providers should prompt an unscheduled review.</p> <p>When concerns are reported by a close family member, they should be followed by contact with the service user.</p> <p>There needs to be improved understanding of the principles and practice of the Mental Capacity Act.</p> <p>Communication between A/E Departments, District Nurses and GPs needs to improve.</p> <p>Care providers must inform the care manager if there is a deterioration in the service user's condition.</p> <p>All service users following a fall or discharge from hospital or respite should be body mapped to check for pressure areas.</p>

Adult Practice Reviews and Child Practice Reviews

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 did not publish an Adult Practice Review in 2019/20.

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 published one Child Practice Review during 2019/20. The themes identified as part of this review were as follows:

- The University Health Board should review and improve the guidance and assessment tool for professionals carrying out Crisis Mental Health Assessments of parents and care givers responsible for children
- Principles for professionals should be developed about the types of cases that are suitable for step-down to preventative services, taking into consideration the parent(s) motivation to work towards change.

Partner Agency Responses to the CPR Themes Identified

- The Child Practice Review highlighted positive practice for Education: 'On the whole, there was robust safeguarding practice by the school and the Attendance and Well-being Service. Information was shared appropriately, effectively and promptly.' However, the learning event stressed the need for understanding on 'step-down' cases and often cases may not present to Education services until after step-down procedures have been instigated. In these cases, it is imperative that schools and services share information to ensure effective ongoing safeguarding of the pupil and their families. This closer working relationship has fed into the review of referral forms over the past year to capture historic information where needed that may be pertinent to working approaches.
- Merthyr Tydfil's Head of Children's Services was the chair for the Child Practice Review undertaken during 2019/20. The learning from the Child Practice Review undertaken has been shared via the Council's Quality Assurance Framework. The learning is first shared with Managers and then in individual team meetings. Managers sign to confirm the information has been shared. The service considered the relevance of the information for our practice to take any actions necessary.
- RCT Children Services shared the recommendations and action plan with the appropriate HOS group by the Panel representative for discussion / follow-up. The learning from the review was also disseminated amongst the staff group via 7-minute briefings shared in team meetings. The review findings were also shared with the Corporate Parenting Board.
- The report, its outcomes and action plan was disseminated through the Health Board's safeguarding governance structure. The responsibility for specific actions in relation to the action plan have been shared with the relevant service and progress monitored through their own governance structure and reported back to the Safeguarding Board. A change in practice has evolved from this learning and training provided to ensure knowledge gaps are addressed.



- South Wales Police provided significant support to the reviewers and families to ensure that appropriate engagement took place to allow for the families views and feelings to be part of the review process. The South Wales Police Panel Member ensured that the police involvement in the review itself was carefully managed throughout the Child Practice Review Process with significant emphasis being placed on what could be learned prior to the death of the child with little or no focus being given to the actual circumstances around the incident that led to the death. Whilst there was no specific learning for the police the report together with the 7 minute briefing was circulated on the SWP internal internet page and cascaded force wide. The learning from the review was welcomed in respect of other agencies which the police see as positive. The Child Practice Review Learning event also allowed for the identifying and dissemination of learning with officers also having a better understanding and appreciation of partnership working which is key to safeguarding.
- The learning for Adult Mental Health Services provided by CTMUHB was discussed with the local authority's Head of Service for Mental Health to ensure that the learning could be shared with the Community Mental Health Teams and could be addressed in Mental Health partnership meetings.
- In line with National Probation Service processes, this CPR was discussed at the Probation Delivery Unit (PDU) management meeting and taken to the PDU cross grade best practice forum.

KEY ACHIEVEMENT

During this year, South Wales Police produced a short animation on practice review learning events for staff. The purpose of this was to provide an overview of the purpose of a learning event and what to expect. This was produced as we were aware that some staff can feel anxious when they receive notification that they have been nominated for a learning event and felt that this would be a helpful way to introduce the concept to them prior to meeting with them for a full briefing. The feedback on this has been positive and is now being used by other agencies too.

7. Information Training and Learning

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.

Safeguarding Training

The majority of the multi-agency safeguarding training is planned, delivered and co-ordinated by the local authority-based Training Departments.

In 2019/20, the Cwm Taf Training Department delivered over 200 safeguarding training courses to 3,172 people from a range of agencies. In Bridgend, 116 courses were delivered to 2,469 attendees. The majority of these people were employed by the local authorities but agencies represented also includes health, nurseries, police, housing providers and voluntary organisations.

National Training Framework on Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)

Since implementation, **5,977** staff members from Rhondda Cynon Taf County Borough Council and Merthyr Tydfil County Borough Council have completed group 1 training. Figures are not available locally for the Cwm Taf Morgannwg UHB, Welsh Ambulance Service Trust or the South Wales Fire and Rescue Service as they report directly to Welsh Government.

The table below outlines Cwm Taf's progress regarding the VAWDASV NTF in 2019-2020:

GROUP	NUMBERS COMPLETE
1	1470 (LA data only)
2	367
3	0 (no group 3 trainers)
4	9
5	5

The total VAWDASV completions in Bridgend for the period April 2019 to March 2020 was 541.

Training Type	Q1	Q2	Q3	Q4	Total for April 2019/20
E – Learning	106	67	51	211	435
Workbooks	25	21	23	37	106
Totals	131	88	74	248	541

In addition, the Health Board incorporates the Ask and Act training package into their Safeguarding People training, which allows them to illustrate the impact of domestic abuse on children and their families, and how this abuse can manifest in adulthood and beyond. In addition, the safeguarding team have developed bespoke training workshops for front door services to ensure they remain cognisant of domestic abuse concerns and are able to take appropriate action.

Adverse Childhood Experiences

In Cwm Taf, an ACEs training delivery group was set up. During 2019-20 10 full day sessions were delivered on a multi agency basis.

Welsh Government Training Grant

The Board receives an annual grant from the Welsh Government to support additional safeguarding training activities. This year we were able to support the following:

- Women’s Aid were commissioned to deliver 21 face-to-face Group 1 sessions on VAWDASV Ask and Act training to RCT schools. Unfortunately, due to the Covid-19 situation, only 48 members of school staff accessed the 15 sessions that took place. There was a logistical issue for schools sending staff to sessions during the day without backfill for their staff and therefore numbers were disappointing. However, the approach that many schools took was to send a representative to the training who would then distribute the booklets within their own school for completion. This model has seemingly worked well. 519 members of staff have completed the training in this way (figures up to June 2020). There has also been a vast increase in the number of schools who have requested they are set up on the Source – RCT’s e-learning platform – so that they can access the training.
- An external trainer was commissioned to deliver 2 training days to upskill partner agency staff to become independent chairs and/or reviewers for Child and Adult Practice Reviews. Unfortunately, the first session was cut short due to the floods and the second one didn’t go ahead due to COVID-19. These will be picked back up in 2020/21.
- A secure area for professionals was created on the Safeguarding Board’s website. This will be further developed to include on-line training and resources.

- A Good Practice Event was held in May 2019. This brought together organisations from Rhondda Cynon Taf, Merthyr Tydfil and Bridgend, whose work involves safeguarding children, young people and adults. The event was well attended by professionals throughout the region and highlighted good safeguarding practice that is being carried out by these organisations and provided an opportunity for learning and for building closer working relationships.
- A Domestic Abuse Event for professionals (see Section 5)
- Safeguarding training was delivered to staff working in Coleg y Cymoedd
- Stress Management training for MASH staff
- Stop it Now CSA Sessions to raise awareness of protecting children and young people from sexual abuse. Three sessions took place in April 2019, two aimed at professionals and one at the public. 50 people took part over the three sessions, of which the purpose was to raise awareness about risk indicators in relation to children who may be vulnerable to child sexual abuse, as well as behaviours in relation to the grooming process.

Multi Agency Practitioner Events

In September 2019, six Multi-Agency Practitioner Forums were held to launch the Safeguarding Board's 'Principles and Approach to Transition – Preparing Young People to Succeed in Adulthood'.

The Forums were aimed at professionals working within adults and children's service areas and wider partners and were very well attended. Its objectives were to Raise awareness of the CTMSB's 'Principles and Approach to Transitions' document.

- Consider the seven Principles of Transition
- Consider a shared approach to improving support to young people with additional support to young people with additional needs who are making the transition into adulthood.

County Lines Information Session

During Safeguarding Week, South Wales Police, delivered a session to professionals within the region to provide them with an understanding of County Lines and Cuckooing and the context within the area.

Wales Safeguarding Procedures

The introduction of the new Wales Safeguarding Procedures, following the launch in November 2019 was publicised widely across all partner agencies. Briefing sessions were due to commence from March 2020 but these were cancelled due to Covid 19 pandemic. Virtual learning sessions on the procedures have been developed for on-line delivery from September 2020.

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 Board's e-bulletin as well as updating the website with reports and learning outcomes from Adult/Child Practice Reviews and audits.

The summer e-bulletin was developed and circulated within the Board and its partners in August 2019 and included information on:

- The Board's Annual Plan and Annual Report
- Recently approved policies and procedures
- Learning from case reviews
- Updated forms
- Events

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 Morgannwg.

Community Safety Partnerships

The Board collaborated with the Community Safety Partnerships on the theme of Domestic Abuse in 2019/20 (see Section 5). We have also worked on 5 Domestic Homicide Reviews during year which will result in shared learning.

Wales Safeguarding Procedures

The Cardiff and the Vale Safeguarding Board led on the development of the new Wales Safeguarding Procedures for children and adults. The Cwm Taf Morgannwg Board was actively involved in the Project Board overseeing the development of the procedures, which were launched in November 2019.

Welsh Government

The Board has collaborated with the Welsh Government on a range of topics and hosts quarterly meetings with Safeguarding Board Chairs and with Business Managers across Wales.

In 2019/20 the Board developed a response to the Welsh Government's National Action Plan on Child Sexual Abuse. This work will continue up to 2022.

The Welsh Extremism Counter Terrorism Unit (WECTU)

The Board worked with officers from WECTU during a review of a case of radicalisation in RCT. The learning from this case will be shared across the region in 2020/21.

A presentation was also made to the Board on the referral process to WECTU and this was adopted across the region.

Other Regional Safeguarding Boards

The Board regularly receives reports from other Boards in Wales on Child and Adult Practice Reviews and any recommendations and learning pertinent to the region are shared appropriately.

The Board Chairs and the Board Business Manager have regular contact with their counterparts across Wales to share good practice and resolve any common issues/barriers.

Stop it Now Wales

Stop it Now! Wales is a child sexual abuse prevention project working across the country to ensure that parents, carers and frontline staff are as best placed as they can be to protect children from sexual abuse and exploitation. The Board worked with Stop it Now Wales to deliver awareness raising sessions on Child Sexual Abuse (see Section 7).

National Independent Safeguarding Board (NISB)

NISB members attended all Board meetings during 2019/20, as well as presenting at the Board Development Day in January 2020.

Further Education Colleges

In 2019/20, the Board invited FE colleagues to attend its Training and Communications Sub Groups. Attendance has been excellent to date.

CASE STUDY

Adult Safeguarding

A referral was received from an Occupational Therapist (OT) who was assessing an adult's short term memory issues. The OT is concerned that the adult is being targeted for financial abuse while at a local café. The OT has advised that due to his memory it would be difficult for him to re-establish new patterns or routines and therefore it is not feasible for the adult to change his routine to avoid the alleged abuse.

The alleged perpetrator is asking the adult for money and he is giving this willingly. When the alleged perpetrator has asked for larger sums of money the adult has refused showing an ability to protect himself and therefore the safeguarding process would not be used.

The good practice here is that the coordinator shared the information with the Police. PCSOs in the area were alerted to the situation and were directed to visit the café where the adult attends daily to build on good relationships with the café owner as a preventative measure.

The Safeguarding Coordinator fed back this information to the referrer and to the adult who were both happy with the outcome. The OT also agreed to undertake part of her assessment with the adult at the café so that she can also monitor the situation within her professional remit.

Outcome:

The potential risk of abuse was managed outside of the Adult Safeguarding process but safeguards were achieved to reduce the risks using good multi agency practices with a positive outcome.

9. Participation and Involving

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?

Engaging with Young People

- The Merthyr Tydfil, Supporting Change Team engaged with the most complex families to share ways of working that they feel have most benefitted them and how they feel the service can be developed to achieve greater success. The positive work that has commenced in this area during 2019/2020 will be built upon during 2020/2021.
- The Health Board has set up a new Children's Rights Steering Group to ensure that all services and departments consider children's rights within their service specifications, and that they can be measured against their observance of children's rights. An engagement event with children and young people took place in February 2020. This will ensure that Children's Rights are considered and embedded within the UHB's services
- RCT's Youth Engagement and Participation Service provides enriching opportunities and support services for young people across RCT. Young people can access the Youth Engagement and Participation Service's website, www.wicid.tv where they can find a programme of virtual opportunities, activities, and events that are happening every day. YEPS also has a range of support on its social media platforms for children, young people, parents and carers. Mental Health and Wellbeing Officers based with the YEP Service, offer specific support and advice for young people struggling with their own mental health. During 2019/20 YEPS supported 10,040 young people in Rhondda Cynon Taf, including 1,072 vulnerable young people receiving 1-2-1 support from a youth worker. 945 young people received support to improve their mental health and wellbeing as part of a group.
- The Cwm Taf Youth Offending Service (YOS) engages and participates with young people and victims of crime to evaluate effectiveness of practice. YOS has commissioned a 'Viewpoint' system to assist with this work, and is currently reviewing how this work can be done more effectively. YOS understands the importance of evaluation and feedback from service users in order to inform future service delivery.
- The Welsh Ambulance Services Trust engaged extensively in the region to produce a new leaflet 'You are not alone'. Launched at Coleg Cymoedd, Nantgarw, the leaflet is a Mental Health support information leaflet providing a range of well-established National Mental Health Support Helplines. The idea came from engagement with young people; families and carers across the region who had experienced mental health needs. The leaflet was created in partnership with Interlink RCT, Voluntary Action Merthyr Tydfil and their Service User Representatives from the Cwm Taf Morgannwg University Health Board and the Together for Mental Health Partnership Board. The leaflet has been distributed to ambulance stations and staff to provide to patients as needed, signposting them to support for their mental health needs. An electronic version is also available to the public through the NHS 111 Wales website.

- In Bridgend, consultation with young people has been undertaken around their experiences of working with services, including schools and family support services. Feedback from young people is generally positive in respect of support received from Youth Justice Service following a consultation exercise undertaken with those known to the service. Participation and Engagement Workers work closely with schools councils and Youth Council. Priorities in these areas focus on children's emotional and mental wellbeing in particular.

KEY ACHIEVEMENT – Animation on Domestic Abuse

Young people from Merthyr Tydfil worked with the Board to produce an animation for young people, aiming to raise awareness about domestic abuse and violence by children and young people toward parents/carers. The Animation was due to be accompanied by a toolkit and launched through a regional event. Unfortunately, the event was cancelled due to Covid-19 restrictions. Despite the restrictions, the young people felt it was important that their message was aired, therefore the animation was uploaded to Facebook, Twitter and websites.

On Twitter the animation has gained 710 impressions, 5 media views, has had a total of 36 engagements and 3 re-tweets.

The original Facebook post by MTBWYF the animation gained a reach of 1877 people, 14 shares and 5 engagements. The second post by MTBWYF OF the animation has reached 1855 people, 8 shares and has had 43 engagements.

The animation was also uploaded on to the Board's Facebook page and has been viewed 1,683 times.

Finally, the animation has been shared with the Welsh Government, Safe Lives, National Independent Safeguarding Board and the Victims Commissioners' Group.

Engaging with Adults at Risk

During 2019/20, Merthyr Tydfil Adult Services staff attended relevant groups to gather views (VAMT, 50 plus forum for example). Feedback from adults at risk has been gained to inform future service delivery.

- RCTCBC's Adult Protection Officer (Prevention) continues to work with Treforest Learning Curve services to support the development of You Tube videos with Musicaic Minds on the subject of safeguarding.
 - 'Money, money, money' - Financial abuse.
 - 'Gold' - Sexual abuse / Inappropriate behaviours.
 - 'I need a carer' – Identifying neglect
- A survey was carried out by South Wales Police with victims of domestic abuse to gather feedback in relation to the service they have received. The results of that survey will be collated in 2020/21 in order to look at organisational learning on emerging themes. Operational policies will be reviewed as a result to enhance the service provided to victims, looking at the victims experience from initial call through to criminal justice processes. Given the benefits this has highlighted, further survey work will be carried out.

- South Wales Police - In working with the training department, learning events have been held around safeguarding, bringing in people who are survivors to tell their story which has provided valuable insight from the victim's perspective to investigators and safeguarding teams. Training videos have also been utilised where victims tell their story. One has been disseminated on Forced Marriage.
- The RCT Safeguarding Prevention Officer did some specific work with the RCT Carers' Support Project to support carers with keeping their loved ones safe.
- The National Probation Service User Survey seeks feedback to capture the view of both offenders and victims and involvement change deriving from such feedback.

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 Morgannwg are represented on the Board, Operational Committees and Sub Groups and attendance is monitored at these meetings.

Section 135 audit

Under section 135(3) of the Social Services Well-being (Wales) Act 2014, the Cwm Taf Morgannwg Safeguarding Board (CTMSB) has a statutory duty to scrutinise local arrangements and assess whether partners are fulfilling their statutory obligations in respect of Safeguarding.

The Section 135 audit tool was developed as part of a review process based on self-evaluation by partner agencies, and was designed by partners. The information gathered assisted us to identify areas of good practice and areas for improvement. The key messages coming out of the audit were:

- Of the returns received, 24.2% of Board partner agencies highlighted excellent compliance and 54.5% good; providing an overall **high compliance rate of 78.7%**.
- **21.3% of the partners rated their compliance levels as basic**, and whilst no overall areas of non-compliance were identified by agencies, 2 agencies did identify some red sub standards, related to the provision of performance data, measuring the impact of audits and reviews on practice, sharing learning and good practice with the Board and providing independent reviewers and panel chairs.
- In respect of governance arrangements standards responded to, 93% were good and above. This is clearly an area of strength for the Board.



- This was followed by policies and procedures, with 87% of the standards identified as good /excellent.
- In terms of development for the Board and partners, whilst there is work to be done across all the areas, work was identified as needing to be done in respect of some of the standards sitting within:
 - **Learning Culture** (29% of standards were identified as basic or non-compliant compared with 7% for Governance),
 - **Communications with Staff and Public** (27% rate of basic and non-compliant standards).
 - **Safeguarding Effectiveness**, with a 21.8% rate of basic and non-compliant standards.

The Board gave due consideration to the findings of the audit, which were used to inform the planning arrangements and priorities for 2020/2021.

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 (5 meetings)	PRESENTED AT BOARD (4 meetings)	ATTENDANCE AT OPERATIONAL COMMITTEE (4 meetings)
Director (RCT) Chief Officer (MT) Director (BCBC)	5	15	2
RCT Children Services	5	2	4
RCT Adult Services	5	0	4
RCT Public Protection	3	1	3
RCT Education	5	1	3
MT Children Services	5	9	4
MT Adult Services	5	4	4
MT Public Protection	1	0	0
MT Education	5	0	1
Bridgend Children Services	5	0	2
Bridgend Adult Services	4	0	4
Bridgend Public Protection	0	0	0
Bridgend Education	3	4	1
Cwm Taf Morgannwg University Health Board	5	8	3
South Wales Police	5	4	4
National Probation Service	5	1	2
Parc Prison	3	3	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 2019/20 some of the reports that were presented to the Board by partner agencies are summarised below:

Cwm Taf University Health Board Maternity Services Review

A Special Meeting of the Cwm Taf Morgannwg Safeguarding Board was held in May 2019 to consider the findings of this report. A subsequent presentation was made to the Board in September 2019 by the Chair of the Independent Maternity Services Oversight Panel.

The Board provided robust and effective challenge and agreed a number of actions coming out of these discussions:

- A review of 4 neonatal deaths by the Safeguarding Board, the outcome of which will be finalised in 2020/21.
- An agreement for regular updates on the progress of the Improvement Plan to the Board

HIW Special Review ABMU Health Board

This report was shared by Health colleagues to highlight concerns around safe recruitment and safe practice. The issue around DBS checks in Health only being completed once at the start of a person's employment was raised and is still a topic that is being considered by the Board.

ICSA Report: Sexual Abuse of Children in Custodial Institutions

Presented by Youth Offending and Secure Estate colleagues, this report highlighted some key messages relating to culture, welfare of children and physical restraint. Seven recommendations were being taken forward by the Youth Justice Board.

School Inspection Report (RCT)

Colleagues from the RCT Education Department were able to provide the Board with assurances that safeguarding recommendations were being addressed and that measures had been put in place to monitor improvements.

External validation of RCT Adult Services self-assessment

A Care Inspectorate Wales Report provided external validation of Adult Services self-assessment and re-assurance that RCT's adult safeguarding arrangements are robust.

In addition to the above, each partner has provided a summary below of their contributions during 2019/2020 as follows:

Merthyr Tydfil County Borough Council (MTCBC)

Merthyr Tydfil Children's and Adult Services have been active Cwm Taf Morgannwg Safeguarding Board participants. We are represented at each of the sub-groups that report to the Board. Merthyr Tydfil have chaired the Protocols and Procedures Group and vice-chaired the MASH Quality Assurance Sub-Group and Adults Quality Assurance group.

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. We have been active participants in regional meetings to support the transition of the new regional footprint to promote outcomes for our regional community. Merthyr Tydfil represented Cwm Taf by contributing to the updated Wales Safeguarding Procedures.

As a panel member Merthyr Tydfil has contributed to a domestic homicide review. As a reviewer Merthyr Tydfil has contributed to an adult practice review relating to domestic abuse.

Merthyr Tydfil has been involved in quality assurance work relating to domestic abuse for both children and adults. Merthyr Tydfil led on regional work to aid consistency to collection of adult services safeguarding data across the new regional footprint. Merthyr Tydfil Adult Safeguarding has completed Quality Assurance work relating to threshold and decision making which utilised the good practice of cross referencing thresholds with our regional partner. Other quality assurance work included re-referrals, referrals that do not progress, non-criminal investigation and professional concerns.

The introduction of the Early Help Hub has supported consideration of the appropriate juncture to step up preventative cases into a statutory arena in a timely manner, where appropriate. The movement of earlier assessment informed signposting of all families with their agreement is anticipated in the longer term to prevent concerns escalating into the safeguarding arena.

Bridgend County Borough Council (MTCBC)

Bridgend Social Care is committed to safeguarding at a senior management level evidenced through its contribution and participation with the Regional Safeguarding Board's Director of Children's Social Care is a Co-Chair of the Board. Senior Managers have attended developmental days convened by the Safeguarding Boards Business Unit and contributed in the development of the Board's Annual Plans and Annual Reports.

Bridgend Social Care representatives attend a variety of events and projects including All Wales Groups and participate in Welsh Government Task and Finish Groups.

Bridgend Social Care attend and participate in the chairing of the Safeguarding Boards Subgroups and Task and Finish Groups including the Joint Adult and Child Practice Review Group of which we chair alongside the Training and Learning Group.

Bridgend Social Care share an abundance of information and data to the Safeguarding Board, ensuring safeguarding is a priority in areas such as PRUDiC, Child/Adult Practice Reviews, Domestic Homicide Reviews, Multi Agency Practitioner Forums, Immediate Response Groups and Case and Thematic Audits.

Bridgend Education

It has been a challenging transition into the new regional safeguarding board due to the understanding of the role and responsibility of each sub group and officer representation. Initially, there was some confusion as to which officer would be best placed to represent the Education and Family Support directorate which meant on occasions some meetings were not attended and apologies were given.

However, as understanding and clarity grew on each sub group, this has led to better participation and engagement and has ensured that the correct officers are in attendance.

Participation at each sub group has been shared across the Family Support Services Manager, the Education Engagement Manager (formerly Vulnerable Groups), The Youth Development Co-ordinator and Group Manager for Integrated Working and Family Support. Input has been given into developments of safeguarding policies for schools, IFSS, Youth Justice Service, Safeguarding training to schools, Child Practice Reviews for example. Attendance at the board by the Head of Education has been consistent.

Rhondda Cynon Taf County Borough Council (RCTCBC)

There is a clear commitment to safeguarding at a senior management level through active contribution to the Regional Safeguarding Board and the Group Director is Co-Chair of the Board.

Staff actively contribute to the development of the Board's Annual Plans and Annual Reports and attend Board Development Days. Staff represent the Board at various national events and projects and have also been involved in wider participation with the All Wales Groups and the development group for the new Safeguarding Procedures.

Children's Services ensures appropriate representation, consistent attendance and active contribution to all Board Sub Groups and Task Groups, and act as the Chairs / Vice Chairs for a number. They also actively contribute to the development and review of Board protocols and also to national procedures (see above).

Children's Services actively contributes to safeguarding processes including PRUDiCs, Child/Adult Practice Reviews, Domestic Homicide Reviews, Multi Agency Practitioner Forums, Immediate Response Groups and Case/Thematic Audits. Staff members also contribute to the work of Board reviews as Independent Reviewers, Panel members and Chairs.

Staff members also deliver safeguarding training on behalf of the Board.

RCT Adults Services has had strong representation on the Board and its sub-groups throughout the year. Attendance at meetings and participation in task and finish groups has been excellent.

Adults Services has also participated in and made significant contributions to Immediate Response Groups when they have been held and to Practice Reviews. The Adult Safeguarding Service Manager has been a Reviewer for a Domestic Homicide Review and a Child Practice Review and has been a panel member for all relevant cases. The Director of Adult Services has chaired the Joint Operational Committee and the Service Manager has chaired the Adult Quality Assurance sub-group and vice-chaired the EPC sub-group.

The Service Manager represented Adult Safeguarding for the Board at the Wales Safeguarding procedures editorial group. Adult Services also contributes to multi-agency QA via the Adults, MARAC and MASH Quality Assurance sub-groups.

South Wales Police

Senior officers in the South Wales Police Safeguarding arena ensure that there is attendance at all safeguarding board meetings and relevant sub-groups. Where the focus is on the priorities of both the Board and the control strategy of South Wales Police.

The Independent Protective Vulnerable Person Manager is very committed and attends both Board meetings and will step in as the chair on the Practice Review Subgroup. During this period, that officer agreed to assist in the Chairing of two Child Practice Reviews.

Police do chair a number of meetings and are vice chair on others, a full list of meetings is available on request. A representative will attend all panel meetings.

As a force the decision was made to adopt the same boundaries as the Safeguarding Board, recognising the benefits this brings of a more holistic approach to safeguarding. From a force perspective, a project team has overseen the realignment of the police boundaries to ensure a smooth transition. Throughout the transition a decision was made to appoint a senior officer responsible for safeguarding departments. In addition the Strategic Detective Inspector for safeguarding has taken on the responsibility for the BCU as project lead to ensure structures are in place to effectively manage daily business.

Cwm Taf Youth Offending Service (YOS)

The Safeguarding Board is attended by the YOS Head of Service in addition to chairing the EPC sub group. The Head of Service also attends the Joint Operational Committee and the Joint Review Group. Other sub groups are attended by YOS Operational Managers. In addition, Operational Managers attend task and finish groups as necessary. Attendance at all these groups is very good.

The YOS played an active role in Safeguarding Week, by facilitating a session on the trauma of witnessing domestic violence on young people. In addition, a training event was facilitated by Drive for all YOS members of staff and planning around the provision of programmes to be used to work with young people who commit domestic abuse offences is under development.

An Operational Manager has chaired CSE strategy meetings this year and has contributed to the development of the CSE approach of the Board by identifying trends and themes within this area.

An Operational Manager also attends the CSA / CSE Roundtable (Chaired by the Children's Commissioner) to represent YOT Managers Cymru and RCT Children's Services, where there is a significant emphasis on Safeguarding across Wales.

YOS Head of Service contributes to Child Practice Reviews, Multi Agency Practitioner Forums (MAPF) and Operational Managers have now also been nominated to become reviewers.

Two YOS Operational Managers deliver Level 3 Safeguarding training. An Operational Manager is also accredited with Welsh Women's Aid to deliver the VAWDASV ('Ask & Act' Domestic Abuse) Level 2 training to all agencies across the Cwm Taf region. The same manager also sits on the Training & Learning Sub Group where the attendance and outcomes from this training is monitored.

National Probation Service (NPS)

The National Probation Service views Board attendance as a strategic priority and this is reflected in the level and frequency of attendance at the CTM Boards and sub groups. There are representatives on all relevant sub groups and Boards and involvement in Chairing or reviewing APR/CPRs.

In Wales, NPS has implemented the progression to bring Offender Management into the National Probation Service. The onboarding of staff and offenders have been completed in North Wales. Team structures will now be aligned to adopt a Short Term Sentence Team which also incorporates the Integrated offender management cohort.

Developments are now underway to bring Accredited Programmes and Community Payback into the responsibility of the National Probation Service, with the completion date being June 2021.

Welsh Ambulance Services NHS Trust

During 2019-2020 The Welsh Ambulance Service remained an active partner with the Cwm Taf Morgannwg Safeguarding Board.

WAST opportunity for increased engagement has been promoted by attendance at the Regional Board meetings, Quality Assurance Subgroup, Policy and Procedures subgroup, Joint Review Subgroup 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.

Cwm Taf University Health Board

This year has been a challenging period for Cwm Taf Morgannwg University Health Board (CTMUHB). The boundary change in April 2019 expanded the footprint of the health board by a third; our escalation status with Welsh Government to Special Measures for our maternity service and Targeted Intervention for all other services, signaled significant scrutiny and change. In addition the coronavirus pandemic in March 2020, challenged the health board in terms of service delivery and ways of working.

The Health Board continues to be a key active participant in the work of the Safeguarding Board, its committees and sub-groups and this is a priority for the safeguarding team. Partnership working and trust between agencies is exemplary in this region and sharing expertise, knowledge and resources is a feature of good quality public service working. We very much look forward to continuing this positive relationship and collaboration which enables us to work together to protect and prevent harm to our citizens in Cwm Taf Morgannwg.

11. Managing our Resources

The Cwm Taf Morgannwg 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		55%
Bridgend	60%	32%
Merthyr Tydfil CBC		13%
Cwm Taf Morgannwg UHB	25%	
South Wales Police	10%	
Probation Service	5.0%	
Totals	100.00%	100%

In 2018/19 expenditure was as follows:

Staff	£214,866
Premises	£7,220
Other	£15,700

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 Morgannwg who are appropriately trained and that a regional process has been put in place.

To date, no orders have been sought in Cwm Taf Morgannwg.

Guidance and Advice received from the Welsh Ministers and/or the National Board

Nursery Provision

It was agreed as a Board we needed to raise awareness of the risk of using under 2 hour unregulated nurseries and bring the consideration before Welsh Government. A letter was written from the Chairs to the Early Years department at Welsh Government and Care Inspectorate Wales outlining our concerns. A thorough and prompt response was received which assured the Board and appropriate communications were shared via local authority family support programmes and via health visitors.

Ask and Act training

The Board requested guidance and advice from the Welsh Government with regards to the issues of compliance with the training requirements. Based on the advice given, a more flexible approach was adopted.

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 2019/20 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.**

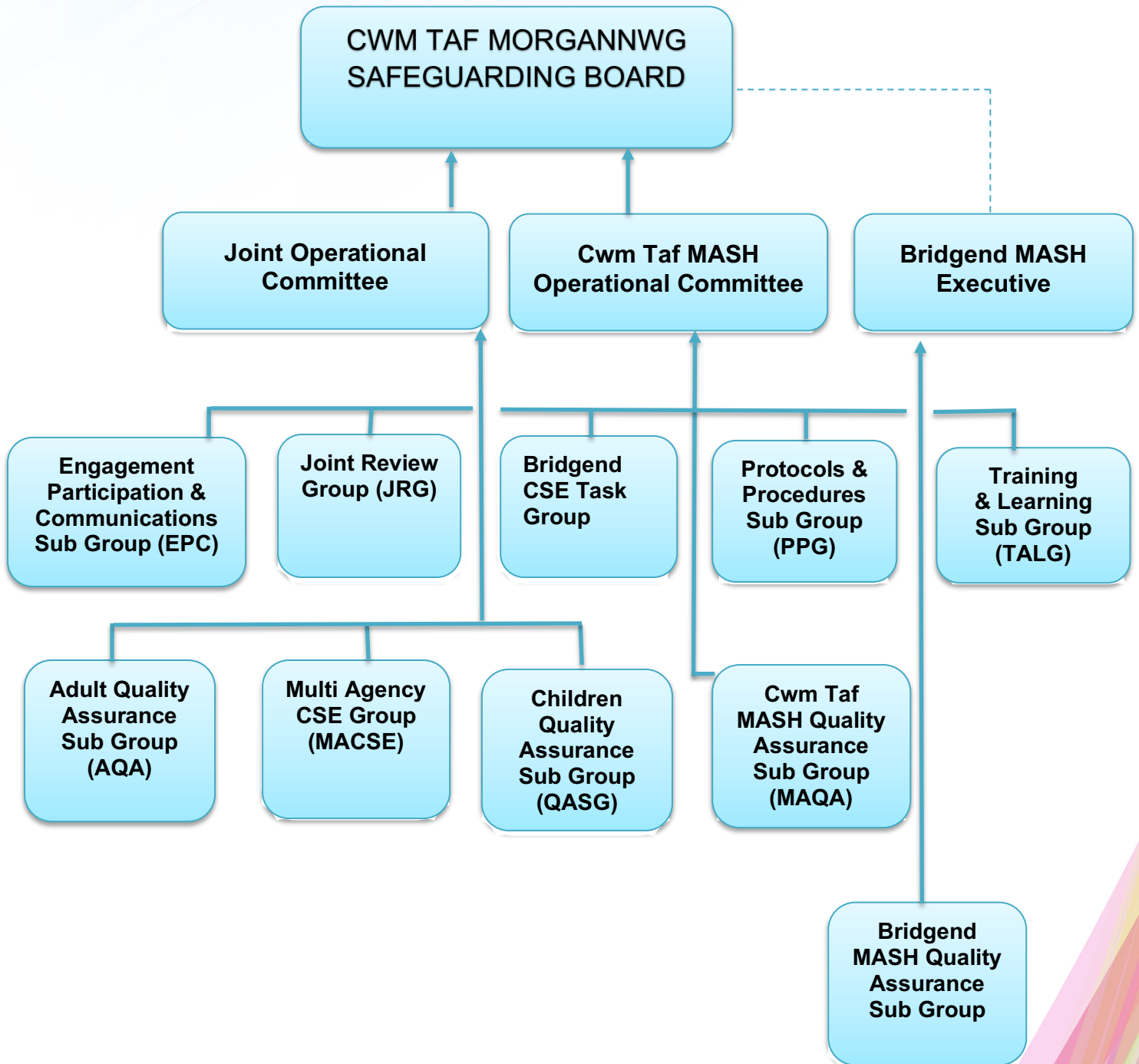
APPENDIX 1 BOARD MEMBERSHIP

NAME	TITLE	AGENCY
Giovanni Isingrini	Director of Community and Children's Services (Co-Chair)	Rhondda Cynon Taf County Borough Council
Louise Davies	Head of Public Protection	
Jackie Neale	Adult Safeguarding Service Manager	
Neil Elliot	Service Director, Adult Services	
Julie Clark	Head of Safeguarding and Support (Children)	
Gaynor Davies	Director of Education and Lifelong Learning	
Annabel Lloyd	Service Director, Children Services	
Cara Miles	Head of Legal - Community Care and Children	
Lisa Curtis-Jones	Chief Officer, Social Services (Co-Chair)	Merthyr Tydfil County Borough Council
Jon Eyre	Safeguarding Principal Manager	
Alyn Owen	Chief Officer, Community Regeneration	
Susan Walker	Chief Officer, Education	
Taryn Hudd	Head of Children Services	
Angela Edevene	Head of Adult Services	
Carys Kennedy	Head of Legal and Governance	
Susan Cooper	Director of Social Services and Wellbeing (Co-Chair)	Bridgend County Borough Council
Jacqueline Davies	Head of Adult Social Care	
Laura Kinsey	Head of Children's Social Care	
Nicola Echanis	Head of Education and Family Services	
Greg Dix	Director of Nursing, Midwifery and Patient Services	Cwm Taf Morgannwg University Health Board
Matthew O'Baid	Designated Doctor	
Louise Mann	Head of Safeguarding/Assistant Director for Quality and Safety	
Karen Thomas	Superintendent, Northern BCU	South Wales Police
Beth Aynsley/ Sue Hurley	Independent Protecting Vulnerable Person Manager	



NAME	TITLE	AGENCY
Eirian Evans	Assistant Chief Officer	National Probation Service
Ian Davy	Chief Officer	Voluntary Action Merthyr Tydfil
Maria James	Third Sector Representative	
Lyndon Lewis	Head of Service	Cwm Taf Youth Offending Service
Virginia Hewitt	Designated Doctor (National Safeguarding Team)	Public Health Wales
Nikki Harvey	Assistant Director for Quality, Safety and Patient Experience	Welsh Ambulance Services NHS Trust
Jason Evans	Head of Young Person's Unit	Her Majesty's Prison and Young Offenders Institute, Parc
Ian Coles	Interim Deputy Director	

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 Medicals

A safeguarding medical aims to assess children who may have come to deliberate harm or are at risk of further harm and therefore protect them from this.

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.

County Lines

County Lines is where illegal drugs are transported from one area to another, often across police and local authority boundaries (although not exclusively), usually by children or vulnerable people who are coerced into it by gangs.

Disclosure and Barring Service (DBS)

The Disclosure and Barring Service is a non-departmental public body of the Home Office of the United Kingdom. The DBS enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially involving children or vulnerable adults, and provides wider access to criminal record information through its disclosure service for England and Wales.

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.

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)

Multi-agency professional forums are a mechanism for producing organisational learning, improving the quality of work with families and strengthening the ability of services to keep children safe. They utilise case information, findings from child protection audits, inspections and reviews to develop and disseminate learning to improve local knowledge and practice and to inform the Board's future audit and training priorities.

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

Public Protection Notice (PPN)

The forms have two main purposes. One is for police officers to make referrals to partner agencies when they have concerns about vulnerable people. The PPN is also used as a risk assessment tool for victims of domestic abuse and stalking and harassment (DASH).

Prevent

Prevent is about safeguarding and supporting those vulnerable to radicalisation



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 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

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

17TH NOVEMBER 2020

CWM TAF MORGANNWG CARERS ANNUAL REPORT FOR 2019/20

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

AUTHOR: Mari Ropstad, Service Manager – Carers

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to approve for submission to Welsh Government the Cwm Taf Morgannwg Carers Annual Report for 2019/20.

2. RECOMMENDATIONS

It is recommended that Cabinet:

- 2.1 Approves the Cwm Taf Morgannwg Carers Annual Report for 2019/20 attached as Appendix 1
- 2.2 Notes, as in previous years, that the Annual Report has been submitted in draft to Welsh Government, pending its approval by Cabinet and similar executive arrangements at Merthyr Tydfil and Bridgend County Borough Councils and Cwm Taf Morgannwg University Health Board. The final version will be sent to Welsh Government following approval by all four regional partners.
- 2.3 Notes the positive work undertaken relating to carers across the Cwm Taf Morgannwg region in line with an agreed regional Statement of Intent for Carers (included within the Annual Report at Appendix 1)

3. REASONS FOR RECOMMENDATIONS

- 3.1 Prior to the implementation of the Social Service and Wellbeing (Wales) Act 2014 (the Act), Health Boards in Wales had a lead role under The Carers Strategies (Wales) Measure 2010 to prepare, publish and implement with partners a strategy for the benefit of unpaid carers.

- 3.2 The Carers Strategies (Wales) Measure 2010 was repealed following introduction of the Act, but the requirement for an Annual Report has continued as part of the conditions for transitional Welsh Government funding in 2019/20.

4. **BACKGROUND**

- 4.1 In April 2019, Cwm Taf University Health Board became responsible for healthcare services in the Bridgend County area. This meant that accompanying partnership structures in the delivery of social services across the Western Bay region joined with Cwm Taf and led to the establishment of a new Cwm Taf Morgannwg Carers Partnership Group to promote the integration of services for carers, as required by Part 9 of the Act.

- 4.2 The Cwm Taf Carers Strategy ended on 31st March 2019 and as a result the new Cwm Taf Morgannwg Carers Partnership Group developed a regional Statement of Intent for Carers to support its delivery against the three national priorities for carers:

- Supporting life alongside caring;
- Identifying and recognising carers and;
- Providing information, advice and assistance.

Implementing the Statement of Intent (included within the Annual Report at Appendix 1) will ensure that there is a commitment made to a range of strategic intentions, pending the publication of a new national plan for carers by Welsh Government for 2020/21.

- 4.3 For 2019/20, Welsh Government provided transitional funding of £1million for Wales (£161,000 for Cwm Taf Morgannwg) to protect and build on progress to date and to support the expansion of carers rights under the implementation of the Act.

- 4.4 The Cwm Taf Morgannwg Carers Annual Report for 2019/20 is attached as Appendix 1. Some of the key areas of work across Cwm Taf Morgannwg during have included:

- The Carers Hospital Discharge Project for the Cwm Taf Morgannwg region
- Small grant scheme totalling £25,000 for third sector carers projects in the region
- Delivering the Agored accredited Supporting Carers training to staff in GP practices to increase carer recognition and support in primary care

4.5 Rhondda Cynon Taf Council has supported the work with carers and the carers support project has continued to operate with many new innovations to support carers remotely during the pandemic. Examples of some developments in Rhondda Cynon Taf include:

- Use of Intermediate Care Capital Funding to create a Carers Hub for carers of all ages in Pontypridd. Unfortunately, the opening of this Hub has been delayed due to Covid-19 but training, workshops and support activities to give carers a break continue, using technology, activity packs, boredom busters etc.
- A recognition film for Young Carers and Young Adult Carers (aged 18-25), will be produced during 2020/21 to highlight their achievements and challenges during the pandemic - this has been devised to replace the annual awards night

4.6 In addition, there has been engagement with carers and staff to get a better understanding of what the barriers to the carer assessments are and the improvements that can be made to increase uptake. A pilot was implemented in December 2019 to test out new staff guidance and assessment forms for carer assessments. This is currently being evaluated.

4.7 Unfortunately, publication of new national plan for carers expected for 2020/21 has been delayed due to COVID-19, but public consultation is now planned for October 2020 to January 2021. Once consultation is completed and the final national plan for carers is published by Welsh Government, a regional Cwm Taf Morgannwg action plan will be required to implement the priorities and recommendations established in the new national plan and a revised reporting process will be initiated for future years.

5. EQUALITY AND DIVERSITY IMPLICATIONS

5.1 There are no foreseen equality and diversity implications associated with this report.

6. CONSULTATION

6.1 The Cwm Taf Morgannwg Carers Partnership has led the implementation and monitoring of the Statement of Intent and the Welsh Government national priorities for carers. It has representatives from the Health Board, all three regional local authorities, Third Sector organisations and carers. The work also involves a range of other partners including Department of Work and Pensions and Job Centre Plus.

7. FINANCIAL IMPLICATION(S)

- 7.1 There are no financial implications aligned to this report. The Cwm Taf Morgannwg Carers Partnership oversees the use of the Welsh Government transitional funding, which is administered by the Health Board.

8. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 8.1 The Social Services and Wellbeing (Wales) Act 2014 came into force in April 2016 and is intended to transform the way services are delivered. It repeals the majority of community care legislation including the Carers Strategies (Wales) Measure 2010.
- 8.2 The Act provides a definition of a carer as “a person who provides or intends to provide care for an adult or disabled child” and removes the requirement that carers must be providing a “substantial amount of care on a regular basis.” The Act includes new rights for carers and new duties on local authorities.

9. LINKS TO THE COUNCIL’S CORPORATE PLAN & OTHER CORPORATE PRIORITIES

- 9.1 The work to implement the Statement of Intent for Carers and the Welsh Government national priorities for carers supports the Council's priorities to promote independence and positive lives for everyone including carers of all ages.

Other Information:

Relevant Scrutiny Committee

- Children and young people Scrutiny Committee
- Health and wellbeing Scrutiny Committee



LOCAL GOVERNMENT ACT 1972
AS AMENDED BY
THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985
RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

17TH NOVEMBER 2020

REPORT OF GROUP DIRECTOR, COMMUNITY AND CHILDREN'S SERVICES, IN DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR HOPKINS

CWM TAF MORGANNWG CARERS ANNUAL REPORT 2019/20

Background Papers:

Social Service and Wellbeing (Wales) Act 2014

Officer to contact:

Mari Ropstad, Service Manager - Carers

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APPENDIX 1



CWM TAF MORGANNWG CARERS STEERING GROUP

End of year report 2019/2020



Cwm Taf Morgannwg Carers End of Year Progress Report 2019 – 2020

Eligible activity includes:

- 1) **Supporting carers in general practice** - working with your partners, through the primary care clusters, to implement a scheme that supports health professionals working in primary care and community care to develop their carer awareness and understanding of how to identify carers, the issues that carers face and ways of working to better support carers; and
- 2) **Discharge from hospital planning** - taking steps to support and engage carers in the patient's discharge planning, for example better information, advice and assistance (IAA) provided to all carers when the person they care for is discharged from hospital.

This form can be used as a template for the evidence you provide of the activities undertaken to meet the aims outlined in the funding requirements.

A number of questions were included in the annex of the letter and are illustrated below.

1) Supporting carers in general practice

What action/ activity have you undertaken to work with partners to support health professionals working in primary care and community care to develop their carer awareness and understanding of:

- how to identify carers,
- the issues that carers face and
- ways of working to better support carers; and

Action taken

During 2019/20, Bridgend County Borough Council, Merthyr Tydfil County Borough Council, Rhondda Cynon Taf County Borough Council and Cwm Taf Morgannwg University Health Board have built upon the success of the previous year and continued to work collaboratively in improving support, information and recognition of Carers, whilst making best use of a wide range of knowledge, expertise and support services.

This transitional year for Cwm Taf Morgannwg University Health Board has seen the development of new relationships and partnerships across this new region.

Current services for Carers in Cwm Taf Morgannwg are provided by a range of organisations in the statutory and Third Sector. As well as accessing general services like GPs in primary care available to everyone, there are also specific services to support Carers, including young Carers and young adult Carers. These include:

- In RCT, a Carers Support Project run by the Local Authority.
- Services commissioned from the Third Sector including Action for Children, Barnardos and Age Connects Morgannwg.
- A network of Carers Champions in settings across the health sector.
- In Merthyr, services to support Carers were commissioned from third sector organisations.
- Carers Trust South East Wales providing Information and Advice to Carers across Bridgend.
- Bridgend Carers Centre offering support through their Carer Link workers in GP practices in Bridgend.

- Carers Hospital Discharge project across the Cwm Taf Morgannwg Region.

The Cwm Taf Morgannwg regions continues to have representation at the COLIN meetings with a representative from Rhondda Cynon Taf County Borough Council, Bridgend County Borough Council and/or Cwm Taf Morgannwg University Health Board attending.

Interlink RCT and VAMT continue to organise the **Carers Provider Network**, which gives organisations the platform to raise queries, gaps and exchange of good practice.

Throughout 2019/20, Cwm Taf Morgannwg University Health Board, Bridgend County Borough Council, Merthyr Tydfil County Borough Council and Rhondda Cynon Taf County Borough Council have sustained the success of the previous year and continued to work collaboratively in improving support, information and recognition of Carers. This Cwm Taf Morgannwg End of Year Report has highlighted the key areas of work and provided examples of the progress made.

The transitional funding to support Carers provided by Welsh Government since for 2016/17 to support the implementation of the SSWB Act is very welcome as there had been concerns regarding the loss of momentum and the lack of resources available to achieve identified actions.

It is essential to prevent any negative impact on Carers services and support and ensure the continued development and raising awareness of Carers throughout the region, meeting the increased responsibilities for partners under the SSWB Act.

£25,000.00 of the WG Carers funding was allocated through an application process to the Third Sector. Organisations were able to bid up to £5,000.00 of projects to engage with Carers of all ages. The successful organisations were:

Organisation Name	Project Description
Challenging Behaviour Support CIC	Fortnightly parent Carers support session in RCT and there has been an increase in beneficiaries.
Cancer Aid Merthyr Tydfil	Caring for Cancer Carers has undertaken: <ul style="list-style-type: none"> • A Carers clinic providing information, support and advice one afternoon a week; • A Carers only clinic providing complementary therapy; • A Carers support group – facilitated by a registered BACP counsellor providing an evening group support; • These services are all currently running and are at full capacity. • Going forward we aim to continue to provide services as required for one to one support, and launch a new Carers group every 8 weeks. Once a carers group has completed the 8 weeks of facilitated group support they will be able to continue to use the centre of excellence to arrange informal group support meetings.
Merthyr and the Valley Mind	Carers STAR Project in Merthyr Tydfil have run counselling sessions with all places allocated and people are currently working through their sessions.
Follow Your Dreams	Parent Carers Information Event in RCT
Techtivity	Caring for you in Bridgend have a weekend of wellbeing activities at Tyn Cellar Farm in Margam, including holistic treatments, yoga, and a sound bath.
Citizen Advice Bureau Merthyr Tydfil	CAB 4 Carers, piloting beginning Carers Assessments

CASE (Care and Support Each Other) RCT	Social Learning Curriculum: Christmas Craft, Mindfulness in the Park and a bowling night for Young Adult Carers.
The Grapevine	Rolling out to RCT and Merthyr Tydfil

Through this process additional WG Carers funding was allocated from the Young Carers allocation to:

Organisation Name	Project Description
RCTCBC	Young Carers Recognition Event
RCTCBC	Young Carers Leaflet

As this End of Year report demonstrates, we have continued to address the needs of Carers across the region to improve outcomes for them and their families.

For 2020/21, we have run an application process for the Welsh Government Carers funding. A multi-agency panel met on the 16th March 2020, consisting of representatives from VAMT, Interlink, BCBC, RPB and CTMUHB, to discuss applications to the Cwm Taf Morgannwg Carers Grant 2020/21. 18 applications were received in total with 6 successful organisations for funding in 2020/21.

We look forward to working in new partnerships as Cwm Taf Morgannwg in 2020/21.

Please explain:

How you have **worked with partners** to implement and deliver improved support for carers

The Cwm Taf Morgannwg Carers Steering Group

The Cwm Taf Morgannwg Carers Steering Group which was established in 2016 and overseen the implementation of the Cwm Taf Carers Strategy 2016-19 across Merthyr Tydfil and Rhondda Cynon Taf, including the development and delivery of an annual Action Plan, is currently being reviewed by the Regional Lead for the Regional Partnership Board.

The review includes group membership and reporting mechanism. The Group has met several times throughout 2019/20.

Currently membership consists of: Bridgend County Borough Council, Merthyr Tydfil County Borough Council, Rhondda Cynon Taf County Borough Council, VAMT, BAVO, Interlink, CAB RCT, Merthyr and Valleys MIND, Carer representative and Cwm Taf Morgannwg University Health Board.

Statement of Intent for Carers

Following the end of the Cwm Taf Carers Strategy on the 30th March 2019, for this transitional year following the merger which saw the creation of Cwm Taf Morgannwg University Health Board, the Statement of Intent for Carers was produced in partnership.

We await guidance from Welsh Government on their proposed Action Plan and the Ministerial Advisory Group as to whether we produce a regional Carers Strategy or a regional Action Plan to implement WG proposals.



Statement of Intent
Carers.docx

Let's Talk Public Engagement Events

As part of a Health Board programme of public engagement events, a series of events were held in February 2020 with Carers being one of the main topics for members of the public to discuss. Health colleagues attended to answer any queries with information provided by partners for distribution. These events were held across Cwm Taf Morgannwg and engaged with over 100 people. As well as members of the public we engaged and promoted Carers services with Councillors, School Teachers, Leisure Staff, Third Sector and colleagues from across the Health Board.

Young Carers Cookery Classes

From working with colleagues in Merthyr Tydfil, it has highlighted the need to engage with young Carers. Working with Barnardos, Merthyr Tydfil and Public Health, Cwm Taf Morgannwg are in the process of delivering cookery classes for 10 young Carers.

This pilot course is funded by Welsh Government Carer funding Cwm Taf Morgannwg and accredited by AGORED.

Although still in its infancy, the training is already proving to be a success. Young Carers have fully engaged and are enthusiastic to learn a new life skill that will assist them in their caring role.

The training covers basic food hygiene, health & safety and budgets. In addition to learning a new skill the training sessions have also given the young carers the opportunity to engage with one another in a group session.

It is reported that young Carers miss on average 48 days of school a year. By engaging them and giving them life skills this will boost their confidence, give them a sense of inclusion and hopefully inspire them to continue learning.

Going forward this opportunity will be provided for young carers in Rhondda Cynon Taf and Bridgend.

Leisure

Cwm Taf Morgannwg has been in talks with Rhydyar Leisure Centre, Merthyr Tydfil and are currently in the process of offering Carers a 40% discount for use of facilities.

This will be of great benefit to carers who may not necessarily have disposable income to have access to leisure facilities. It's widely acknowledged that exercise can help alleviate mental health issues and this discount gives Carers of all ages the ability to engage in social activities and give them a life outside of their caring role.

Upper Rhondda, Taf, Cynon and Merthyr Tydfil Dementia Support Groups

Replicating the good practice of Carers and the cared for coming together, additional Dementia Groups have now been set up in Rhydyfelin and Pontypridd Library. Some of the groups have extra activities helpful to provide more meaningful activities for Carers attending their sessions. Activity sessions see Carers interacting with each other and stimulate discussion.

Upper Rhondda run various sessions, for example a Krafty Knitters group in Ysbyty George Thomas to engage the community including Carers plus a gardening activity for Carers to get involved in. There is a Tuesday morning social for all older people. There is also a quarterly Carers session held in the area. They have also started a Dementia Friendly Cinema session in the Phoenix, Ton Pentre, where classic movies are played.

A cognitive stimulation therapy group has also been set up for Carers to attend in the Taf area. The Taf area has also purchased a Virtual Reality headset which will be used in part for Carers to gain a greater understanding of the potential experience of individuals living with Dementia through relevant apps. There is Support Group in Pontypridd Museum and a Carers Group in Rhydyfelin Library.

Rhondda and Taf have set up a short term loan service for memory aids/telecare for Carers to use through the Dementia Team. This new project is very exciting and will benefit Carers who will not have to make a purchase until they have used that equipment and know that it will aid the cared for.

Two memory café's for the patients and Carers were set up in Merthyr Tydfil and Cynon. The Dementia Advisors have worked extensively with all of their patients and Carers, to meet once a month and give the Carers respite from their role in a supported environment and give them that peer support which has proven to be invaluable in other areas. The patient's and Carers have been heavily involved in what they would like the outcome to be and held in the sessions. Activities have been purchased for both the Carers and patient's to be part of in the sessions. Dementia Advisors have linked with other agencies to provide relevant information to give to people and advice.

Unfortunately, recently the decision was made to dissolve the Group in Merthyr Tydfil due to non-attendance.

The Cynon Group is for individuals with memory difficulties (both diagnoses and undiagnosed) and Carers to attend. We offer activities, information sessions, advice and signposting from professionals working in the Memory Assessment Service and Older Persons Mental Health Team. The poster is attached.



NEW memory lane
poster.doc

Merthyr Tydfil County Borough Council

Cwm Taf Morgannwg University Health Board has supported Merthyr Tydfil County Borough Council in shortlisting and interviewing to reappoint to their Carers Co-ordinator post.

There has been a delay in the recruitment due to the Covid 19 outbreak.

Merthyr Tydfil Young Carers Residential

Merthyr Tydfil Young Carers had the opportunity to engage in a residential stay. This was delivered via PGL Travel Ltd which is the UK's leading outdoor education provider, delivering inspirational learning through adventure. This was significant for those that attended as many young carers do not have the same opportunities as their peers to have a 'holiday'. They engaged in a number of activities including archery, raft racing and abseiling; all of which are designed to build young people's resilience and confidence. This takes place through working with Barnardos.

Merthyr and the Valleys Mind

Through support from across Cwm Taf Morgannwg, the Carers STAR Project is run by Merthyr and the Valleys Mind. The project is designed to optimise the quality of life and wellbeing for Carers, which in turn will support them to continue to be effective in their role, as long as that's right for them.

The STAR Project engages with Young Adult Carers (18 -25 years old) and Adult Carers (25 years+) in providing support and assistance to adult Carers living in Merthyr Tydfil. The project provides information and advice and can signpost Carers to a range of other local services. They work with Carers on a one-to-one basis following their own organisational mission of always providing quality services that promote positive mental health and wellbeing.

The Carers STAR principles are:

- They want to make life better for Carers and to help them to stay well.
- They want to give people a stronger voice and more control over their caring role.
- They want to make sure people get the help and support they need to lead the best quality of life that they can.
- They want to get the right service at the right time.

Mind strive to ensure that the Carer gains recognition and respect they deserve by ensuring they are getting their voices heard, by keeping Carers engaged in the decision making process with the services they are accessing, and ensuring that their views and wishes are taken into account. They work closely with partners particularly focusing on the actions required to gain the desired outcomes of their Carers. They do this by the use of the Carers STAR assessment tool to action plan with the Carer to help focus on their wellbeing, additionally ensuring they are focussed on getting their voice is heard to achieve the right help at the right time.

Bridgend Carers Centre Link Workers Project

Cwm Taf Morgannwg agreed to fund this project for an additional year with the Carers Welsh Government funding. Three integrated Carers Officers (Carers Link) (3 x 0.8FTE, 4 days a week) are based at the three Bridgend network teams – North, East and West. The Carers Links work pro-actively with GPS in each network to improve Carer recognition. GPs and District Nurses identify Carers and have access to this pathway. They also carry out a ‘What Matters’ conversation and collect information towards a Carers Assessment, give information, advice and assistance to newly identified Carers.

Rhondda Cynon Taf County Borough Council has provided the update below:

The attached the report is from the Adult Carers Residential held in October 2019.



RCT Respite Gower
Getaway.docx

Whilst on the Residential they took the opportunity to produce a short film about Carers. The film can be viewed by visiting:

<https://drive.google.com/open?id=1GsjGFO1oza3JgPpNwiGz3A0NjQVBfxTZ>

Leadership

A new strategic leadership post – Service Manager for Carers – was created at the start of the financial year, with an appointment start date in June 2019. The post has responsibility for all carers, including young carers, sibling carers, young adult carers, parent carers and adult carers.

The key priorities for the Service Manager this financial year is to improve our processes around IAA, carer assessments and support services for carers, engaging with carers to ensure they have an active voice in service developments and raise the profile of carers across Rhondda Cynon Taf through staff training, representation on regional Boards and managing the Carers Support Project.

Restructure

Our Carer Support Project (CSP) was restructured at the start of the and in particular this has streamlined the access pathways to IAA for carers of all ages. The CSP is now a support only project with the assessment for young carers located within the children’s IAA service. Young carers now benefit from an experienced assessor with the same pathway as other children services functions.

The CSP remit has been widened to include support for young carers with plans in place for our third sector young carers support provider, Action for Children, to co-locate with the CSP in early 2020. This is a great example for joint working and co-production as combining service resources in this way is already allowing us to offer more to young carers. Significant investment from RCT Council has been secured in order to create a dedicated Carers Hub in Pontypridd. The investment will be spent to redevelop the building to allow for a multipurpose room to be created at the front with offices for CSP and Action for Children staff at the back. The space will be used for events, activities and informal drop-in sessions for carers of all ages. ICF money has also been secured in order to furnish the space and purchase equipment to allow it to be used for a wide range of events.

Carers Support Project (CSP)

The CSP continues to deliver high quality information, assistance, advice and signposting to carers throughout Rhondda Cynon Taf. In 19/20, CSP provided a total of 125 training sessions, workshops and events to adult Carers, which resulted in 2025 Carer attendances.

Carer attendances have been significantly affected by the floods and Covid-19.

The variety of support offered by the service aims to best support Carers with varying circumstances and needs, providing them with information, advice and signposting, whilst supporting a life outside of their caring role.

The project offers regular support groups every month with additional one-off day trips, workshops and training events planned on a quarterly basis. The project has secured additional funding to provide three residential stays this financial year – one for adult carers, one for young adult carers and one for young carers split into younger and older children.

Carer Assessments

One of our key priorities this financial year is to increase uptake of carer assessments and improve the assessment process.

We have engaged with carers using a Community of Enquiry approach in August 2019 to get a better picture of what the barriers to carer assessments are. We have used the same approach to engage with our staff working in social care to discover what they perceive as the barriers.

A working group has been set up, consisting of social care staff from across adult and children services, to use the information gathered through engagement to create an action plan. A pilot was implemented in December 2019 to test out new staff guidance and assessment forms for carer assessments. This is currently being evaluated.

Young carers and young adult carers (YACs)

We are funding a 20-hour post to work specifically with young adult carers (YAC) aged 18 to 25. Our primary focus is to improve emotional wellbeing and resilience. The YACs have their own constituted group called CASE through which they are able to apply for external funding for activities.

Our young carers support, which is provided via Action for Children, run regular age-specific groups in each of the three localities (Rhondda, Cynon and Taf) for young carers. There are plans to co-locate Action for Children with CSP to improve working links, create efficiencies and develop co-produce inter-generational activities. We maintain a specific assessment worker for young carers, who is also responsible for reviewing the support plans.

Engagement

In addition to the Community of Enquiry engagement event held in August, we are planning a #WhatMatters engagement campaign for carers during November. This campaign, supported by SCWDP, will be delivered by the CSP by working in partnership with a community art organisation.

Carers were encouraged to tell us what mattered most to them in their caring role by creating art works at several events during November, including a Wellbeing Tree, an upcycled coffee table and a rap performance. A visual artist brought all the feedback together on a poster, which will be displayed in the new Carers Hub. This poster is acting as a visual business plan and has informed grant applications and actions for the coming financial year.

How you have **measured success** using qualitative and quantitative data, (including the number of General Practices registered/compliant)

Annual Action Plans

The Carers Action Plan is not a fixed and final plan but a framework which sets out which has and will be taken forward over 2019/20. The Action plan is developed with detail key actions, lead responsibilities, timescales, resource implications and performance measures, which will focus on the outcomes we want to achieve.



March 2020 v1 Cwm
Taf Morgannwg Car

Outcomes we want to achieve and monitoring progress

The success of this Action Plan and the benefits it delivers will be reviewed regularly. It will be a partnership plan and a variety of staff within a wide range of sectors will be responsible for working in collaboration to implement it effectively.

An annual report on progress will be reported to the Cwm Taf Morgannwg APDIG, as well as the individual organisations i.e. the three Local Authorities, the Health Board and Welsh Government.

Bridgend Carers Centre Link Workers Project

Quarterly reports are submitted and we are currently digesting this information.

Feedback from carers who have accessed and used these services.

Case Study:

Carer presented to GP surgery with her husband. Husband has dementia and becoming increasingly aggressive towards wife.

Background

Wife has been caring for her husband who suffers with dementia. Lately husband become more aggressive with wife. Wife is at crisis point and requires assistance.

Action

Wife identifies a Carer champion poster in the waiting room and asks receptionist to explain what a Carer champion is. After the receptionist explained the role of a Carer champion, wife opens up and lets the receptionist know how difficult things are at the moment but asks not for the receptionist to mention anything about the way she's feeling in front of her husband as this would annoy him.

Carer champion writes the wife's concerns into the patient's notes section on the computer. When the couple go to see the GP the GP is able to mention that maybe they could both do with some respite and some additional support at home.

As this conversation is instigated by the GP the husband agrees to some additional intervention.

Recommendation

Carer champion gives couple information regarding third sector organisations who would be able to support them in the community.

Husband now has carers to sit with him twice a week which enables his wife to have some free time and socialise.

Local support groups are attended by both so they are able to meet others who may be in a similar position.

On returning to the GP surgery the wife expressed her gratitude to the carer champion stating the intervention has had a positive impact on her health & wellbeing and also her mental health. Her husband's mood has improved as he is also able to venture out and socialise.

Specific questions to be addressed:

What awareness raising has been undertaken with practice staff (all professions) on the needs of carers, including young carers?

Cwm Taf Morgannwg Carers Co-ordinator

In Cwm Taf Morgannwg University Health Board, we have a Carers Co-ordinator who has attended public events (Health & Wellbeing Month, Information Stalls), produced promotional materials and merchandise and attended Senior Nurse meetings to discuss the role of a Carer and organised the annual conference. The Carers Co-ordinator has also attended Nurse Induction sessions for all new nurses joining Cwm Taf University Health Board.

With confirmation of funding for 2019/20 from Welsh Government, this post has been extended to the 31st March 2020.

Carers Conference

In June 2019 CTM held its annual Carers conference.

The event was attended by over 80 colleagues from across the Health Board and over 20 organisations were able to hold information stands. The day was a huge success with many guests expressing how informative it was and good for networking.



carers report
2019.docx

Awareness Sessions

Cwm Taf Morgannwg has made progress in raising the awareness of Carers of all ages through graduate nurse induction days. Working in partnership with University of South Wales, Rhondda Cynon Taf County Borough Council and Citizens Advice Bureau Merthyr Tydfil, we have developed an holistic training session for graduate nurses and qualified nurses.

This will enable new employees to gain a better understanding of challenges faced by Carers of all ages and the support services available to them, not only from health but the Local Authority and third sector

organisations. We hope this training is a success and can be developed further. This is also an opportunity for staff to enrol as Carer champions.

Cwm Taf Morgannwg Intranet/internet page

Cwm Taf Morgannwg now have a designated Carers page in the intranet for internal staff to access the latest information, advice and support. We recognise an organisation of our multitude have Carers and promote the Cwm Taf Morgannwg Staff Carers Policy.

The site is a point of contact for staff Carers so they too can access support services.

GP Support Officers (GPSO)

In Merthyr Tydfil Primary Care Cluster they have GPSO's who engage, signpost, offer advice and work with patients to influence cultural and behavioural change for service users within a Primary Care setting. They advise/assess service users and address social issues and offer support in correlation with the social services and wellbeing act. They promote independence and enable service users to take responsibility for their own health and wellbeing. GPSO's support the reduction of attendance within general practice for non-medical intervention.

Referrals from the GPSO's include to Merthyr Tydfil County Borough Council and the Third Sector.

GPSO's, during consultations, have often identified Carers who have not identified themselves as a Carers (they are a family member that feel it is their duty to look after their relatives). This cohort of service users were not claiming carers allowance or receiving any support from any groups, such as Alzheimer's or Stroke Society.

GPSO's have been able to support these Carers by identifying what is causing stress and putting some extra support and ensuring the correct financial assistance are put in place. They also ensure links with the relevant agencies and particularly ensuring the required adaptations are made at home.

Kier Hardie Health Park GP Practice

A GP in Kier Hardie Health Park nominated his receptionist Judith Cullen, who has undertaken the AGORED training and is a Carers Champion, for the Support Staff of the Year at the South Wales Argus National Award. Judith won the award based on the impact she has made in her Carers Champion role. A link to this great success: <https://newsquestevents.co.uk/swa-health-care-awards/>

How many General Practices / health centres have implemented Investors in Carers, something similar, or are planning to implement this accredited scheme?

AGORED

Cwm Taf Morgannwg are currently delivering the AGORED Supporting Carers training. We are engaged with 15 General Practitioner Surgeries throughout Merthyr, Rhondda Cynon Taf and Bridgend. Of these 15 we have certificated 8 learners with the qualification. In addition, we have also rolled out the training to Healthcare Support Workers, Pharmacies and Dental Practices.

The training enables learners to be more Carer aware and gives them tools and techniques that will assist them to identify Carers. The benefit of this training is Carers can receive support and advice before they reach crisis point, or before the Carer of cared for requires hospital admission.

We post regular updates on social media and internally to inform Carers what is available to them, we also have a designated Carers information page on the Intranet which includes information for staff carers. This also promotes and encourages Carer champions to be identified throughout clinical

settings, we currently have 61 Carer Champions registered who are sent regular bulletins on carer events and information which they can promote in their area of work.

The Cwm Taf Morgannwg Carers Co-ordinator has worked to reinvigorate and recruit Carers Champions on the Wards.

How and what specific support are General Practice staff providing to carers?

GP Leaflets

The Carers Co-ordinator has designed and distributed Carer booklets to GP Practices which has a registration form enabling a Carer to complete and hand to their Carer Champion. This has encouraged Carers to self-identify and engage with their GP surgery.

Carer Notice Boards

Each surgery signed up to the Agored training is given a Carers Notice Board that is updated by the Carers Champion monthly. There is also a Carers Champion poster to notify patients who is their Carers Champion.

Carers Champion Badges

Each Carers Champion wears a badge so they are easily recognisable to patients.

Primary Care Communications Lead

The Carers Co-ordinator has liaised with the Primary Carer Communications Lead in promoting the good practice and case studies of the Carer related work being undertaken in GP surgeries across Cwm Taf Morgannwg.

What are the tangible outcomes for carers?

All of the positive outcomes as previously mentioned throughout the report.

Following AGORED training, one GP surgery in Pontyclun had 57 Carers registered in their system in September 2018. Following the Carers Co-ordinator involvement, they now have 147 Carers registered.

What signposting arrangements are in place within the General Practice to enable carers to access other support where needed e.g. third sector helplines, websites or local carers services?

Each GP surgery that has a designated Carer champion has been issued with a Carers notice board. This is regularly updated by the carer champion with information on what events or services are being held in their locality. They also have posters displaying who they Carer champion is for their surgery.

The carer's coordinator also sends ad-hoc information they may find beneficial.

If there is a specific request that carer champions may not know where to signpost they are able to contact the carer coordinator for advice.

There are also community coordinators in each GP surgery which Carer champions are able to signpost Carers for further information and advice.

GP surgeries also use their television monitors to inform patients of Carer services.

2) Discharge from hospital planning

What action/ activity have you undertaken to support and engage carers in the patient's discharge planning? For example: better information, advice and assistance (IAA) provided to all carers when the person they care for is discharged from hospital.

Action taken

Carers Hospital Discharge Project

We have worked with RCTCBC, MTCBC, Interlink and VAMT to enable a Carers Hospital Discharge Project to be piloted in Royal Glamorgan Hospital, Prince Charles Hospital, Ysbyty Cwm Cynon and Ysbyty Cwm Rhondda. Citizen's Advice Merthyr Tydfil and Hafal will offer a service to Carers – staff, patient or visitor – to give the right information at the right time to support them in their caring role.

This new service commenced March 2019.

To date a total of 387 new Carers have been identified in a hospital setting combined.

Citizen Advice Merthyr Tydfil end of year report:



CAB4CARERS Full
year report complete

Hafal's end of year reports:



YCR Statistics APR
19_MAR 2020.doc



RGH Statistics APR
19_MAR 2020.doc

Please explain:

How you have **worked with partners** to implement and deliver improved support for carers

By increasing our network we have been able to establish good working partnerships with Local Authority and third sector organisations.

We are currently working in partnership the RCT local authority and Citizens Advice Bureau Merthyr Tydfil to deliver a Carer awareness session for qualified nurses. The intention is to identify what issues clinical staff encounter and who is the most appropriate person to signpost to.

For young Carers we are working in partnership with Barnardos and Public Health to deliver an accredited cookery class. By building up a trusted relationship with the young Carers we will be better equipped to identify what matters them and how we can collectively support them further.

On Carers rights day we secure information stands in each of our general hospitals, third sector organisations are invited to man an information stand during this day/week so they have the opportunity to promote their services to Carers.

It's imperative that Health, Local Authority ad third sector organisations work together as the demand to meet Carers needs cannot be achieved in silo.

How you have **measured success** using qualitative and quantitative data, (including the number of General Practices registered/compliant)

Throughout Merthyr Tydfil, Rhondda Cynon Taf and Bridgend there is a total of 80 General Practitioners. All were sent letters inviting them to nominate a Carer champion and the opportunity to undertake the AGORED training.

We had an initial response from 18 requesting more information. From these, 10 practices enrolled staff to undertake the training, in total 13 staff (with some practices putting two through training).

To date we have successfully certificated 8 learners and the remainder are continuing.

We use an in-house spreadsheet that is regularly updated to track the learner's progress.

In addition we send letters to all 80 General Practitioners on a regular basis to try to engage.

Feedback from learners indicates the learning has given them the confidence to approach a what matters conversation with Carers and they feel more confident identifying Carers. Largely due to the training course they are able to signpost Carers for additional support and advice.

Feedback from carers who have accessed and used these services.

From the Carers Hospital Discharge Project from Hafal and Citizen Advice Merthyr Tydfil:



Case studies.docx



CAB for Carers Case studies.pdf

Specific questions to be addressed:

Have hospital procedures regarding patient discharge been adapted, or introduced, to improve staff awareness of, and input from carers?

Cwm Taf Morgannwg Stay Well @ Home team are investigating how they can adapt their policies so they can assist not only the service user but also the Carer. This is currently only in discussion mode but we are hopeful that going forward clinical staff can look take a holistic approach where Carers are very much involved and supported to take the service user home.

There are 4 members of the Stay Well @ Home staff currently undertaking the AGORED training.

The Carers coordinator delivers Carer aware training to graduate nurses on a regular basis. There is also an online Carer Aware e-learning package which we encourage all staff to complete. Although this is not mandatory it is something we hope to make mandatory in the future.

How are carers being proactively involved in the hospital discharge/discharge plans for the patient?

If Carers are identified by clinical staff they can be referred to our hospital discharge project. This will give the Carer the opportunity to raise any concerns they have regarding the service user being discharged. It may be they require additional support or home adaptations. If identified these issues could be addressed before discharge, therefore giving the Carer more confidence to continue with their caring role at home and possibly reduce the need for re-admission.

Are carers being pro-actively signposted to third sector support or local authority social services for information, support, or to obtain a carers needs assessment (as appropriate), as part of the patient's discharge process?

To date our hospital discharge service have signposted to 178 services provided by either local authority or third sector (breakdown available on request). In addition, Citizens Advice Bureau Merthyr Tydfil have themselves assisted with 315 Carer queries.

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

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