

Public Document Pack



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Mr Richard Parry Jones, BA, MA.
Prif Weithredwr – Chief Executive

CYNGOR SIR YNYS MÔN
ISLE OF ANGLESEY COUNTY COUNCIL
Swyddfeydd y Cyngor - Council Offices
LLANGFNI
Ynys Môn - Anglesey
LL77 7TW

Ffôn / tel (01248) 752500
Ffacs / fax (01248) 750839

RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI TAI A GWASANAETHAU CYMDEITHASOL	HOUSING AND SOCIAL SERVICES SCRUTINY COMMITTEE
DYDD LLUN 25 CHWEFROR, 2013 am 2 o'r gloch	MONDAY, 25 FEBRUARY 2013 at 2.00 pm
YSTAFELL BWYLLGOR 1, SWYDDFEYDD Y CYNGOR, LLANGFNI	COMMITTEE ROOM 1, COUNCIL OFFICES, LLANGFNI
Swyddog Pwyllgor	Ann Holmes 01248 752518
	Committee Officer

AELODAU / MEMBERS

Cynghorwyr / Councillors:-

Annibynnol Gwreiddiol / Original Independent

W T Hughes, Eric Jones, R L Owen, J V Owen and E Schofield

Llafur / Labour

R.Dylan Jones

Llais i Fôn

T H Jones

Plaid Cymru / The Party of Wales

Lewis Davies and Mrs Fflur Hughes

Heb Ymaelodi / Unaffiliated

P S Rogers

A G E N D A

1 DECLARATION OF INTEREST

To receive any declaration of interest by any member or officer in respect of any item of business.

2 MINUTES 19 NOVEMBER, 2012 (Pages 1 - 10)

To submit the minutes of the previous meetings of this Committee held on the dates noted below –

- 19 November, 2012
- 21 January, 2013 (extraordinary)

3 MÔN COMMUNITIES FIRST (Pages 11 - 16)

To submit a progress report by the Head of Service (Housing).

4 DISPOSAL OF HRA LAND FOR AFFORDABLE HOUSING (Pages 17 - 22)

To submit the report of the Head of Service (Housing)

5 PRIVATE RENTED SECTOR IMPROVEMENT PROJECT (Pages 23 - 36)

To submit the report of the Head of Service (Housing).

6 CHILDREN'S SAFEGUARDING INSPECTION - PROGRESS REPORT (Pages 37 - 66)

To submit a progress report by the Head of Service (Children's Services) at the end of Quarter 3 2012/13.

7 NORTH WALES CARERS INFORMATION AND CONSULTATION STRATEGY (Pages 67 - 128)

To submit the report of the Head of Service (Adults' Services)

8 SOCIAL SERVICES AND WELLBEING (WALES) BILL (Pages 129 - 144)

Presentation by the Director of Community based on the following –

- Correspondence from the Health and Social Care Committee
- Welsh Government Written Statement

Housing and Social Services Scrutiny Committee

Minutes of the meeting held on 19 November, 2012

- PRESENT:** Councillor Lewis Davies (Chair)
Councillor R.Dylan Jones (Vice-Chair)
- Councillors Mrs Fflur Hughes, Eric Jones, R.Dylan Jones, Thomas Jones, J.V.Owen, R.L.Owen, Peter Rogers, Elwyn Schofield
- IN ATTENDANCE:** Director of Community (for item 4)
Head of Service (Adults' Services)
Head of Service (Provider Unit)
Head of Service (Housing Service)
Housing Service Manager (Heulwen Roberts)
New Work Connections Manager (Iwan Williams) (for item 6)
Grants Co-ordinator (Jenny Whiston) (for item 3)
Scrutiny Officer (Geraint Roberts)
Committee Officer (ATH)
- APOLOGIES:** None received
- ALSO PRESENT:** Councillor Bryan Owen (Councillor Leader), Councillor Kenneth Hughes (Portfolio Member for Social Services), Councillor O.Glyn Jones (Portfolio Member for Housing), Mrs Anne Kennedy (Chair Môn Communities First), Rita Lyon (Môn Communities First Manager)
-

The Chair welcomed all those present to this meeting of the Housing and Social Services Scrutiny Committee and he extended a particular welcome to Councillor R.L.Owen following a short period of ill health. The Chair asked for the Committee's consent to change the order of business as set out in the published agenda – the Committee assented to the request.

1 DECLARATION OF INTEREST

Councillor Mrs Fflur Hughes declared an interest in relation to item 3 on the agenda on the basis of her membership of the Llangefni Communities First Partnership and did not take part in the voting thereon.

Councillor J.V.Owen declared an interest in relation to item 3 on account of his membership of the Porthyfelin Communities First Partnership.

Councillor Bryan Owen (not a member of the Committee) also declared an interest in respect of item 3 on the agenda as Chair of the Llangefni Communities First Partnership.

2 MINUTES

The minutes of the previous meeting of the Housing and Social Services Scrutiny Committee held on 24th September, 2012, were presented and confirmed as a correct record of the proceedings at that meeting.

3 MÔN COMMUNITIES FIRST

A report by the Head of Service (Housing) setting out the progress to date in respect of the Communities First Futures Programme in Anglesey was presented for the Committee's consideration. The report outlined the changes to the way the Communities First programme is structured subsequent to two national reviews of the C1 programme undertaken in 2009 and 2010 by the Wales Audit Office 2009 and the National Assembly of Wales' Public Accounts Committee.

The Head of Service (Housing) explained how the new C1 Programme would be delivered on Anglesey with reference to its proposed staff and governance arrangements.

Members considered the report in depth and they asked questions of the Head of Service (Housing) and C1 Futures Programme officers who were present regarding the structure and operational aspects of the new Programme regarding which they sought clarification. Other issues raised by Members included the following –

- The need for the Môn Communities First Cluster Board to reflect a range of expertise and specifically business acumen and experience.
- The need to ensure that there are robust governance arrangements in place particularly with regard to financial scrutiny and monitoring of the new C1 Programme.
- The need to ensure that the proposed Outcome Agreement contains safeguards for the Council as the Lead Delivery Body in relation to any deficit that for whatever reason might occur as a result of the arrangement whereby the Council makes payments quarterly in advance to Môn Communities First Ltd. and claims them quarterly in arrears. It was emphasised that the Agreement should make provision for the Council to be able to withhold funding in the event of any issues arising. The Head of Service informed Members that the Outcome Agreement document will be presented to a meeting of the Executive in December.
- The need to ensure that Môn Communities First Ltd. is self-supporting and that clear boundaries are set to ensure there is no drift of resources in terms of staff time from the Council to the C1 Programme.
- The need to ensure that no transfer of monies from the Council to Môn Communities First Ltd takes place until such time as the Outcome Agreement has been determined and agreed and is in place.
- The need for clarification of the governance issues which have been brought to the attention of the Council as the Lead Delivery Body by some Môn Communities First Board members. The Head of Service (Housing) informed Members that she had received a copy of the Independent Consultant's report into these issues the previous Friday and that Senior Officers were in the process of studying the report. A proposal was made and supported by the Committee that the investigation report be presented to this Scrutiny Committee.
- The need for clarification of the staff situation in terms of the number of staff to be employed, the proportion of programme funding to be spent on staff and whether there are staff within Môn Communities first Ltd whose salaries are dependent on other funding sources and/or bodies. A proposal was made and supported by the Committee that a more detailed report on the staffing situation be presented to this Scrutiny Committee. It was explained that the staffing structure funded by the Welsh Government is yet to be confirmed.
- A request was made that a breakdown of the £106k exit strategy funding for Amlwch Communities First and specifically the proportion of the funding to be allocated to staff salaries be circulated to the Committee.

It was resolved –

- **To note the contents of the report.**
- **To note the proposed elements to be included within the Outcome Agreement between the Council and the Môn Communities First Board as set out in the report along with the observations made regarding the need for the Agreement to contain certain safeguards.**
- **To recommend that the recommendations of the independent investigation regarding governance issues are actioned by the Board of Môn Communities First and the Council's Officers and reported to the next meeting of the Scrutiny Committee in January/February.**
- **To recommend that Môn Communities First Board seeks expert advice and adopts good practice in its governance arrangements.**
- **To ask the Head of Service (Housing) to present information to the Committee in clarification of the staffing situation of Môn Communities First Ltd.**

ACTIONS ARISING:

- **Head of Service (Housing) to make available to the Committee at its next meeting the recommendations of the report of the Independent Consultant in respect of governance issues arising with regard Môn Communities First Ltd.**
- **Head of Service to make available to this Committee at its next meeting a more detailed report with regard to the staffing situation of Môn Communities First Ltd.**
- **Head of Service (Housing)/Grants Co-ordinator to circulate to the Committee's members a breakdown of how the £106k exit strategy funding made available to Amlwch Communities First is to be apportioned.**

4 ANNUAL REVIEW AND EVALUATION OF PERFORMANCE 2011-12 BY CSSIW

The Annual Letter of CCSIW for 2011/12 was presented for the Committee's consideration along with report of the Director of Community in response to the Letter as presented to the meeting of the Executive on 19th November, 2012. The CCSIW's Annual Letter is published as part of the performance framework operational in Wales relating to Social Services provided on Anglesey. It responds to the Annual Report and supportive documentation provide by the Interim Director of Social Services during 2012 and considers the range of information available to the regulators from a range of other sources which include complaints and inspection reports.

The Director of Community informed Members that the Letter is noteworthy as it acknowledges the significant progress made within Children's Services since 2010/11. She reported that CCSIW has listed five priority and follow up areas for 2013/14 as documented in section 3.4 of the report and she proceeded to elaborate on the actions taken and/or planned under each of these areas to effect further improvements. The areas highlighted as priorities by CCSIW concur with the work streams previously identified by the Social Services Department and Council and which are included in this year's Business Plans. Whilst acknowledging the positive comments contained in the Annual Letter, Officers concur with the view that more needs to be achieved including continued emphasis on improving the effectiveness and consistency of service provision and sustainability for the future.

Members welcomed the Letter's recognition that improvement and progress had been made in both adult and children's services. In the discussion on the Letter they noted the following points –

- The need to address remuneration for children's services staff and in particular the lack of parity between the salaries of key children's social care staff in Anglesey and equivalent posts in other authorities.
- The importance of ensuring effective and sustained corporate oversight particularly in relation to Children's Services given that the service interrelates closely with some other services within the Council, for example, education.
- The need to monitor out of county placements for children.
- The integral role of the Health Service in the three way partnership between Health, Social Services and the community in ensuring the availability of care and support for those in need particularly in terms of funding as well as strategy.

It was resolved to accept the report and to note its contents.

5 ADULTS' SOCIAL CARE SERVICES: STRATEGIC COMMISSIONING INTENTIONS – SERVICE TRANSFORMATION/REDESIGN

A report by the Head of Service (Adults' Services) incorporating a position statement around activity and efforts to date with regard to the implementation of the Commissioning Strategy for Older People was presented for the Committee's consideration.

The Head of Service (Adults' Services) referred briefly to the background and context around the Service's commissioning intentions which were re-stated in the report as a reference point to the update on the latest position with regard to specific aspects of the outline Implementation Plan. The Officer proceeded to draw Members' attention to the following work-streams and their current status –

- **Local Authority Residential Care Provision (Accommodation and Support)**

The Head of Service (Adults' Services) summarised the position to date with regard to the consultation process in relation to the transformation of residential services on Anglesey including those consultation events that had been convened as well as arrangements scheduled. The Department has prioritised the one to one work with current users of the Authority's residential services ensuring that all users have had an individual session with a social worker and accompanied by their family according to their wishes. Those sessions have now been completed. She made reference to the next phase of the transformation work and the actions which that entails as described in the report and she highlighted certain key milestones within that process including an informal session to be convened for all elected Members on 13 December; an extraordinary meeting of this Scrutiny Committee to be convened in January, 2013 to consider proposals in relation to the each of the six patches (the officer tabled information in relation to the resources/facilities currently available across the six patches as well as a specific profile of Patch 2 – Cefni), and a meeting of the Executive scheduled for February, 2013 which will come to a decision on the proposals.

Members considered the information presented and the ensuing discussion focused on ways in which the tension between an ageing population; increasing demands and diminishing resources might be addressed perhaps via greater engagement between residential homes and the community and specifically younger people which experience might form a part of their educational development and training. It was suggested that such experience could constitute a kind of "national service" and might be promoted to the Welsh Government as a strategy. Members acknowledged that the issue is a complex one and requires a variety of approaches.

- **Community Meals Services – Review of Current Provider Arrangements**

The Head of Service (Adults' Services) informed Members that the Department is currently working on realising the Committee's preferred option (Option 5) as agreed upon at its September meeting namely to provide access to service users to a hot/frozen meal by signposting them to localised third party providers, and she elaborated on what the work involved. Furthermore, the Committee's wish that the potential of utilising the sheltered warden estates for the provision of community meals as part of its preferred option is being explored in one area initially as an evolving strategy over the coming period.

Members considered the information presented and in light of the financial context and the need to realise maximum savings they made suggestions regarding the potential of drawing down European Funding via meet Menter Môn. The Officer in response explained that a dialogue with Menter Môn regarding ways of stimulating the market in connection with the Community Meals initiative is about to commence in order to be able to furnish service users with information about third party providers.

- **Assistive Technology – Supporting Sustainable Transformation**

The Head of Service (Adults' Services) explained what assistive technology – Telecare and other technologies offers and she referred specifically to the performance monitoring data for 2012/13 with regard to Telecare as a subject of one of the Local Authority's Outcome Agreements with the Welsh Government. The monthly monitoring of activity over recent months has highlighted that referrals and installations across both Tiers 1 and 3 are in line with 2012/13 targets but that current activity levels fall short in relation to Tier 2. She referred to the 2 principal factors accounting for this underperformance as documented in the report as well as the proposed next steps in developing assistive technology.

It was resolved –

- **To note the progress to date around realising the commissioning intentions of the Social Services Older People's Commissioning Strategy and the review of the current provider arrangements pertaining to the Community Meals Service.**
- **To note and support the progress to date concerning consultation on the future provision of residential care (internal provision).**

- **To support the improvement plan underpinning Assistive Technology (Telecare) as outlined in section 5.3.5 of the report**

6 NEW WORK CONNECTIONS

A report by the Taith i Waith (New Work Connections) Manager outlining the progress of the EU funded New Work Connections project on Anglesey including key achievements to date and the risk profile in delivering the project was presented for the Committee's consideration.

The Taith i Waith Manager explained to Members the background and context to the project which is a sub-regional collaborative project involving the four counties of North West Wales with Denbighshire as the lead county. The project sits within the Local Authorities Social Services Departments and specifically targets client groups associated with Mental Health, Learning Disability and Autism Spectrum Disorders. The project also supports participants referred through Job Centre plus (JC+) who are deemed to face significant barriers to employment. The project has a total value of £26m over 4 years - £13.8m from the European Social Fund (ESF) via the EU's Convergence Programme administered by the Welsh Government. This finance was secured against an understanding that the four local authorities would provide match funding to the value of £12.2m. Due to the unavailability of actual cash to finance the required match, the contribution of existing staff time towards the aims and objectives of NWC was utilised as staff match funding as well as the associated overheads

The Officer proceeded to explain the aims and objectives of the project and the services available within it to participants defined as "those furthest from the labour market" along with the delivery to date. He also highlighted the risks associated with the project as set out in the matrix as at Appendix 4 to the report the greatest at present being the issue of match funding. Though the entire match funding claimed is clearly identified in the approved business plan a risk remains as the project has not as yet been audited by WEFO. To date £1,191,098.71 of funding has been spent from total available funding of £1,667,232.31 leaving an underspend of £476,133.60 which is at risk of being reclaimed.

Members considered the report and they emphasised the need to explore alternative means and mechanisms of utilising the funding to its maximum in order to mitigate the risk of losing approximately £500k and suggestions were made to this end. Some concern was also expressed regarding the sustainability of the project in the longer term beyond the 4 year period which the funding covers in terms of continuing the learning experiences of the clients for which the project provides.

It was resolved to accept the report and to note its contents.

As the meeting had now lasted for 3 hours, in accordance with Paragraph 4.1.10 of the Council's Constitution, a vote was taken on whether it should continue. All those Members present voted for the meeting to continue and for the remaining business to be considered.

7 TENANT PARTICIPATION STRATEGY

A report by the Housing Services Manager on progress to date in relation to the implementation and operation of the second Local Tenant Participation Strategy (LTPS) which sets out how the Housing Service involves tenants in service planning, delivery and monitoring was presented for the Committee's consideration. The Annual Review of the Strategy (attached as Appendix 1 to the report) documents the progress made under the 5 key objectives which underpin the Strategy.

Members welcomed the report and they raised certain issues regarding which they sought explanation around the impact of welfare reform; ways of safeguarding against loss/non-payment of rents; and ways of freeing up larger housing units for those in need including by providing incentives.

It was resolved to note the report along with the Tenant Participation Strategy Review and key priorities for 2013.

**Councillor Lewis Davies
Chair**

DRAFT

HOUSING AND SOCIAL SERVICES COMMITTEE

Minutes of the extraordinary meeting held on 21 January, 2013

- PRESENT:** Councillor Lewis Davies (Chair)
Councillor R.Dylan Jones (Vice-Chair)
- Councillors Eric Jones, R.L.Owen, Peter Rogers
- IN ATTENDANCE:** Director of Community
Head of Function (Resources) & Section 151 Officer
Head of Service (Adults' Services)
Group Accountant – Housing & Social Services (Mr Steven Moore)
Group Accountant – Social Services (Mr Alan Voyzey)
Scrutiny Officer (Mr Geraint Roberts)
Committee Officer (ATH)
- APOLOGIES:** Councillors Mrs Fflur Hughes, W.T.Hughes, Selwyn Williams (Older People's Champion), Mrs Anwen Huws (Head of Service – Children's Services), Miss Shan Lloyd Williams (Head of Service - Housing Services), Mrs Gill Lewis (Senior Finance Advisor)
- ALSO PRESENT:** Councillor W.J.Chorlton (Portfolio Member for Finance), Councillor Kenneth Hughes (Portfolio Member for Social Services)
-

The Chair extended a warm welcome to all the Officers and Members present.

1 DECLARATION OF INTEREST

Councillor R.Dylan Jones declared a general interest on account of his membership of the Adoption and Fostering Panel.

2 CONSULTATION ON THE 2013/14 BUDGET

The 2013/14 Budget Consultation Document, *Meeting the Challenges* was presented for the Committee's consideration and comment. The document outlined the Executive's initial improvement and Budget proposals for 2013/14 within the broader economic context as well as summarising those factors influencing the Budget setting process in terms of the socio economic challenges and opportunities facing the Island; population trends and lifestyle issues, the Council's performance and the financial outlook. A summary of the budget proposals was attached to the report as Appendix A along with details of planned service savings at Appendices B1 and B2 and proposals for growth at Appendix C.

The Head of Function (Resources) and Section 151 Officer referred Members to Appendices B1 and B2 which listed the proposed savings as put forward by each service. The sum total of the Savings presented by the Housing Service amounted to £66k and those presented by the Social Services amounted to £812k (Appendix B1). A breakdown of these totals was provided at Appendix B2. The Officer informed the Committee that the Social Services have been afforded an element of protection. She drew Members attention to the fact that the Housing Services' proposed savings of £66k is outside of the HRA.

The Group Accountant (Social Services) explained that the Local Government Settlement for 2013/14 provided protection Social Services in the region of 2%. A comparison of the proposed budget as outlined in the consultation document with the 2012/13 budget has been drawn and adjustments made for the Revenue Support Grant whereby the Resettlement Grant (Learning Disabilities) has been incorporated within the RSG. Having adjusted last year's budget to reflect that change and drawn a comparison with what is proposed, the net increase for Social Services is

3.3% - that is just over 1% higher than the required level of protection as announced in the Settlement.

The Director of Community proceeded to explain in detail each of the proposals for savings put forward by Social Services as at Appendix B2 and the rationale for them along with their implications in terms of possible impact. Particular reference to Children's Services to which a significant proportion of the proposals pertained with the exception of the Adults Services' Transformation which related to projected savings accruing from the process for remodelling Adults' Services and their commissioning and provision, and the review of service level agreements with the voluntary sector.

The following were questions/issues regarding which Members of the Committee sought clarification and explanation in discussing the proposals contained within the Consultation document as they pertained to Housing and Social Services:

- The possible effect of the savings proposals on Children's Services in terms of capacity and the services' continued ability to sustain the Improvement Programme in the wake of CSSIW inspection recommendations.
- Whether the budget proposals incorporated any provision for a wage increase.
- The possible effects on the Social Services budget of the increased emphasis on community focussed care regarding which BCUHB will be issuing guidance. There were questions regarding the impact of this change of emphasis and on the availability of resources to support and sustain the change in the long term.
- The impact of demographic changes and an ageing population on Social Services and social care budgets in the context of a demand led service.
- The robustness of the structures and support framework in place to enable the transformation and remodelling of Adult Social Care whereby the focus will be on enabling people to remain at home and independent for as long as possible. It was emphasised that in seeking to move away from dependency on traditional forms of care such as residential care there must be assurance and certainty regarding the establishment and availability of alternative provision within the community in order to ensure the availability of care for vulnerable individuals.
- An acceptance of the need for efficiencies as long as those do not directly impact on the quality and availability of care for the most vulnerable and on the Social Services' statutory responsibilities in this respect.
- That the statutory services which the Council is obligated to provide should take priority in terms of budgetary protection over those services which are discretionary.
- The implications of welfare reform.
- The impact of proposed reductions in the support and contact time for young carers.
- The total projected overspend for services at the end of the 2012/13 financial year.
- The projected level of reserves at the end of 2012/13.
- The adequacy of the Council's projected reserves.
(The Head of Function (Resources) stated that the Qtr 3 Budget Monitoring report to be issued shortly would involve looking at the level of reserves as part of that process and she said that she would report back on the projected level of reserves. The Chair asked for a written response to these 3 questions).
- The total projected overspend for Social Services at the 2012/13 financial year end.
- The measures being taken to mitigate overspending within Social Services in the current financial year.

The Officers responded to the range of issues raised including specific points of concern. The Director of Community referred to the Social Services long term strategy for how care will be delivered, what form that provision will take and the key role which partner organisations in the independent and voluntary sectors will take on in that transformative programme along with the nature of the developmental work that needs to be undertaken for the strategy to be realised. The Head of Service (Adults' Services) explained at length the progress to date with the implementation of the Adults Services' Transformation programme and she reminded the Committee of the principles underpinning it. She emphasised that the full effects of this programme in terms of introducing a new culture and approach to the delivery of social care services and the efficiencies that that process will produce will take time to embed and come to fruition.

It was resolved –

- To accept the Executive's initial proposals for the 2013/14 budget as presented in the Budget consultation document.
- To note and accept the Social Services proposals for identifying savings of £812k for 2013/14.
- To note and accept the Housing Services' proposals for identifying savings of £66k for 2013/14.
- To accept and support the Children Services' growth bids for 2013/14 as set out in the Budget Consultation document.

ACTIONS ARISING:

- Scrutiny Officer to collate the Committee's views on the initial 2013/4 budget proposals for presentation to the Corporate Scrutiny Committee at its meeting on 28 January, 2013.
- Director of Community to liaise with the Communications Officer to arrange for publicity to highlight Home Carers' commitment to their users in the recent adverse weather.
- Head of Function (Resources) to provide the Chair with a written response to the questions regarding service overspends and level of reserves.

Councillor Lewis Davies
Chair

This page is intentionally left blank

COMMITTEE:	Housing and Social Services Scrutiny Committee
DATE:	25 February 2013
REPORT TITLE:	Cymunedau yn Gyntaf Mon Communities First progress report
AUTHOR:	Shan Lloyd Williams, Head of Housing Services
PORTFOLIO HOLDER:	Councillor O Glyn Jones
CORPORATE DIRECTOR:	Gwen Carrington, Director of Community Department
PURPOSE OF THE REPORT:	To inform Members of progress with the implementation of Communities First Programme in Anglesey

1.0 Background

1.1 Communities First Futures

As previously reported to the Housing and Social Services Scrutiny Committee in November 2012, Welsh Government [WG] has introduced changes to the way the C1 programme is structured and became operational in April 2012. The aim being to be a community-focused tackling poverty programme, that has ‘good governance, strong community involvement and effective delivery of outcomes through partnership working as essential requirements.’¹

The duration of the programme is 3 years 2012-2015 and will continue to have a geographical focus, concentrating on the 10% most deprived communities. As previously reported to Members the Cymunedau yn Gyntaf Mon Communities First Partnership will consist of seven Lower super output areas [LSOA’s] of Morawelon, Porthyfelin 1, Holyhead Town, Maeshyfyd, London Road and Kingsland in Holyhead as well as Tudur in Llangefni. C1 Futures programme focuses on 3 main outcome areas. These are:

- Prosperous communities
- Learning communities
- Healthier communities

¹ Summary of Ministerial decisions, 2011

1.2 Lead Delivery Body

The Lead Delivery Body [LDB] 'has the overall responsibility for ensuring good governance and accountability throughout the operations of the Cluster.'² The LDB for Anglesey is the Local Authority, and will receive the funding during the life of the Programme. In July 2012, the Council underwent a Due Diligence visit from WG Officers, to ensure we had the following in place:-

- Knowledge and understanding of C1, and how this fits into the overall business plan of the organisation;
- Financial sustainability;
- Track record of managing a significant level of public and other sources of funding;
- Track record of employing and managing staff teams;
- Capacity and ability to manage third party funding and third party staffing arrangements;
- Sufficient and appropriate governance arrangements and structures in accordance with relevant statutes and guidance issued by any relevant regulatory bodies.

1.3 Cymunedau yn Gyntaf Mon Communities First

The model established to deliver the Communities First Programme in Anglesey is through Cymunedau yn Gyntaf Mon Communities First Ltd a Company Limited by Guarantee which has also registered with the Charities Commission as a charity. The company will be capable of generating other forms of funding / income, thereby ending the reliance on WG grant.

2.0 Grant Offer

The original grant application submitted was for £1,889,547. There was a request from WG in September to revise the budget figures to achieve £300K in year 1 and £600K p.a. for the following 2 years. The reason behind this is the fact that the Programme was way over subscribed. Anglesey only has one ward in the top 10% most deprived over all the deprivation indicators and is on the lower end of the population coverage.

The Programme was finally signed off by the Minister on 21st January 2013 with a budget of £1,368,620 covering the period January 2013 to March 2015. The reduction in budget from the original request reflects the slippage in the start of the Programme. A set of Delivery Outcomes for the new Programme commencing in 2013/14 is to be agreed with the WG by 18th March, 2013.

² Welsh Government – Communities First Funding 2012-2015 Response to Queries

A report was presented to the Council's Executive Committee on 14th January, 2013 outlining the principles included in the proposed Funding Agreement between the Authority and Cymunedau yn Gyntaf Mon Communities First Ltd and seeking permission for the Head of Housing to enter into a legally binding agreement.

The Grant Offer Letter from the WG was signed by the Authority on 28th January, 2013 and a reciprocal Funding Agreement, prepared by the Authority's Solicitor, with Cymunedau yn Gyntaf Mon Communities First Ltd was signed on 31st January.

The Funding Agreement with Cymunedau yn Gyntaf Mon Communities First Ltd outlines in detail what the funding can be spent on and the arrangements for claiming the funding. It also stipulates that non achievement of targets will result in clawback or termination of the Agreement.

The Agreement has made provision for access to all the Company's records and documents by the Authority and its' external auditors.

The first instalment of funding totalling £170,655 was paid to the Company on 6th February, 2013. This funding will cover the period of operation until the end of March. Evidence of how this funding has been spent is required from the Company by 5th April and reported to the WG by 15th April, 2013.

The Welsh Government will be visiting the Authority in the next 6 months to ensure that the relationship between the Authority and the Company is being managed correctly and sufficient monitoring procedures are in place.

2.1 Cymunedau yn Gyntaf Mon Communities First Cluster Board

The formation of the Board which was facilitated by an external consultant from Consultancy Wales Co-op was based on 10 Directors, 2 from each of the existing Partnerships included in the new Programme and 2 representatives from Kingsland ward, a new area to join the Programme.

The Funding Agreement with the Authority has also stipulated a requirement for the Portfolio Holder for Housing to be co-opted on to the Board as an Observer, in addition to representation at Officer level.

Concerns have previously been raised regarding the operation and governance of the Board as outlined in an independent consultants report and also by some Board members themselves, and was reported to the Scrutiny Committee on 19th November, 2012. Since that time documentary evidence that robust governance arrangements are in place has been provided to the Authority. The evidence has been independently verified.

There have been some changes to the membership of the Board, and in addition, following a period of illness, the Chair also resigned in December, and a new Chair was voted in on 9th January, 2013.

The Board has undertaken a skills audit to identify skill gaps in the Board and is now in the process of seeking new members.

The Memorandum and Articles of Association for the new company state that the first AGM must be held within 18 months of incorporation so by November 2013 at which time the members of the Board can be replaced or re-elected.

The Authority is in the process of establishing an Advisory Group to the Board consisting of key officers within the Authority and from other key agencies to ensure that the operational side of C1 makes the strategic linkages necessary to ensure the successful delivery of the Programme.

Communities First sits within the Community Department, Housing Services and the delivery will be managed by the Head of Housing receiving support from a Finance and Monitoring Officer based within the Finance Department who will oversee the financial and output monitoring and undertake twice yearly monitoring visits with any recommendations for improvements reported to the Board. In addition to quarterly progress and issues reports submitted to Scrutiny Committee, 6 monthly reports will also be presented to the Council's Audit Committee.

2.2 Staff

Following detailed legal advice obtained by Cymunedau yn Gyntaf Mon Communities First Ltd it was found that all the staff employed by the existing Communities First Partnerships, with the exception of Amlwch, were eligible to transfer to Cymunedau yn Gyntaf Mon Communities First Ltd under the Transfer of Undertakings Protection of Employment (TUPE) Regulations. On February 1st 2013, 25 staff transferred to the new Company, following cessation of the previous Communities First funding on 31st January, 2013. Legally a period of consultation must now take place with all the staff who transferred to the new company. A restructure will be undertaken to reduce staffing numbers from 23 to 17 in line with the new funding available. Voluntary redundancy has been offered as part of the consultation process.

It is expected that the restructuring will be completed by early March, 2013.

Once complete the staffing structure in the new Company will consist of the following posts:

Cluster Manager
Prosperous Communities Co-ordinator
Learning Communities Co-ordinator
Enterprise Officer
Employment and Training Officer (PT)
Financial Inclusion Officer

3 Youth Workers (1 FT, 2 PT)
Learning Academy Manager
3 Learning Academy Workers
Health Development Officer
Finance & Monitoring Officer
2 Administration Officers

In addition the Company has been successful in securing funding from Jobs Growth Wales for the provision of 2 Receptionist posts to cover the Holyhead and Llangefni Offices.

3.0 Existing Partnerships

Funding for the existing C1 partnerships ceased on 31st January 2013, however Porthyfelin Community Partnership has confirmed that it will be continuing albeit without any Communities First funding. The Morawelon and London Road Partnership have advised that their intention is to continue as a Company Limited by Guarantee and, as such, will not receive Communities First funding.

Both the Plas Cybi and Tudur Partnerships have confirmed that their companies will be wound up.

Recommendations

Members of the Housing and Social Services Scrutiny committee are requested to:

R1 Note the contents of the Report.

Report Author: Shan L Williams, Head of Housing Services
Report date: 12th February 2013.

This page is intentionally left blank

COMMITTEE:	Housing and Social Services Scrutiny Committee
DATE:	25 February 2013
REPORT TITLE:	Disposal of HRA land for affordable housing
AUTHOR:	Shan Lloyd Williams, Head of Housing Services
PORTFOLIO HOLDER:	Councillor O Glyn Jones
CORPORATE DIRECTOR:	Gwen Carrington, Director of Community Department
PURPOSE OF THE REPORT:	To recommend a draft amended policy on the disposal of HRA land for Affordable Housing to Elected Members, for discussion, prior to presenting to the Council's Executive Committee for approval.

1.0 Background

- 1.1** The Isle of Anglesey County Council is committed to meeting the need for affordable homes on the Island. In order to meet this commitment the Council utilises a number of delivery models.
- 1.2** The Council has been pro active in assisting self builders by providing plots, at below market value, for building affordable homes on a number of sites on the Island. The original conditions for these 'plot for sale' initiatives were approved by the Executive on 27th March 2006. The basis being that the plots were sold at 25% of their market value with the remaining 75% being a deferred Legal Charge. This has been the principle used on the plots for sale schemes at Nant y Pandy, Llangefni.
- 1.3** At its meeting on 11th January 2011, The Affordable Housing Panel endorsed the principle of using land value as a subsidy to develop affordable housing schemes by confirming their view that, *'the land value, where in the Council's ownership, should be invested in the development and only be repayable when either the occupier wishes to own their home outright or due to a lack of affordable housing need, the property is sold on the open market'*. The Panel agreed that further work should be undertaken to identify possible partners and to work up a pilot proposal for the development of a site to demonstrate the viability. Accordingly, a report was considered by the Board of Commissioners in February 2012 when approval was given to use a HRA site adjoining Bryn Paun, Llangoed for the development of 10 affordable homes, subject to confirmation of local housing need. Detailed planning permission has now been granted for this scheme.

1.4 In recognition of reducing capital grant for Housing Association developments and limited private developments due to both a lack of development funding and mortgage availability the Council needs to be innovative in order to continue to provide affordable homes for local people.

2.0 Issues for Scrutiny

- i) How the draft Policy contributes to the strategic objectives of the Council and benefits the citizens of the Island, adding to housing options available, for developing affordable housing.
- ii) Potential areas for improvement within the draft policy.

3.0 AMENDMENTS TO EXISTING POLICY

3.1 As a consequence of the economic crisis financial institutions have become risk averse and there is reduced mortgage availability particularly for first time buyers. This change of approach has significantly affected lending for the Council's affordable housing schemes and/or individual homes that have restrictions on occupation and re-sale.

3.2 In order to assist people wanting to purchase self build plots at Nant y Pandy, Llangefni, a report was submitted and approved, on 24th August 2011, by Commissioner Margaret Foster. The significant change being to respond to the requirements of Mortgage providers by replacing the deferred 75% Legal Charge on the plot value with a 20% 'market value discount' on the completed property.

3.3 In progressing amendments to the Section 106 Agreements used to secure the provision of affordable homes, to respond to the changing requirements of mortgage providers, the Affordable Housing Panel agreed a market value discount of 20% for individually owned self-build plots on the Island. This means that should the property ever be sold on the open market then 20% of the sales value is payable to the Council's Affordable Housing Account and 'recycled' to meet other affordable needs. As noted above, in the (2011) policy amendment, this percentage was similarly approved for the Council's plots for sale to demonstrate fairness and consistency.

3.4 In recognition that the Council wishes to sell an affordable housing plot and to deal with similar opportunities on HRA Land, an amended policy is required to deal with these issues that reflects the current economic climate and enables purchasers to obtain mortgage finance while at the same time securing the Council's interest.

4.0 Recommendations

4.1 Committee Members are requested to:

R1 scrutinise the draft policy document attached to this Report

R2 offer any amendments to the draft Policy which will be reflected in the Policy presented to Executive Committee, for approval

Disposal of HRA Land for Affordable Housing Draft POLICY

- 1.1** In order to continue to meet the need for affordable homes new initiatives are being developed to use existing HRA land as the subsidy to provide homes below market value.
- 1.2** Meeting affordable housing needs is a corporate priority, and there has been ongoing inter departmental discussion to identify potential opportunities in areas of identified housing needs. Identification now being assisted by the Tai Teg 'Affordable Housing web site', that promotes registration of affordable housing needs and opportunities. (See www.taiteg.org.uk).
- 1.3** These discussions have resulted in a number of potential sites being identified in the ownership of the Property Service. One such site has been identified in a grant submission to the Welsh Government should additional funding become available. The Property Service have confirmed that, subject to approval, they would 'swop' this site for HRA land and a 'swop' site has been identified.
- 1.4** In order, therefore, to maximise the use of HRA land in meeting affordable housing needs a new Policy is required to enable both the 'swopping' and disposal of sites in appropriate and justified circumstances.

2.1 Individual Plots

- 2.1.1** Plots for the self-build of affordable homes on Housing Revenue Account land will be sold to qualifying purchasers, see 4.3 below, at a market value discount of 75%.which will be secured by way of a Legal Agreement requiring the payment of 20% of the market value of the completed home should it ever be sold.

2.2 HRA Sites for development

- 2.2.1** The Bryn Paun proposal uses the land value as the subsidy to make the developed homes affordable, ie they will be sold at build costs and not market value. The development will be constructed by a Registered Social Landlord without any initial land costs, but the land value will be calculated in the overall market value of the properties and is potentially realisable at a later date. In terms of potential return the land value this can be identified by deducting the development cost from the market value. The process for identifying the

partner Registered Social Landlord will be documented within the revised guidance note which will accompany this policy.

- 2.2.2** As noted, the calculated land value % is the difference between the market value and the development costs. This value will be secured by a Legal Charge Agreement and shown as a % market value discount, (*i.e. where the affordable dwelling(s) are to be sold, then the first and all subsequent sales shall be at a price no greater than the specified % of the open market price of the affordable dwelling(s) free from any restriction imposed by this Agreement*). If at a later date the occupier is able, in accordance with planning requirements and wishes to own the property outright then they will need to pay to the Council the market value discount % specified in the Legal Charge Agreement as calculated at the time of purchase. Any such receipts being credited to the Affordable Housing Account and 'recycled' to meet other affordable housing needs.

An example of how this applies is as follows:

Development / Purchase cost = £110,000.00

Market value = £145,000.00

Discounted market value % = 24.14% (i.e. £35,000.00)

If when the purchase option is utilised the market value is £160,000.00

24.14% is payable to the Council = £38,624.00

- 2.2.3** Similarly, if in the future when a home becomes available and no qualifying applicant in affordable housing need can be identified then the property can be sold on the open market and the market value discount % credited to the affordable housing account as above.
- 2.2.4** The above process ensures that the Council's initial land contribution to achieve affordable homes is repayable in the future if the affordable housing need has been met.

3.3 HRA Sites in exchange or disposal

- 3.3.1** Subject to identified housing needs and appropriate valuations, sites will be exchanged or disposed of to facilitate the development of homes to meet local needs.
- 3.3.2** The benefits of utilising sites in this way must be evidenced and supported both by the Corporate Director of Community, Head of Service [Housing], Head of Service [Property], 151 Officer and Housing Portfolio Holder.

4.0 DEFINING LOCAL HOUSING NEEDS

- 4.1** The eligibility for affordable homes, ie qualifying persons, is contained in the Section 106 Agreement and these requirements are stated as follows:

4.2 Local Connection

Means a person who has for at least 5 years prior to purchasing or renting an affordable dwelling either had their only or principal residence on Anglesey, or had their place of work on Anglesey or a combination of both, or where not resident on Anglesey, they have an offer of employment on Anglesey or they have established links (for example, elderly people who need to move to a locality to be close to relatives).

4.3 Housing Needs

Means a person shall be in “housing need” if they are demonstrably unable to afford to purchase or rent a house of a size suitable for their needs (which shall include the needs of any others who live with that person as part of one family) on the open market, as certified by a body registered with the Financial Services Authority to provide mortgages via written confirmation of the maximum amount of mortgage eligibility, with the applicant’s income details stated, AND as assessed by the Council’s Housing Services AND that person (or at least one person if there is more than one) qualifies under the definition of “local connection” as stated above.

4.4 Qualifying Purchaser

Means a person who qualifies as having a local connection and housing needs as defined above.

5.0 POLICY IMPLEMENTATION

5.1 The Head of Housing Services will be responsible for implementing the Policy and approving the use of HRA land to meet the identified need for affordable homes.

Date of issue: draft 18/02/13

Review date: 25/02/14

Impact assessment undertaken: date

References :

- i. Section 32 of the Housing Act 1985.
- ii. Report 24th August 2011, approved by Commissioner Margaret Foster, regarding self-build plots

This page is intentionally left blank

COMMITTEE:	Housing and Social Services Scrutiny Committee
DATE:	25 February, 2013
REPORT TITLE:	Private Rented Sector Improvement Project
AUTHOR:	Shan Lloyd Williams, Head of Housing Services
PORTFOLIO HOLDER:	Councillor O Glyn Jones
CORPORATE DIRECTOR:	Gwen Carrington, Director of Community Department
PURPOSE OF THE REPORT:	To update Members of the Scrutiny Committee on the outcome of the seminar held to develop a Private Rented Sector Improvement Project Plan, and gain support to implementation

1.0 Background

Members will recall a facilitated workshop in November, 2012 by Consultants appointed by the Welsh Local Government Association (WLGA), as part of an all-Wales Private Rented Sector Improvement Project.

2.0 Issues for Scrutiny

- i) The Scrutiny Committee Members' response to the draft PRS Improvement Plan
- ii) How the Improvement Plan contributes to the strategic objectives of the Council and benefits the citizens of the Island as landlords and prospective tenants, adding to housing options available.
- iii) The impact of the Plan on the Council's resources and capacity to deliver and possible savings for the Council's Homelessness budget, reduce the need for Social Care Services through safer homes thereby reducing accidents in the home, reduce the number of households living in fuel poverty, and play a key role in Community Cohesion.
- iv) Potential areas for improvement within the draft Plan.

3.0 Private Rented Sector Improvement Plan

In the last 10 years the size of the private rented sector in Wales has almost doubled, to match the size of the social housing sector. It is anticipated that within the next year or so 1 in 5 households in Wales will be renting from a private landlord. In 2001 in Anglesey 11.5% of households lived in private rented homes. By 2011 the private rented sectors share of the housing market had increased to 14.1%,

marginally less than the proportion of households who rented from a social landlord (14.6%).

The sector is varied in its condition, management and maintenance arrangements and accessibility. Unlike the social housing sector the arrangements are still to a large extent unregulated, the relationships between the owners and local authorities are sometimes diffuse and cautious and there is limited ad hoc public sector funding. For many, the private rented sector is the only option of accommodation, as the waiting list for social housing gets longer. The problem will be exacerbated with the impact of the 'Bedroom Tax' and other aspects of Welfare Reform as they are introduced. Currently the average age of first time buyers entering the housing market is 37, due to the limited supply of affordable housing.

The proposals set out in the Housing White Paper will increase local authorities' duties in relation to the private rented sector and at the same time will increase the need for local authorities to work in partnership with the private rented sector to provide a wider range of housing solutions for people in housing need.

From April, 2015 the homelessness prevention duty becomes statutory. Under the same Act the Council will have the power to discharge homelessness duty into the private rented sector. This move is welcomed however, currently our understanding of the Private Rented Sector is limited. Possibly we are more aware of the landlords where action is being taken against them due to the condition or poor management, and know little about these landlords who demonstrate good practice, who could well benefit from support such as tax liabilities, loans, advice and assistance in advertising properties, how to go about accreditation as a landlord.

The attached action plan has been produced by the appointed Consultants, alongside Officers from Isle of Anglesey County Council, as part of the WLGA Private Rented Sector Improvement Project which has been funded by the Welsh Government. The engagement with the Council involved:

- a workshop session with a range of Officers from across the Council coming together to discuss ways in which the authority could improve the way it worked with the range of individuals and agencies working in the private rented sector
- a briefing for Councillors on the private rented sector and facilitated discussion about the role of the Council in relation to the private rented sector and the areas identified for improvement.

The action plan recognises that there are already a number of positive actions being undertaken in Anglesey which will deliver improvements in the supply and quality of private rented housing on the island, beyond the basic regulatory functions performed by the Council. These include:

- the Council's use of a range of private rented homes to provide temporary accommodation for people who are homeless
- the Council's proactive approach to working with owners of empty properties to bring them back into use as affordable rented housing
- a review and re-modelling of the Landlord Forum, to include the establishing of a Private Sector Landlord Sub-group / Task & Finish Sub-group

However, there remains much to be done if the Council is to support the development of a private rented sector in the Isle of Anglesey which provides a sufficient supply of good quality, energy efficient, well managed, privately rented homes which are affordable to people from all walks of life. This has added relevance in the context of the development of the Wylfa B power station, where it is expected that some of the accommodation needs of workers will be met by the private rented sector, providing an additional challenges for the authority to:

- ensure a continuing supply of affordable private rented homes to meet the housing needs of local people, whilst at the same time meeting the accommodation needs of the workforce engaged in the construction of Wylfa B
- ensure that any accommodation developed specifically to meet the accommodation needs of the workforce are constructed with a long term use in mind.

This action plan provides a framework for improvement structured around the following six overarching objectives:

- raising the profile of the private rented sector
- developing a corporate approach to the private rented sector
- improving the corporate understanding of the private rented sector and developing the corporate offer to private landlords and empty property owners in Anglesey
- improving communication with private landlords and empty property owners to market the Council's offer
- improving access to private rented homes in Anglesey

Whilst the action plan at this stage does not contain timescales for the completion of tasks, we would expect that the tasks outlined within the action plan will be completed in the next 12 months.

The aim is that a cross-Departmental Task & Finish Group is established with Elected Member and landlord representation to take ownership and move the Action Plan forward.

Conclusion:

The Council needs to seriously consider how to develop its relationship with the Private Rented Sector as part of the housing options available. PRS will be the only accommodation option for many households.

The Council needs to understand the PRS better – looking at supporting and incentivising good landlords and maximise its use of enforcement measures to tackle poor quality private rented sector houses and poor management.

Isle of Anglesey County Council

Private rented sector improvement action plan

1. Raising the corporate profile of the private rented sector in the Isle of Anglesey.				
Ref No.	Task	Responsibilities	Timescale	Outcome
1.1	Hold a series of information sessions for members on the importance of working constructively with the private rented sector and the Council's proposed approach to engaging with private landlords and empty property owners.	Lead Head of Housing Services Involvement Environmental Health, Housing Options, Housing Strategy.		All members have a well-developed appreciation of the need for the Council to work in a more constructive way with private landlords and empty property owners to increase the supply of affordable housing in the County.
1.2	Undertake a series of corporate briefings for staff within key functions within the Council and key external partners, which sets out the importance of the Council working constructively with the private landlords and empty property owners to provide a supply of affordable, good quality, energy efficient private rented housing.	Lead Head of Housing Services Involvement to include: Environmental Health Children's Services Adult Services Housing, Housing management staff in local housing associations Advice agencies		All staff in key functions across the Council and key external partners have a clear appreciation of the need for the Council to work in a more constructive way with private landlords and empty property owners to increase the supply of affordable housing in the County.

1.3	18 months following the adoption of the Councils revised approach to working with the private rented sector, undertake a Scrutiny Review of the approach.	Lead Head of Housing Services		An objective review of the success of the Council's approach to engaging with the private rented sector to establish whether this has led to the creation of an increased supply of good quality, energy efficient, affordable homes and to identify further areas for improvement in the Council's approach.
-----	---	---	--	---

2. Developing a corporate approach to working with the private rented sector in the Isle of Anglesey				
Ref No.	Task	Responsibilities	Timescale	Outcome
2.1	<p>Establish a corporate private sector task and finish working group, ensuring it includes representatives from:</p> <ul style="list-style-type: none"> • Environmental Health • Housing Benefit • Corporate Property • Business Support • Housing Options • Housing Strategy • Children's Services • Adult Services • Supporting People • Legal Services • Finance • Landlord Forum Sub-group Representation 	<p>Lead Head of Housing Services Involvement Environmental Health, Housing Benefit, Corporate Property, Business Support, Housing Options, Housing Strategy, Children's Services, Adult Services, Supporting People, Legal and Finance</p>		<p>A corporate Private Sector task and finish task group which engages with all relevant functions within the Council with representatives from the Landlord Forum Sub-group to ensure there is landlord buy-in and information sharing from the onset.</p>
2.2	<p>The corporate private sector task and finish working group to establish what's available now and develop a corporate set of policies and processes in relation to the private rented sector with the stated objectives of:</p> <ul style="list-style-type: none"> • increasing the supply of good quality, energy efficient, affordable private rented homes • improving the quality and energy efficiency of private rented homes in Anglesey • improving access to the private rented 	<p>Lead Head of Housing Services Involvement Environmental Health, Housing Benefit, Corporate Property, Business Support, Housing Options, Housing Strategy,</p>		<p>A relatively brief document setting out:</p> <ul style="list-style-type: none"> • the Council's corporate aims and how the approach to working with the private rented sector contribute to these, • a corporate policy framework for working with the private rented sector, including the development of packages of support for individual property

	<p>sector for people in Anglesey, in particular people in housing need</p> <ul style="list-style-type: none"> targeting support, as appropriate, to tenants in the private rented sector establishing a baseline for minimum decent standard of private rented properties <p>The working group should give careful consideration to the adoption of successful policies and processes from other authorities, eg:</p> <ul style="list-style-type: none"> packages of support for individual property owners an expanded paper based rent guarantee scheme the provision of interest free loans to landlords <p>The policy framework should also incorporate the positive work that the Council is currently doing with empty property owners.</p>	<p>Children's Services, Adult Services, Supporting People, Legal and Finance</p>	<p>owners</p> <ul style="list-style-type: none"> a summary of the activities undertaken by different teams within the Council to deliver these aims. <p>The document will identify service improvements, responsibility for implementing these and resources required.</p> <p>The document should be summarised for inclusion in the emerging Local Housing Strategy</p>
2.3	<p>Engage and consult with key stakeholders via a private rented sector information day/conference, to seek views on the proposed approach and identify opportunities for partnership.</p>	<p>Lead Head of Housing Services</p>	<p>A revised version of the policy framework, incorporating partner's comments and suggestions and identifying further opportunities for partnership working.</p> <p>A policy framework document which is based on a good understanding of the housing market and provides a clear statement of the approach that the Council will take in respect of working with the private rented sector</p>
2.4	<p>Put the case for and seek political approval for a new policy framework in relation to working with the private rented sector and empty property owners. Enhance the role of the Private Landlord Liaison Officer</p>	<p>Lead Head of Housing Services</p>	

2.5	<p>Appoint or identify an individual Officer to:</p> <ul style="list-style-type: none"> • co-ordinate activity in relation to the private rented sector • act as a single point of contact for private landlords and empty property owners • direct private landlords and empty property owners to appropriate people within the Council or partner agencies 	<p>Lead Head of Housing Services</p>		<p>A lead officer who co-ordinates work with the private rented sector and provides a single point of contact within the Council to deal with enquiries from private landlords and empty property owners.</p>
3. Improving the corporate understanding of the private rented sector in the Isle of Anglesey				
Ref No.	Task	Responsibilities	Timescale	Outcome
3.1	<p>Develop a corporate information sharing agreement in relation to:</p> <ul style="list-style-type: none"> • private landlords • empty property owners. 	<p>Lead Head of Housing Services Involvement Housing Strategy, Environmental Health, Trading Standards, Housing Benefit, Planning, Housing Options, Supporting People, Legal Services</p>		<p>An agreement which all Departments and Team within the Council sign up to, which enables corporate information to be sent to private landlords and empty property owners whose details are held on databases by different Teams within the Council.</p>
3.2	<p>Building on the work currently being undertaken, research with landlords and empty property owners to seek views on the services the Council could provide which would make them more inclined to work in partnership with the authority. A questionnaire should be sent to all</p>	<p>Lead Head of Housing Services</p>		<p>A report identifying packages of support that the Council could potentially offer to different groups of landlords and empty property owners which would attract both groups to work in partnership with the Council.</p>

	landlords and empty property owners with a corporate newsletter. Incentives, (such as entry into a free prize draw) should be offered to participants to boost the response rate. Questionnaires should be followed up by one to one interviews and focus group work. ¹			
3.3	<p>Based on the results of the research with property owners, develop packages of support for private landlords and empty property owners who are willing to work in partnership with the Council to provide affordable private rented housing. Consideration should be given to:eg:</p> <ul style="list-style-type: none"> • loan finance for improvements or repairs • discounts on fees • an enhanced Housing Benefit processing service • membership of landlords' forum • access to information and the ability to advertise vacant homes on the angleseyhousing.co.uk website 	<p>Lead Head of Housing Services Involvement Housing Strategy, Housing Benefit, Planning, Housing Options, Supporting People, Finance, Legal Services, Business Support, PR</p>		<p>A tiered level of service provided to landlords and empty property owners related to their willingness to work in partnership with the Council with higher levels of support offered to landlords and owners prepared to work in partnership with the social lettings agency or to let to a person in receipt of LHA.</p>
3.4	Develop an 'invest to save' business case to fund such initiatives.			

¹ In relation to the research with landlords, researchers should seek to segment landlords into the following groups: owners of single properties; owners of 2 – 5 properties and portfolio landlords.

4. Improving communication with the private rented sector in the Isle of Anglesey				
Ref No.	Task	Responsibilities	Timescale	Outcome
4.1	<p>Develop interesting and informative quarterly corporate newsletters for private landlords and empty property owners, utilising the skills of the Council's Public Relations and Business Support Teams.</p> <p>The first issue should provide an incentive for landlords to respond to an invitation to become involved in the research identified in 3.2.</p> <p>The newsletter should emphasise the importance of the role played by private landlords in relation to the Council's strategic housing function, and recognise the contribution that the sector makes to the local economy.</p>	<p>Lead Head of Housing Services and Head of Environmental Health Services</p>		<p>Quarterly newsletters setting out the Council's revised approach to working with the private rented sector and empty property owners, the services available to property owners, and the support available from the Council and its partners, sent in hard copy or pdf format to all landlords and empty property owners.</p>
4.2	<p>Relaunch and rebrand the Private Sector Landlords Forum in partnership with LAW, NLA and ARLA and RLA.</p> <p>Involve other stakeholders that can support or provide services to private landlords.</p> <p>Consider holding events specifically for different groups of landlords and empty property owners.</p> <p>Use the Landlords Forum to promote Council services which offer support to landlords</p>	<p>Lead Head of Housing Services</p> <p>Involvement Business Support, Public Relations Environmental Health Services</p>		<p>A vibrant well attended series of meetings which participants find useful and relevant and which inclines them to attend further events.</p>
4.3	<p>Revise the content of the angleseyhousing.co.uk website to ensure it contains information of relevance to existing and potential landlords and links with other relevant websites to direct owners</p>	<p>Lead Customer Services Manager</p>		<p>The angleseyhousing.co.uk website acts as a main access point for landlords and potential landlords.</p>

	<p>to sources of information, support and finance to enable them to provide good quality and energy efficient homes.</p>		
<p>4.4</p>	<p>Allocate resources to establish a low cost loan fund for private landlords and empty property owners willing to work with the Council to provide good quality, energy efficient, affordable private rented housing, to enable them to undertake repairs and carry out improvements to properties in the private rented sector. Consider using Council reserves to fund such this initiative. Work in collaboration with other local authorities to develop a common loan scheme which links the repayment period to the length of time that the owner is prepared to work in partnership with the local authority.</p>	<p>Lead Head of Housing Services</p>	<p>An interest free loan fund established to provide financial support to landlords and property owners who are willing to work with the Council to provide affordable, good quality, energy efficient private rented housing.</p>

5. Improving access to private rented homes in Anglesey			
Ref No.	Task	Responsibilities	Timescale
			Outcome
5.1	<p>Revise the content of the angleseyhousing.co.uk website to ensure that the site contain information for those seeking housing about:</p> <ul style="list-style-type: none"> the shortage of housing in the social rented sector how to access a home in the private rented sector the support available to those unable to afford deposits or rent in advance. <p>Consider enabling private landlords to advertise available properties on the website.</p>	<p>Lead Head of Housing Services</p>	<p>Those seeking housing understand that the availability of social housing is limited, that good quality affordable private rented housing is available in Anglesey, and how to access it.</p>
5.2	<p>Increase Council allocation of resources to enable the existing Council run bond scheme to expand to providing a paper based guarantee to landlords, available to households in housing need who are unable to afford bonds for private rented accommodation.</p>	<p>Lead Housing Options Manager</p>	<p>Increased availability of support for households in housing need to enable access to the private rented sector.</p>
5.3	<p>Work with North Wales Credit Union on the development of credit union budgeting accounts and the payment of Housing Benefit into accounts. to enable Housing Benefit payments to (in effect) be made direct to landlords, In partnership with the Wales Co-operative Centre actively promote the take up of credit union budgeting accounts to tenants and landlords in Anglesey.</p>	<p>Lead Head of Housing Services Involvement Housing Options Housing Benefit</p>	<p>Incentive to landlords to let to people on Housing Benefit.</p>

5.4	<p>Consider the options available to the Council in relation to social letting agencies to increase the number of properties managed through social lettings throughout Anglesey , either via:</p> <ul style="list-style-type: none"> • the existing social lettings agency • another social lettings partner • a Council established social lettings agency <p>in preparation for the introduction of mandatory registration and the introduction in 2015 of the 'Housing Solution' approach to homelessness. Consider working in partnership with other North Wales authorities to establish a regional social lettings provider.</p>	<p>Lead Head of Housing Services Involvement Housing Options Manager</p>		<p>The creation of a significantly greater pool of affordable accommodation and temporary accommodation within the private rented sector.</p>
5.5	<p>Undertake a landlord recruitment drive, in partnership with the selected social lettings partner. The recruitment drive should emphasise the role that landlords can play maintaining communities in Anglesey.</p>	<p>Lead Head of Housing Services Involvement Public Relations, Business Support</p>		<p>Increase the supply of affordable, well managed, good quality energy efficient private rented homes in Anglesey managed via a social lettings agency.</p>

ISLE OF ANGLESEY COUNTY COUNCIL

Board:	Housing and Social Services Scrutiny Committee
Meeting date:	25.02.13
Author:	Anwen Huws, Head of Children Services
Title:	Progress Report on the Children’s Safeguarding Inspection, Isle of Anglesey County Council January 2013 at end of Q3 2012/13.

1. Introduction

1.1 Children Services in Anglesey was the subject of detailed scrutiny throughout 2011 and 2012 and concerns about the capacity and quality of services have been the focus of CSSIW inspection and review. Members will be aware of the progress made against the service’s improvement plan, as reported on a regular basis to the Service Improvement Board and to Scrutiny Committee. Recent feedback from the CSSIW has been more positive and this has been evidenced through an audit undertaken by the Independent Support Team. Our strategy has been developed with two distinct phases in mind. The first was to stabilise the services along with a rigorous focus upon performance and the injection of a sense of pace and ambition to succeed. We are now entering this second phase, to improve quality and bring about transformation to create a service fit for purpose over the next decade.

2. Progress against Children Service - Improvement Objectives 2012/13

2.1 Refer to Appendix 1. The Improvement Board has continued to meet, and progress has been made in all areas. The Board receives a monthly report on progress against the Business Plan and on the key performance indicators, and is able to receive detailed reports and challenge officers. Issues of particular significance are:-

2.2 Measureable Performance

- i. Refer to Appendix 2. The performance at the end of Quarter 3, as measured by the performance indicators (PIs), shows a significant improvement against the same period in 2011/12. For all the Key PIs there has been an improvement and when all the 47 PIs (that the Service has to report against) are considered, in only 4 is performance down from a year ago and in these a

corrective action plan has been developed. In some areas the Service is now performing amongst the best in Wales.

- ii. Issues remain over ensuring both the consistency of certain performance areas and the ability, across all areas, to sustain this marked improvement. This is an aspect that the Service Improvement Board is monitoring closely and that the service is also addressing through more regular monitoring (see 2.3.iii).

2.3 Monitoring, Quality Assurance and Management Information systems

- i. During this year there have been continued improvements not only in how the Service both monitors and manages information but how it then uses that to improve services. Alongside this has been the development of the Quality Assurance Framework and accompanying processes.
- ii. The Service has developed and used a model, that is recognized within the Council as good practice, for setting and monitoring targets, including clear criteria for what determines the “Red, Amber or Green” status. A clear Business Plan has also been used with identified actions, responsibilities, timescales and targets and this is updated every month. The Service has drafted a Report Card template that it is intended will be used in 2013/14 to aid clarity and understanding of reporting.
- iii. In response to inconsistency in performance during Quarter 3 weekly meetings of the Operation and Team managers was instituted to monitor and address performance. This has allowed immediate difficulties in delivery to be identified and action taken in response, and PI performance responded.
- iv. It has been of particular importance that the work of the Quality Assurance Manager has started and, despite an enforced and planned absence, started to make an impact. As well as starting on developing audit tools, undertaking audits and starting the process of reviewing the Policies and Procedures, the Quality Assurance Framework itself is in the process of being revised that will establish the principles, protocols and procedures for audit.

2.4 Workforce Development

- i. Quarter 3 saw major changes to the composition of the service workforce with 11 new Social Workers starting work; this represents c25% of the professional social worker staff. This was the outcome of several months of developing and implementing a recruitment strategy. As well as Social workers, appointments were made to Team Manager and Senior Practitioner posts. Together these are significant additions and have allowed for the reduction by over 50% in the use of agency workers, although there is an issue over the extent to which most of the new staff are (very) newly qualified.
- ii. As well as being resourced through a growth bid, additional (and temporary)

posts were also approved after the initial recruitment, to address the additional demands placed on the whole workforce from introducing a large number of newly qualified and inexperienced staff. The additional posts, for two years are 2 extra social workers and a senior practitioner. There remains however unfilled principal officer posts and the inability to recruit remains a risk that, should the current selection process fail to address, will need to be considered.

- iii. A successful induction programme was developed for the new staff to provide more comprehensive support that covers both core professional skills and team practices and we will continue to work with both Workforce Development Unit and Human Resources to continue to provide.
- iv. The Service Improvement Board requested, and has now seen in draft form, a Workforce Development Strategy for Children Services that proposes significant developments in how the needs of the workforce are identified and addressed, and how this will be aligned to both the Business Plan and the Quality assurance Framework. Progress on this will be provided in the next Report.

2.5 Services for Children with Disabilities.

- i. Over the year it has become clear (and was confirmed by the audit of the independent Support Team) that delivery within Specialist Children Services had not kept pace with improvements in the Service more generally. An action plan (reported on to the Improvement Board) to address concerns has been developed and is being led by the Operations Manager, whilst work is also ongoing on a more structural re-modeling of the service.

3 Independent Support Team Audit

- 3.1 In October the Independent Support Team completed its 18 month programme of support for the Service's improvement programme by conducting a comprehensive audit. Their Report is attached as Appendix 3.
- 3.2 The overall findings were that "...considerable progress has been made in bringing about improvement in the performance of children's services and in responding to the findings of the CSSIW inspection." And, "...the improvement process itself is well co-ordinated and this has created a strong and business-like culture which gives shape to and clear targets for all the elements of the improvement plan and can be used to ensure that all staff can feel engaged in the process."
- 3.3 As expected the IST's Audit also identified several areas where further improvement was still required and made 12 recommendations for further or additional action. The findings and the recommendations were presented to, and accepted by, the November meeting of the Service Improvement Board and an action plan for implementing all the recommendations has been drawn up. In addition the Report has also been shared with the CSSIW who have

regarded this as a valuable report on the current state of play and used it to inform their own views on progress.

4 Risks identified in Quarter 3

- 4.1 Children services have managed to meet the savings target identified in the 2012/13 budget preparation process. However the ongoing costs of Looked After Children and alongside expenditure on agency staff, is leading to a projected overspend on the set budget for 2012/13 of c £315k.
- 4.2 Additionally there remains a risk over the continued failure to recruit to the Senior Manager roles (principal officer), as identified in 2.4.ii

5. Conclusion

- 5.1 Our performance over the past year has showed good progress and the service has worked exceptionally hard work to achieve these improvements, and Quarter 3 has demonstrated continued improvement. The focus remains on sustaining the improvements and assuring the quality of the service provided. In this context the new workforce needs to be carefully managed and supported, particularly as the planned reduction of the experienced agency workers continues. The risks associated with a new and inexperienced workforce need to be mitigated through a combination of close management, training and development.

6 Priority Actions for Quarter 4

- 6.1 Complete staffing recruitment and maintain work on retention so that we can stabilise the workforce, reduce expenditure on agency staff and ensure that there are adequate staff, with appropriate skills and qualifications to deliver an effective service to children and families in need in Anglesey.
- 6.2 Implementation of the Quality Assurance Framework – with an acute focus now on the quality of practice in addition to key performance indicators. It is expected that a revised Quality Assurance Framework will be approved in Quarter 4 along with a proposal to establish a QA Panel to help drive and support the quality agenda.
- 6.3 Budgetary issues in terms of the financial risk to the service in managing the demand of placement costs

7. Recommendation

- 7.1 That the Housing and Social Services Scrutiny Committee note the content of this report
- 7.2 That the Housing and Social Services Scrutiny Committee receive a progress

report on Q4 at its next meeting.

Appendix 1

Children Services Business Plan – January Review –

Development Priority 1: : Have systems in place to ensure that children are protected from harm and abuse wherever possible and offered timely support and protection in compliance with National Policy, Statutory Guidance and Regulations										Risk RAG		
Key actions (by...)	Success Criteria / Measure – (How do we know when you have achieved the key action?) Performance Indicator / an Action you will undertake / or both	Quarterly Targets				Commentary		Who Responsible				
		Achievement				Action to Take & When	Operations and Team managers to continue monitoring and maintain performance improvements and this has increased to weekly meetings to address performance. <i>Ongoing</i>					
		Qtr 1	Qtr 2	Qtr 3	Qtr 4							
i. Where children may be eligible, they will receive a good and timely response to their needs.	<ul style="list-style-type: none"> Decisions within 24 hours on all referrals Service users will receive an initial assessment within 7 working days of referral Service users will receive a Core assessment, if appropriate, within 35 working days. Children will be seen by a social worker during the initial assessment process Reduction in re referrals 	100%	100%	100%		100%	100%	100%	100%	With the induction of new staff additional pressures impacted upon performance, which have been able to be managed, although “Decisions in 24 hours” has seen a drop; decisions on 6 cases out of 223 were not done on time.		
		100%	100%	97.3%		85%	85%	85%	85%			85%
		85%	85%	85%		75%	75%	75%	75%			75%
		78.38	78.49 %	87.5%		96.97 %	93.39 %	100%	100%			100%
		75%	75%	75%		90%	90%	90%	90%			90%
		89.86 %	92.78 %	90%		26%	26%	26%	26%			25%
		32.77%	25.94%	16.59%								

Appendix 1

ii. Children will have up to date good child protection plans that ensure their needs are met	<ul style="list-style-type: none"> ▪ Review Child Protection (CP) Conferences will be held within timescale 	100%	100%	100%	100%	100%	Despite a 61% increase (as at the same point last year) in numbers on the Child Protection Register, performance has maintained, through efforts of the CP Coordinator and other staff.	
		89.29 %	100%	100%	100%	100%	100%	Although recent performance has increased, concern remains and an audit by the QA Manager will be scheduled and performance will be monitored more closely on a monthly basis.
iii. Improve our assessment of needs and risks	<ul style="list-style-type: none"> ▪ 1st Core groups will be held within 10 days of the conference ▪ Improved system to track progress of monthly core groups 	100%	100%	100%	100%	95.83 %	Audit and QA Manager action plan end of Qtr 4	
		84.21 %	63.64 %	95.83 %	100%	100%	100%	The LSCB has completed the task of developing an Assessment Framework/ tools for DV and Parenting Capacity Mental Health. It is anticipated that a formal launch of the protocols will take place early in 2013 with the LSCB's sub group leading on the development of training programme for practitioners to follow
		Confirm project plan					January	Progress to be monitored by Operations Manager and actioned with LSCB

Appendix 1

	<ul style="list-style-type: none"> All relevant staff undertake training in relation to Risk Management Assessment tool so we can be confident that competent/complete assessments are produced within timescales Yes or no within timescale 	<p>Identify requirements</p>	<p>Re-scheduled delivery</p>	<p>Deliver</p>	<p>Deliver</p>	<p>Training undertaken in November by Bruce Thornton for both new and existing staff</p>	
<p>iv. We will establish baseline data regarding cases in proceedings and increase social work competence in working within the requirements of the Public Law Outline</p>	<ul style="list-style-type: none"> Report on the number of cases where legal planning meetings and letter before proceedings meetings are held and the number of cases in proceedings by May 2012 Joint working with Legal Services, and Workforce Development Unit to deliver workshops to relevant social work staff 	<p>Plan & Deliver</p>	<p>Monitoring</p>	<p>Action Plan Developed</p>	<p>Continued monitoring</p>	<p>Monitoring of legal planning is now happening (adapting the Gwent Model) and training is being identified to increase social work competence within requirements of Public Law Outline to address proposal from Judge Gareth Jones that there should be a pre-proceedings process.</p>	
		<p>Plan</p>	<p>Deliver</p>		<p>Operations Manager</p>	<p>Workshop planned and has been delivered in July.</p>	

Appendix 1

	<p>intervention</p> <p>There will be regular meetings between senior officers of agencies</p> <p>Information sharing protocols agreed and implemented.</p> <ul style="list-style-type: none"> Explore with LCSB undertaking multi agency audits. Looking particularly at referrals to SSD from other agencies, in order to assist agencies to understand and use eligibility criteria and support the long term improvement we are seeking. Yes or no within timescale 		<p>Council approval.</p> <p>Progress to be monitored by Operations Manager and actioned with LCSB</p> <p>Ongoing but need to regularise and record</p> <p>Actions to regularise. Ongoing</p> <p>HoS</p> <p>On-going work of the LCSB</p> <p>To be developed in Qtr 4</p> <p>LSCB Operations Manager</p> <p>Workshop held on 18th January with other Agencies to develop shared understanding and practice. Further work with LCSB to be continued.</p> <p>Arrange follow up between LCSB Business Manager & Operations Manager in Qtr 4</p> <p>Operations Manager</p>	

Appendix 1

<p>vii. We will make improvements to the arrangements to manage child protection concerns for children with disabilities</p>	<ul style="list-style-type: none"> ▪ All relevant Staff will have attended Safeguarding Training Yes or no within timescale ▪ The Team Manager (Duty) will hold monthly consultation to the staff of the service for children with disabilities on safeguarding issues Yes or no within timescale 	<p>Plan</p>	<p>Deliver</p>	<p>Review</p>	<p>Fix change</p>	<table border="1"> <tr> <td data-bbox="164 163 280 636"> <p>A Training plan is part of the GAP Action plan to ensure new staff are appropriately trained.</p> </td> <td data-bbox="280 163 453 636"> <p>NSPCC provided Training being arranged in Qtr 4.</p> </td> <td data-bbox="164 163 453 636"> <p>GAP Manager Training Manager</p> </td> </tr> </table>	<p>A Training plan is part of the GAP Action plan to ensure new staff are appropriately trained.</p>	<p>NSPCC provided Training being arranged in Qtr 4.</p>	<p>GAP Manager Training Manager</p>
<p>A Training plan is part of the GAP Action plan to ensure new staff are appropriately trained.</p>	<p>NSPCC provided Training being arranged in Qtr 4.</p>	<p>GAP Manager Training Manager</p>							
<p>viii. We will discuss with the LSCB appropriate actions that satisfy recommendations and actions regarding the response to, and management of, allegations of abuse made against staff.</p>	<ul style="list-style-type: none"> ▪ All Agencies report to Child Protection Manager to satisfy Authority that recommendations and actions required following a strategy meeting considering allegations against a professional have been implemented Yes or no within timescale 	<p>Plan</p>	<p>Deliver</p>	<p>Review</p>	<p>Fix change</p>	<table border="1"> <tr> <td data-bbox="890 163 1098 636"> <p>Operations manager ensure meetings take place in Qtr 4 now GAP manager returned</p> </td> <td data-bbox="1098 163 1294 636"> <p>Operations manager GAP Team Manager</p> </td> </tr> </table>	<p>Operations manager ensure meetings take place in Qtr 4 now GAP manager returned</p>	<p>Operations manager GAP Team Manager</p>	
<p>Operations manager ensure meetings take place in Qtr 4 now GAP manager returned</p>	<p>Operations manager GAP Team Manager</p>								
				<p>Building on work undertaken in Ynys Mon, the LSCB has agreed to commission a consultant to facilitate a seminar "Managing Allegations against Professionals: Multi Agency working: Post Pembrokeshire"</p> <p>The LSCB's Business Manager has researched and identified good practice in other LSCBs to support this work an this being discussed.</p>					

Appendix 1

	<p>to ensure that we are complying with the requirement to undertake Assessment and Progress Records for LAC children by third review</p> <p>Yes or no in timescale tool adopted by end of Q1</p> <ul style="list-style-type: none"> Children will not change placement unless this is planned in response to their needs We will have reviewed the placement strategy Yes or no in timescale Each eligible child will have plan of how we intend to ensure that they have a permanent home We will recruit 4 new and additional foster carers each year. maintain sufficient foster cares to meet the local needs We will reduce the current spend on out of county 	<p>8%</p> <p>0%</p> <p>Review</p> <p>100%</p> <p>N/A</p> <p>4</p>	<p>8%</p> <p>0%</p> <p>Approve</p> <p>100%</p> <p>N/A</p> <p>4</p> <p>4</p>	<p>8%</p> <p>0%</p>	<p>8%</p> <p>0%</p>	<p>8%</p>	<p>ensure that we are complying with the requirements to undertake Assessment and Progress Records for LAC children by third review.</p>	<p>It should be noted however that there has been a breakdown of placement of 2 children since the end of the quarter. This likely to impact on Qtr 4 figures.</p> <p>See comments below on out of county.</p> <p>100%</p> <p>4</p> <p>4</p> <p>4</p> <p>4</p> <p>Recruitment plan developed and growth bid submitted to support this. More work on these required IN Qtr 3 & 4</p> <p>HoS in absence of relevant Operational Manager post</p> <p>Following review in Qtr 1 and development of new processes in</p>
--	--	---	---	---------------------	---------------------	-----------	--	---

Appendix 1

	placements				<p>Qtrs 2 and 3 these are now being progressed with Finance to establish greater control, monitoring and scrutiny of the placement process which, allied to increased recruitment of foster carers will reduce the corporate spend on "out of county" (currently expected to be c£400k less than last year.</p> <p>Working Group continues to meet to drive and monitor implementation. This to be on-going</p> <p>HoS Operations Manger</p>	
<p>iii. We will provide appropriate support to enable improved life chances for young people leaving care to develop life skills, including access to universal and community based services, training and employment opportunities</p>	<ul style="list-style-type: none"> ▪ We will provide care leavers with Personal advisors ▪ We will ensure that we stay in contact with care leavers ▪ We will support care leavers on to independent accommodation 	<p>100%</p> <p>100%</p> <p>100%</p>	<p>100%</p> <p>100%</p> <p>100%</p>	<p>100%</p> <p>100%</p> <p>100%</p>		

Appendix 1

<p>i. We will implement a permanent management structure which will include sufficient capable managers in place to manage the service and deliver the improvement necessary and provide leadership in partnership with the Statutory Director and other senior managers.</p>	<ul style="list-style-type: none"> ▪ Permanent appointments made to Service manager posts Yes or no within timescale ▪ Reductions of agency staff covering management posts - 70% by year end Yes or no within timescale ▪ Senior Managers and Directors present at key meetings, and visible and proactive in their support and leadership across the Service Yes or no within timescale 	<p>Interview</p>	<p>Staff in place</p>	<p>Developed</p>	<p>Consult</p>	<p>Over the last 2 months there have been 12 staff starting new positions and a major induction programme organized. This high proportion of staff has had an impact on performance but early signs of integration are positive. There are current vacancies, including 3 senior manager posts and the ability to recruit to these is critical. Lessons from this process and the induction programme will inform the draft Workforce Development Strategy (WDS) that has been developed.</p>	<p>Effectiveness of Induction to be reviewed and recruitment to current vacancies completed. Issues then feed WDS in Qtr 4</p> <p>HoS Service Improvement Manager Operations Manager</p>	<p>The outline structure has been developed and approved within the directorate. This will be consulted on within the Service in Qtr 4 (delayed from Qtr 3 whilst new staff were recruited), for implementation by start of 2013/14.</p>
<p>ii. We will implement a permanent staff structure, with the capacity to support delivery and service improvement.</p>	<ul style="list-style-type: none"> ▪ Structure reviewed and adopted and implemented Yes or no within timescale ▪ Reductions of agency staff covering social work posts – 70% by year end 	<p>Review</p>	<p>Implement</p>	<p>Developed</p>	<p>Consult</p>	<p>The outline structure has been developed and approved within the directorate. This will be consulted on within the Service in Qtr 4 (delayed from Qtr 3 whilst new staff were recruited), for implementation by start of 2013/14.</p>	<p>Effectiveness of Induction to be reviewed and recruitment to current vacancies completed. Issues then feed WDS in Qtr 4</p> <p>HoS Service Improvement Manager Operations Manager</p>	<p>The outline structure has been developed and approved within the directorate. This will be consulted on within the Service in Qtr 4 (delayed from Qtr 3 whilst new staff were recruited), for implementation by start of 2013/14.</p>

Appendix 1

	<p>Yes or no within timescale</p> <ul style="list-style-type: none"> ▪ Growth bid for staff approved Yes or no within timescale ▪ Recruitment and Retention Strategy Approved end of Q1 			<p>Consultation within the Service and implementation in Qtr 4</p>	<p>HoS</p>	
<p>iii. Work is allocated to suitably trained and qualified staff, who fully understand that task, and have the capacity to undertake it The manager must ensure that the social worker is clear as to what has been allocated, what action is required and how that action will be reviewed and supervised.</p>	<ul style="list-style-type: none"> ▪ Supervision & Appraisal programme will comply with departmental & corporate requirements – See previous target ▪ Where required we will consistently follow and apply written, formalised performance policies and procedures. ▪ Induction programme to be reviewed by end of Q1 			<p>Supervision and Appraisal is progressing but more effective monitoring, recording and reporting is still required. The planned audit to identify areas of improvement and priorities for action was undertaken in Qtr 3 by the QA Manager and will be reported on.</p> <p>Report and recommendations in Qtr 4</p>	<p>QA Manager</p>	
<p>iv. Discuss action with the LSCB on recording allegations of child abuse made against a member of staff/professional.</p>	<ul style="list-style-type: none"> ▪ Relevant information is recorded on staff member's HR file as appropriate and shared with other agencies when completing references 			<p>Developments have been in initially rewriting our own, internal, protocols for and response to Part IV allegations of abuse. See Also Priority 1, Action viii.</p>		

Appendix 1

Development Priority 4 (We will): Children and their families/carers will be able to access services which are carefully planned in the short and medium term, and which are available at the right time, in the right place and at the right price							
Key Actions	Success Criteria / Measure – (How do we know when you have achieved the key action?) Performance Indicator / an Action you will undertake / or both	Quarterly Targets				Commentary	Risk RAG
		Qtr 1	Qtr 2	Qtr 3	Qtr 4		
i. We will approve and implement the Children Services Commissioning strategy	Yes or no within timescale	Consult & Approve	Targets set			The Commissioning Strategy has been developed after extensive consultation and engagement, and received approval. There is a potential risk however in the loss to the Service of the post of Principal Planning Officer who was taking this forward. Review of risks and reallocating responsibilities in Qtr 4 HoS	
ii. We will work in partnership with the CYPP and other statutory agencies & focus on prevention/early intervention with a community focus, delivering multi-agency services and building the “team around the child and family”	Yes or no within timescale	Programme plan in place				TAF has started to be implemented in September and Families First commissioning is underway. SSD members of the CYPP and various sub groups/	
iii. We will work in partnership with the Potential Project as part of the team around the child linked to each secondary school to provide support/interventions for those young people who are NEET or those out of school behaviours put them at risk, in order to engage and support them back into education/training.	Yes or no within timescale	Programme plan in place				This is underway with action plan and delivery programme.	

Appendix 1

<p>iv. We will work with Gwynedd Council & partners to deliver the IFSS service on a collaborative basis</p>		<p>plan in place</p>			<p>The service continues to work with Gwynedd and other partners to deliver IFSS service on a collaborative basis</p> <p>On-going monitoring of service</p> <p>Operations Manager</p>									
<p>Development Priority 5 (We will) : Have Performance Management and Quality Assurance framework that identifies achievement, progress and outcomes for children and families</p>														
<p>Key Actions</p>	<p>Success Criteria / Measure – (How do we know when you have achieved the key action?) <i>Performance Indicator / an Action you will undertake / or both</i></p>	<p>Quarterly Targets</p> <table border="1"> <tr> <td data-bbox="555 920 730 1032">Qtr 1</td> <td data-bbox="555 920 730 1032">Programme plan in place</td> </tr> <tr> <td data-bbox="555 808 730 920">Qtr 2</td> <td data-bbox="555 808 730 920"></td> </tr> <tr> <td data-bbox="555 696 730 808">Qtr 3</td> <td data-bbox="555 696 730 808">Plan Developed</td> </tr> <tr> <td data-bbox="555 629 730 696">Qtr 4</td> <td data-bbox="555 629 730 696"></td> </tr> </table>			Qtr 1	Programme plan in place	Qtr 2		Qtr 3	Plan Developed	Qtr 4		<p>Risks & Risk Mitigation Commentary</p>	<p>Risk RAG</p>
Qtr 1	Programme plan in place													
Qtr 2														
Qtr 3	Plan Developed													
Qtr 4														
<p>i. Implement the Quality Assurance Framework</p>	<p>Yes or no within timescale</p>				<p>With return of QA Manager progress will increase in revising the QAF and establishing the Panel. An audit of LAC documentation is taking place (prior to inspection) and a timetable of internal audits being developed</p> <table border="1"> <tr> <td data-bbox="730 405 970 629">Project Plan and new Framework and action plan in place and QA Panel established by end Qtr 4</td> <td data-bbox="970 405 1236 629">QA Manager HoS Service Improvement manager CSMT</td> </tr> </table>	Project Plan and new Framework and action plan in place and QA Panel established by end Qtr 4	QA Manager HoS Service Improvement manager CSMT							
Project Plan and new Framework and action plan in place and QA Panel established by end Qtr 4	QA Manager HoS Service Improvement manager CSMT													

Appendix 1

<p>ii. Further develop and embed effective outcome driven performance management processes</p>	<ul style="list-style-type: none"> ▪ Improve Business Data and Information <ul style="list-style-type: none"> Yes or no within timescale ▪ The service uses a process to identify risks to performance early <ul style="list-style-type: none"> Yes or no within timescale ▪ The service compares its performance against targets and against others to assist in the identification of improvement opportunities 	<p>Plan in place</p>	<p>The good progress made in improving the presentation, interpretation and use of performance data and management information has continued with increased involvement of team managers in the use and understanding of performance data. Improved understanding across staff and key stakeholders now to be developed.</p> <p>Development of Service Improvement Manager Report Cards in Qtr 4</p>	<p>iii. Report corporately reports including to councillors and commissioners on a quarterly basis the service performance including audit, inspection and other external reports including to councillors and commissioners</p>	<ul style="list-style-type: none"> ▪ Reports to Quarterly corporate Monitoring Meetings ▪ Reports to Scrutiny Meetings ▪ Communication Strategy developed and implemented Yes or no within timescale 	<p>Yes</p>	<p>The Service has delivered all reports required by the authority to time.</p>	<p>iv. Develop transparency and understanding of services and performance through enhanced reporting and communication, both internally and externally.</p>	<p>Strategy has been drafted but the consultation process has been rescheduled in light of other priorities and is only going for external consideration this Qtr.</p> <p>Consultation in SI Manager in Qtr 4</p>	<p>Review</p>	<p>Implement</p>
<p>Plan in place</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>	<p>Plan & amend</p>	<p>Review</p>	<p>Implement</p>	<p>Review</p>				

Appendix 1

v. Audit and review of partnership working	<ul style="list-style-type: none"> ▪ Discuss in LSCB undertaking an audit/“healthcheck” of partnership working within the service to inform service provision ▪ Partnership protocols etc established ▪ Regular meetings with partner agencies <p>Yes or no within timescale</p>	<p>Plan, consult & amend</p>	<p>Implement</p>	<p>Review</p>	<p>This has been re-prioritised to 2013/14 with objectives and scope defined in current Quarter, as has been identified as an important action and one that should be done thoroughly.</p> <p>Consultation and development of plan in Qtr 4</p> <p style="text-align: right;">SI Manager</p>		

<p>Development Priority 6 (We will) : Have effective Corporate, Political Leadership and Support to ensure that the Council has corporate oversight of the performance in all aspects of children’s services and is able to deliver the necessary improvements in Children Services . The Council as a whole contributes to achieving the legal responsibilities of social services</p>					
<p>Key Actions</p> <p>i. We will strengthen the development and understanding of members and senior managers with corporate responsibilities to understand the role and function of the Children services, how well they are meeting needs locally and give them appropriate priority</p>	<p>Success Criteria / Measure – (How do we know when you have achieved the key action?)</p> <p>Performance Indicator / an Action you will undertake / or both</p> <ul style="list-style-type: none"> ▪ Establish and implement a programme of visits by Lead Councillors and commissioner to intake teams in their children’s services department <p>Yes or no within timescale</p>	<p>Quarterly Targets</p>		<p>Commentary</p> <p>A detailed process for visits (the so called “Laming Process” has been developed and agreed. This now requires implementation, although implications of forthcoming elections has yet to be evaluated.</p>	<p>Risk RAG</p>
		<p>Qtr 1</p> <p>Plan</p>	<p>Qtr 2</p> <p>Deliver</p>		

Appendix 1

	<ul style="list-style-type: none"> ▪ The visits will be recorded and reported to the Chief Executive and Housing and Social Services Scrutiny committee Yes or no within timescale ▪ Seminar with members on a quarterly basis on Children Services Yes or no within timescale 			<p>Implementation plan required in Qtr 4 with possible implementation depending upon election planning</p>	<p>HoS QA Manager</p>
<p>ii. Clarify levels and limits of delegated responsibility and communication protocols</p>	<ul style="list-style-type: none"> ▪ Approve and implement a scheme of delegation within Children Services to indicate the level at which decisions Yes or no within timescale ▪ Formal documentation and implementation of the accountabilities of the Director of Social Services, Director for Education and the Lead Director for Children 	<p>Plan</p>	<p>Approve</p>	<p>Scheme of delegation has been written – and approved by the CS Management Team and aligned with the budget.</p> <p>implementation in Qtr 4</p> <p>This is currently out for consultation. There has however been agreed a protocol between Children Services and Education.</p>	<p>HoS</p>

Appendix 1

		and Young People Yes or no within timescale						Approval from SMG February 2013	HoS	
--	--	--	--	--	--	--	--	---------------------------------------	-----	--

This page is intentionally left blank

ISLE OF ANGLESEY COUNTY COUNCIL

Committee: Housing and Social Services Scrutiny Committee
Meeting date: 25 February, 2013
Relevant Corporate Director: Mrs Gwen Carrington, Corporate Director of Communities
Relevant Portfolio Holder: Councillor Kenneth Hughes

North Wales Carers Information and Consultation Strategy

1. PURPOSE OF THE REPORT:

- 1.1 Approve the North Wales Carers Information and Consultation Strategy 2012-2015
- 1.2 Ensure support to the regional, partnership approach with BCUHB, other North Wales Local Authorities and the Third Sector as regards implementation of the Carers Strategies (Wales Measure) 2010.

2. BACKGROUND/CONTEXT

- 2.1 This report makes reference to the implementation of the new Carers Strategies (Wales) Measure 2010. It is referred to as the Carers Measure in the North Wales Carers Information and Consultation Strategy 2012-2015 (which is in **APPENDIX 1** to this report);
- 2.2 In accordance with requirements stipulated by the Carers Measure, the final draft North Wales Carers Information and Consultation Strategy (referred to as the Regional Strategy) has been approved by Welsh Government. In addition, there is also a requirement upon each of the six Local Authorities in North Wales to scrutinise and approve the Regional Strategy;
- 2.3 This report provides a brief outline of how the Regional Strategy addresses the requirements of the Carers Measure.

3. DISCUSSION

- 3.1 The Carers Strategies (Wales) Regulations 2011 were approved by the National for Wales on 6 December, 2011. The Measure, Regulations and Guidance on implementing the Carers Measure were subsequently issued to all Health Boards and Trusts and to local Social Services authorities (referred to in the Measure as the “designated authorities”) in January, 2012;

- 3.2 It is correct to state that this is the first time that statutory duties as regards carers have been placed upon health authorities in Wales. Indeed, Health Boards are designated as the “lead authority” in the implementation of the Carers Measure Regulations. The Measure places a statutory duty on the designated authorities to prepare, publish and implement joint regional strategies for the benefit of informal carers;
- 3.3 The North Wales Carers Leads Strategic Group (NWCLSG) was established in 2011 as a platform to develop the Regional Strategy. This Strategic Group will continue to meet now that the Regional Strategy has been approved by Welsh Government. Its remit will evolve into the partnership working group to take forward the actions outlines in the Regional Strategy. In addition to the aforementioned infrastructure, Betsi Cadwaladar University Health Board have also established a Carers Strategies (Wales) Measure Project Board (as was the case in the relation to the Mental Health Measure). Membership of the Project Board includes representation from Local Authorities and the Thrid Sector. The purpose of the Project Board is to be twofold:
- Scrutinise the work of the Strategic Group;
 - Provide advice and assurance to the Health Board that it is meeting its responsibilities as regards the requirements of the Carers Measure.
- 3.4 In approving the Regional Strategy underpinning the Carers Measure, Welsh Government concluded:
- “... a proactive Strategy, with a good focus on outcomes and underpinned by clear thinking about what might need to be done differently to achieve them. The Strategy demonstrates strong partnership working between the Health Board, six Local Authorities and Third Sector organisations...”**

Notwithstanding the generally positive view from Welsh Government concerning the Regional Strategy as a platform to move the Carers agenda forward in partnership across North Wales, there were however also some areas for improvement. These improvement areas are summarised below:

- Strengthen the focus on young carers in the Regional – by means of including a separate chapter on young carers (as required by the Statutory Guidance from Welsh Government);
- Strengthen some of the Key Actions in respect of Year 3 - in particular those concerned with staff and carer training;
- Need to illustrate how the Strategy will relate to BME communities and other groups with protected characteristics;
- Mental Health element of the Strategy to be strengthened – this has been identified as a national theme by Welsh Government and to that end support is being considered for all Health Boards in Wales so that they may further strengthen is area of all of the Regional Strategies

3.5 The table below summarises the key objectives of the Regional Strategy for North Wales:

TABLE 1

KEY OBJECTIVES OF THE NORTH WALES CARERS INFORMATION & CONSULTATION STRATEGY

Key Objective	Regional Response
Statutory Authorities' responsibilities	All NHS and Local Authority professionals will be made aware of their responsibilities in relation to the Carers Measure through opportunistic awareness raising and staff training.
Early Identification	Carers will be identified at the earliest opportunity.
Timely Information	Carers will be given sufficient, timely information according to their needs.
Information Sharing	Where patient consent is withheld, carers will be provided with as much information that can be shared without breaching patient confidentiality to enable them to carry out their caring role safely.
Independent Assessment	Every carer will be informed of their right to an independent assessment of their support needs as a carer.
Involving Carers	Carers will be involved as a matter of course in all decision making processes around care management.
Signposting carers	NHS staff are able to signpost identified carers to carer support organisations.

3.6 In order to meet these key objectives, the Regional Strategy sets out key **actions** in relation to the following areas:

- Identification and signposting of carers;
- Carers needs assessments;
- Information provision;
- Communication and consultation with carers;
- Staff training and carers training;
- Monitoring the effect of the implementation of the Carers Measure.

3.7 Consultation

Consultation on the development of the Regional Strategy has been via existing mechanisms – carers fora and networks. This consultation work has been co-ordinated by the North Wales Carers Leads Strategic Group. We are advised that consultation with carers and their representative groups from the Third Sector will continue throughout the implementation of the Regional Strategy.

3.8 What will it cost and how will it affect other Services?

The following allocations will be made available to BCUHB to support the implementation of the Regional Strategy:

April, 2012 £97,436

End, 2012 £97,436 + £18,559 – to support the delivery of the Young Carers Chapter of the Strategies.

3.9 The first allocation of monies will be for Health Board and Local Authorities to cover costs associated with training and raising awareness of the new Measure. Part of the funding is also being used to fund a Carers Measure co-ordination post with BCUHB to implement the action plan underpinning the Regional Strategy;

3.10 Will there be a Local Impact and Risks associated with the implementation of the Carers Measure?

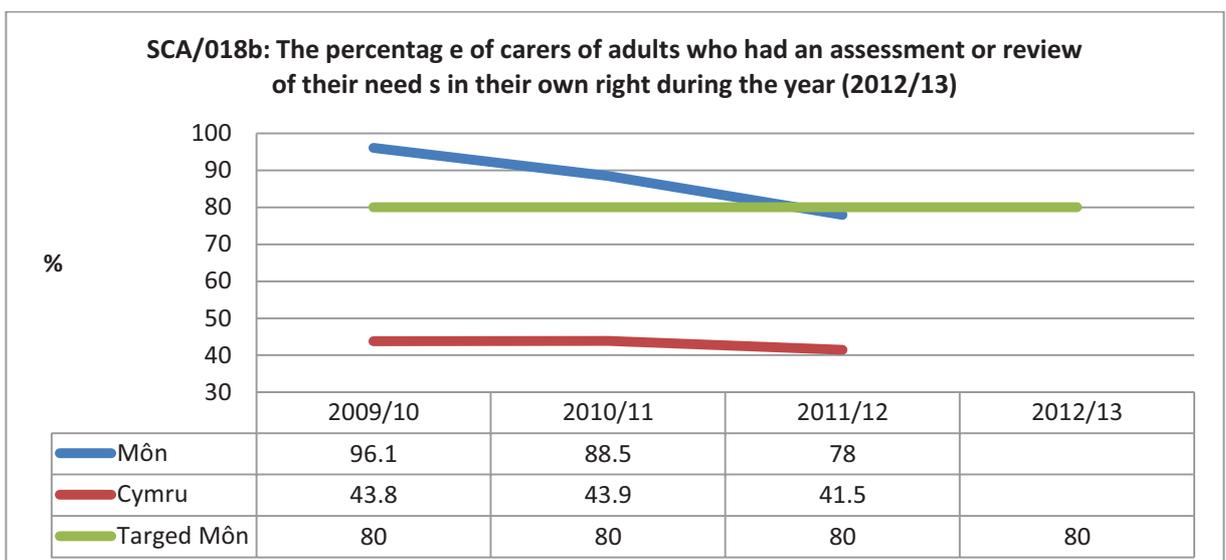
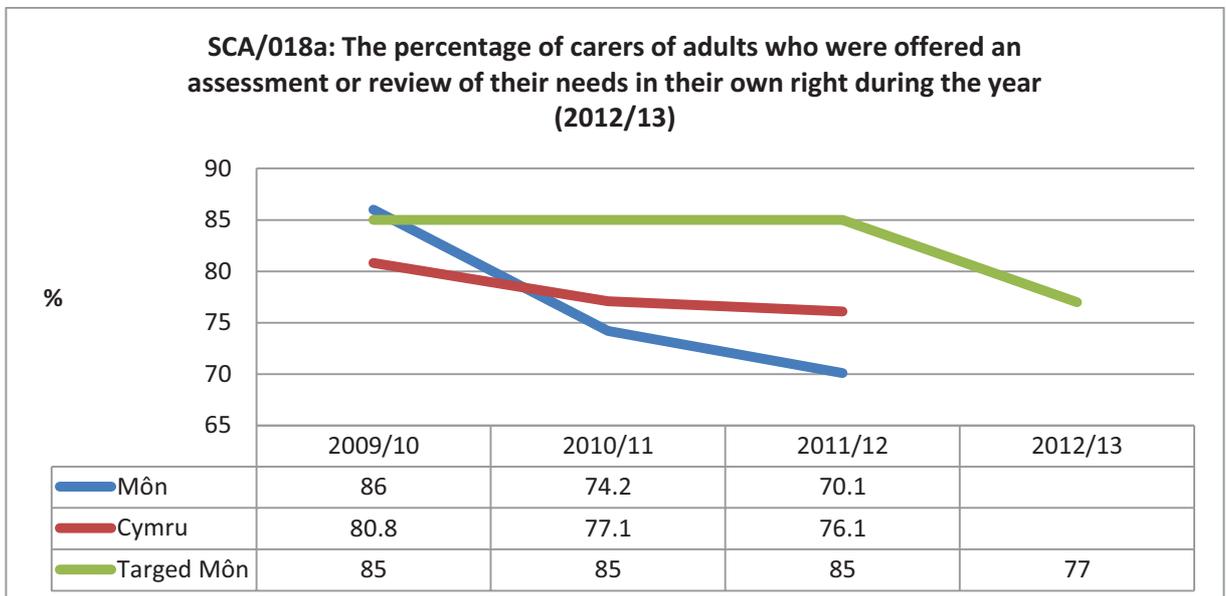
The impact of the new Carers Measure is likely to result in increased numbers of carers being identified and referred on to local authorities for a statutory assessment and support to relieve of caring responsibilities. Early identification of carers and its impact upon the current capacity of the Service is currently unknown and unquantifiable as we embark upon this journey. We will be monitoring referral activity and support packages commissioned to relieve carers (e.g. sitting service, respite) so that we may further consider any capacity issues and implications for future services. It is important that we closely monitor activity. The impact of implementing the Carers Measure upon the Local Authority's assessment capacity and demand for commissioned services for carers needs to form part of an ongoing dialogue with Health – with alternative options being explored jointly around carer assessments.

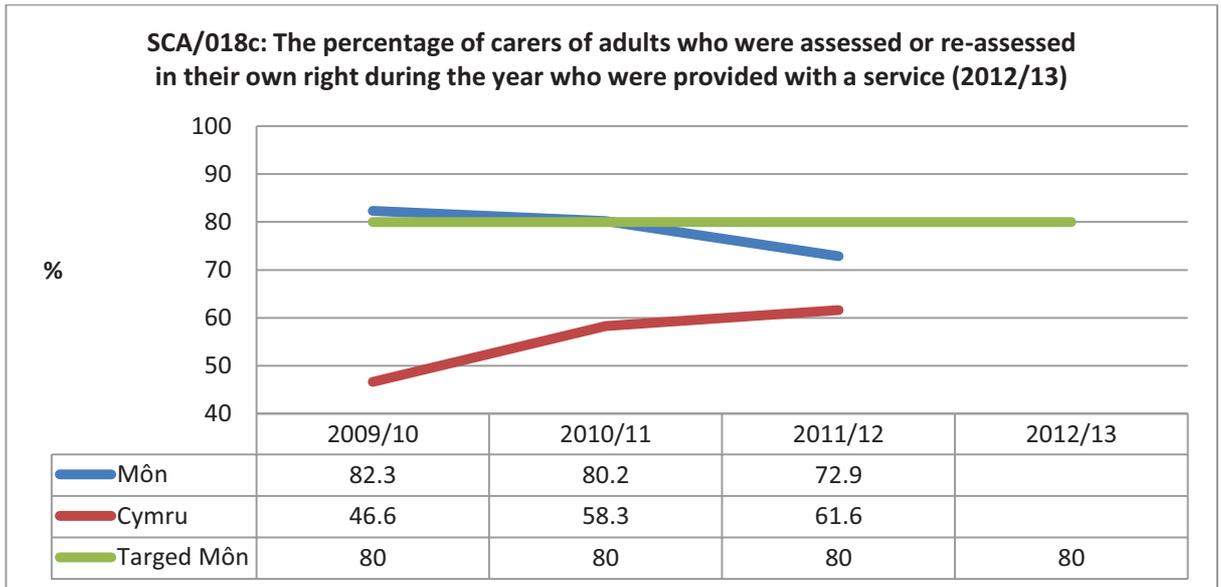
3.11 National Performance Indicators (KPIs)

This area of our Local Authority Social Services business is the subject of one of the key performance indicators underpinning the Welsh Government performance measurement framework in respect of adult social care. We therefore need to be mindful of any potential impact of implementing the Carers Measure upon local performance. The table below summarises local performance against this national framework over the past 3 years and as at Quarter 3 of the current financial year (April – December, 2012):

TABLE 2

LOCAL PERFORMANCE– NATIONAL KPIs RELATING TO CARERS





4. OUR LOCAL COMMISSIONING INTENTIONS – CARERS

- 4.1 Notwithstanding the fact that we are performing well locally and compare well against the national average, we consider the local strategic framework in support of informal carers to be a prioritised development area for us. This work has commenced and will continue over the next 9 months.
- 4.2 Our evolving Service Vision for Adult Social Care provides the strategic framework within which we are prioritising our local engagement, consultation and support to informal carers. **APPENDIX 2** to this report summarises our key commissioning intentions and areas for development which have been refined in light of our recent public consultation on the transformation of services for older people. These key messages, commissioning intentions and development areas underpinning services will form the basis for further discussion with carers and key stakeholders with a view to publishing a draft commissioning strategy over the coming months;

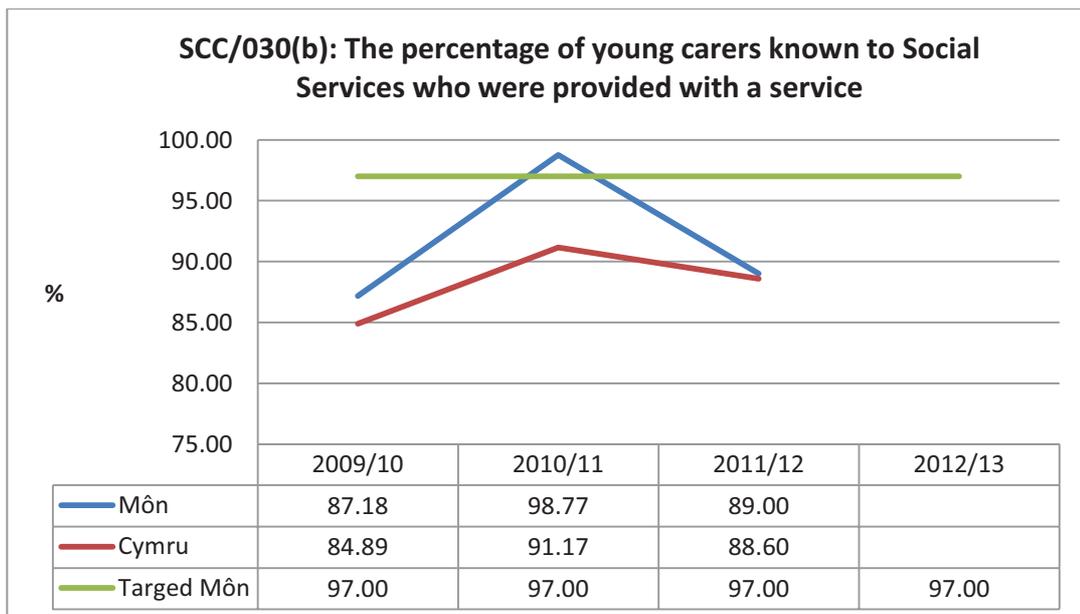
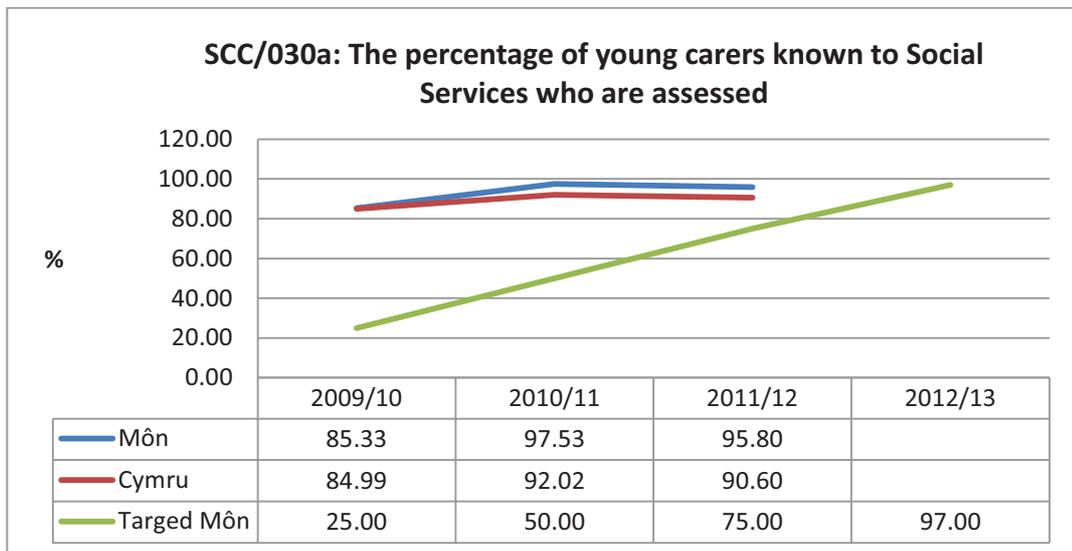
As members may well be aware, Welsh Government published its Social Services and Wellbeing (Wales) Bill on 29 January, 2013. This new piece of legislation will, amongst other things, place a duty upon the local authority to assess carers needs for support if it appears to the authority that a carer may have needs for support.

Commissioning Intentions for Young Carers

The authority currently commissions a service for young carers via a Service level agreement with Action for Children. This service is funded by use of core funding and Families First Grant programme.

The six North Wales Authorities are developing a regional commissioning approach which should be implemented in Anglesey in 2014/5. The draft Service specification at outlined in **APPENDIX 3**.

TABLE 3



5. RECOMMENDATIONS

To propose that the following recommendations be endorsed by the Executive Committee:-

R1 Approve the North Wales Carers Information and Consultation Strategy 2012-2015 as a three year strategic response to the requirements of the Carers Strategies (Wales) Measure 2010;

R2 Support the regional, partnership approach with the Betsi Cadwaladr University Health Board (BCUHB), other North Wales local authorities and the Third Sector as regards the implementation of the requirements of the Measure.

R3 Note local performance against key national performance indicators within this service area of Adult Social Care.

R4 Endorse priority given to developing a local commissioning strategy for carers over the coming months.

Background Papers

1. Carers Strategies (WALES) Measure – Draft Regulations and Guidance (March 2011)
2. North Wales Carers Information and Consultation Strategy 2012-2015
3. Social Services and Well-being (Wales) Bill 2013 (January, 2013);
4. Anglesey's Service Vision for Adult Social Care. Community Department Isle of Anglesey County Council (January, 2013)

Anwen Davies
Head of Adults' Services
February 2013



North Wales Carers Information and Consultation Strategy

2012 - 2015

Contents Page

1. Introduction.....	4
2. Definition of a Carer.....	5
3. Vision.....	5
4. Scope.....	5-6
5. Carers Profile.....	6-7
6. Legislation.....	7
7. Impact of Caring.....	7-10
8. Core Principles for Working with Carers.....	10-11
9. Aims of the Information and Consultation Strategy.....	11
10. Objectives.....	11-12
11. What are the Current Organisational Arrangements for the Benefit of Carers in North Wales?.....	12
12. How does this Strategy link with other National and Local Policies/Strategies?.....	12-13
13. Where do we need to be?.....	14-17
14. Information provision.....	17-20
15. Communications and Consultation.....	20-21
16. Training.....	21-23
17. Implementation.....	23-25
18. Monitoring.....	25-26
References.....	27

Appendices.....	28
Appendix 1 – Legislation.....	29-33
Appendix 2 - Information Leaflet.....	33-36
Appendix 3 - List of Carer Support Agencies.....	37
Appendix 4 – Baseline: Carers Information requirements.....	38-40
Appendix 5 - Training Framework.....	41-43
Appendix 6 - Performance Framework.....	44

1. Introduction

Carers*¹ are a vital and central part of the whole health and community care system; they make an enormous contribution to society. It is important that statutory organisations acknowledge this, listen to their point of view, acknowledge their expertise and work in partnership with them to respond practically to their needs.

Local Authorities (usually through their Social Services Departments) have long had responsibility for meeting carer's needs. However, evidence indicates that 4 out of 5 carers state that their first point of contact with any statutory agency is via the community based health services. To ensure earlier identification and support for carers, and enhance the existing service provision the Carers Strategies (Wales) Regulations 2011 were passed and on 1st January 2012, the Carers Strategies (Wales) Measure (2010) came into force.

The Carers Strategies (Wales) Measure (2010) requires Betsi Cadwaladr University Local Health Board (BCUHB) and the 6 Local Authorities in North Wales to work in partnership with carers, statutory and non-statutory organisations to prepare and publish a Carers Information and Consultation Strategy setting out how they will work together to assist and include carers in the arrangement made for those they care for.

As a result of this, In January 2011 partnership organisations in North Wales formed the North Wales Carers Leads Strategic Group (NWCLSG). The aim of this group is to utilise an integrated approach for the development of the North Wales Carers Information Strategy. This partnership consists of representatives of BCUHB, Local Authority Carers Leads and various Third Sector Carers Organisations.

This 3 year strategy places an emphasis on the statutory duties that BCUHB will fulfil in order to comply with the Carers Strategies (Wales) Measure 2010; each local authority in North Wales also has their own Carers Strategy and the intention is that this strategy will complement the existing Local Authority strategies rather than supersede them.

¹ When referring to carers in this document, it means unpaid carers of all ages and background unless specified otherwise

2. Definition of a Carer

A carer is a person who provides or intends to provide a substantial amount of care on a regular basis for:

- (a) a child who is disabled within the meaning of part 3 of the Children Act 1989, or
- (b) an individual aged 18 or over

The above definition does not include an individual who provides or intends to provide that care:

- (a) by virtue of a contract of employment or other contract with any person, or
- (b) as a volunteer for any organisation (whether or not incorporated)

(Welsh Government 2012)

It is acknowledged that although this definition is useful for clarification to assist professionals to identify carers; A significant number of people with caring responsibilities do not readily identify themselves as carers and understandably see themselves primarily as a parent, spouse, son, daughter, neighbour or friend. (HM Government 2010)

There are additional challenges in the identification of young carers as these children often remain “hidden” from the statutory services due to concern about the reaction of others and have the added fear of “being taken into care” and bullying by their peers, this is particularly the case for children whose parents have drug and alcohol problems.

3. Vision

To develop a culture that understands and respects the experience and knowledge of carers. The needs of carers will be mainstreamed into everyday practice to ensure that carers are supported in their caring role, and are able to maintain their own independence whilst protecting their health and wellbeing.

4. Scope

This strategy sets out the direction for the next 3 years and provides an overarching framework to support collaborative working with service users and carers.

The strategy is relevant to:-

- Carers and service users
- Staff employed by BCUHB
- Staff employed by the 6 local authorities in North Wales
- GP's and practice staff
- Independent contractors
- Staff in residential homes, commissioned to support carers that are statutorily funded
- Stakeholders and partnership agencies, including the Community Health Council, Third Sector Voluntary Organisations and community groups

5. Carers Profile

5.1 National Profile

In a study carried out by the Care Council for Wales (2010) it was estimated a staggering 96% of the annual care hours in Wales are provided by unpaid carers with the remaining 4% provided by local authorities and independent providers.

The 2001 Census identified that there are 340,000 carers in Wales (equivalent to 11% of the population), and this number was projected to rise to 369,628 by 2011, of these:-

- 61.1% provide care for between 1-19 hours per week
- 12.6% provide care for between 20-49 hours per week
- 23.7% provide care of 50 hours or more per week.

The 2001 Census identified that there were over 4,600 young carers (age <18) in Wales. . However given the census makes no mention of alcohol or drug problems, carers' organisations believe the figures are much higher with many young carers remaining 'hidden' due to the stigma attached to these conditions. More recently in a report commissioned on behalf of the Children Commissioner for Wales, colleagues in Welsh Government have quoted the number of young carers in Wales at 11,000 (Powys Carers Service 2009).

5.2 North Wales Profile

More recent data provided from the Welsh Health Survey 2008 (source www.daffodilcymru.org.uk) would indicate that the number of carers in North Wales has increased and this increase is predicted to rise year on year due to the ageing population.

Table 1: Predicted number of carers in North Wales by 2015(Welsh Health Survey 2008)

Age of carer	No. of hours of unpaid care provided per week			Total
	<19 hrs	20-49 hrs	>50 hrs	
16-24	7,896	2,254	2,871	13,021
25-64	37,864	10,327	13,769	61,960
65 >	17,334	4,727	6,303	28,364
Total carer population for BCUHB				103,345

It is acknowledged that the current available data is an underestimate of the total carer population as this data only includes young carers from the age of 16; whereas anecdotal evidence from carer support organisations, children’s charities and local authority carers leads would indicate that there is a significant number of young carers below the age of 16.

6. Legislation

There is a range of legislation that places a duty on local authorities and the health service to provide good quality support to carers (see appendix 1). This strategy has been produced in response to the most recent legislation; the Carers Strategies (Wales) Regulations were passed in December 2011. On 1st January 2012, the Carers Strategies (Wales) Measure came into force and the guidance for implementation of the Measure was issued to Local Health Boards and Local Authorities.

For the first time, this Measure places a legislative duty on the NHS in relation to services for carers in Wales.

7. Impact of Caring

Whilst there are many rewards from providing care to a loved one, there is a growing body of evidence indicating that caring can have a detrimental impact on the physical, emotional and mental health of carers, and that their health is increasingly at risk as their caring responsibilities increase.

"I get tired at times and lonely.... We used to do everything together but this is not possible now"

"Sometimes I am very stressed.... Need time for me"

"My Mum has Alzheimer's and both my sister and I work full time.. we find it difficult to juggle jobs and care for our mum"

"I feel isolated...."

(quotes from North Wales Carers Leads Strategy Group Survey 2012)

7.1 Adult Carers

In the 2001 Census it was identified that carers in Wales were a third more likely to suffer ill health.

Carers who provide high levels of care for sick or disabled relatives and friends are more than twice as likely to suffer poor health compared to people without caring responsibilities. An analysis of the census demonstrates that nearly 21% of carers providing over 50 hours per week of care say they are in poor health compared to nearly 11% of the non-carer population. In a more recent study 70% of older carers reported caring to be having a devastating impact on their mental and physical health. (The princess Royal Trust for Carers 2011)

The recent Carers Week survey 'In Sickness and in Health' polling some 3,400 carers across the UK cited the main issues affecting their health as:

- anxiety or stress (91 per cent),
- depression (53 per cent),
- injury such as back pain (36 per cent),
- high blood pressure (22 per cent)
- the deterioration of an existing condition (26 per cent).

Older carers, those 60+, are the fastest growing demographic of carers and also those most likely to have multiple caring responsibilities.

Although on average, 12% of the population provide unpaid care for a friend or family member, this increases to 18% for those aged 55–64, 16% for those aged 65–74 and 13% for those aged 75 and above

7.2 Young Carers

Young carers report positive and negative elements to providing care; the positive aspects are that they have sense of closeness to the person(s) they are caring for, they feel mature and value the skills they gain from caring. (Social Care Institute for Excellence 2005)

The research evidence indicates that the impact of the caring role on young carers is far reaching and includes the following risks:

- Difficulties in attending school
- Truancy
- Under achievement
- Isolation
- Subject to bullying from peers
- Mental and Physical ill health
- Poverty
- Stress

(Social Care Institute for Excellence 2005;
Crossroads Caring for Carers & The Princess Royal Trust for Carers,
November 2008)

It is also acknowledged that these risks are particularly acute for young people who are caring for parents who misuse alcohol or drugs and parents with mental health problems. (Crossroads Caring for Carers & The Princess Royal Trust for Carers, November 2008)



“None of her school friends know what her life is like at home.”.. “I don’t tell them because they make fun of people who have things like my mum and my brother do”

“Sometimes I wish I could go out with my friends or have them to stay but I don’t feel jealous of them. I think I am a bit more grown up than them.

“I always worry about him but I know he is being looked after. I can’t really talk about it with my friends because they don’t really understand what it is like

“When I try to talk to people like doctors or social workers some of them don’t really listen to me because they think I am too young”

The Powys Carers Service (2009) report is the first comprehensive piece of research examining first hand experiences of young carers here in Wales.

“Young carers are expected to take on many responsibilities which are inappropriate for their age and often with little support. Paid carers receive training and support that most young carers as well as adult carers do not receive.” Many young carers for example (50% of those surveyed) administer medicines to those they care for and yet 73% said they received no training on how to do it. Manual handling is another similar story.

8. Core Principles for Working with Carers

This strategy and accompanying action plan will be underpinned by the following core principles:-

- Carers are equal partners in care

- No assumptions are made regarding a carer's capacity or carers' capacities and willingness to take responsibility for, or continue to care
- Support carers to be as physically and mentally well as possible and prevent ill health
- Carers will be involved in decision making and choices at all levels and at all stages in the caring role, in a positive, timely and proactive way
- Provide care and support with flexibility and understanding in a personalised way that reflects the circumstances, cultural background and lifestyle of the carer.
- Respect and recognise that carers will have their own support needs, rights and aspirations, which may be different from those of the cared for person.
- Identify, support and enable both children and young people who are carers to be young as well as carers. Provide support and a safe environment to help them learn, develop and enjoy positive childhoods
- Recognise the experience of carers as the caring role ends and after it has ended and offer support to carers accordingly

(Skills for Care 2011)

9. Aims of the Information and Consultation Strategy

The five key aims of this strategy are to ensure:

- Carers' issues are mainstreamed into the everyday working practices of NHS and other staff.
- Carers are allowed to make a choice about the level of care they wish to provide
- Core information for carers is available and accessible regardless of where the carer lives
- Carers are recognised and listened to; ensuring they are true partners in care
- Staff training and development will enable staff at all levels to support carers appropriately

10. Objectives

10.1 All professionals within the NHS and Local Authorities will be made aware of their responsibilities in relation to the Carers Strategies (Wales) Measure through opportunistic awareness raising and staff training.

10.2 Carers will 'be identified at the earliest opportunity.

10.3 Carers will be given sufficient timely information² according to their individual needs.

10.4 Where patient consent is withheld, carers will be provided with as much information that can be shared without breaching patient confidentiality to enable them to carry out their caring role safely

10.5 Every carer will be informed of their legislative right to an independent assessment of their support needs as a carer

10.6 Carers will be involved as a matter of course in all decision making processes around care management

10.7 NHS staff are able to signpost identified carers to carer support organisations

11. What are the Current Organisational Arrangements for the Benefit of Carers in North Wales?

BCUHB and the 6 local authorities' commission the services of Third Sector Carers Organisations and provide core funding for these services. These organisations act as the main resource for carers, providing information, training and support. The local authorities and health board also provide funding for respite care and short breaks for carers.

BCUHB will continue working with statutory partners, independent providers and the Third Sector Organisations to develop and align current services to meet the needs of Carers and the requirements of the Carers Measure and to ensure sustainability of services for the benefit of Carers.

12. How does this Strategy link with other National and Local Policies/Strategies?

In recognition of the importance of the role carer's play and the need to provide support to them in their work the *Carers (recognition and Services) Act 1995* was passed (see Appendix 1, A1.2). Since then a number of key pieces of legislation and national strategies have been produced to ensure that carers are supported in their role. The NWCLSG has referred to the legislation outlined in Appendix 1 and the following key national and local strategy documents to inform their work:

² All written information will be available in a bilingual format (Welsh and English)

12.1 National Strategies

- **Carers Strategy for Wales Action Plan (Welsh Assembly Government 2007)**; this strategy recognised that carers have need of their own and set out the strategic direction to ensure better assessment and care management arrangements were in place and there was more constructive engagement with carers as key partners in care,
- **Older Peoples National Service Framework (Welsh Assembly Government, 2006)**; this framework advocated involving carers in the Unified Assessment process and providing them with up to date information.
- **Together for Health (Welsh Government 2011)**; this five year vision for the NHS in Wales emphasises the importance of utilising the 3rd Sector to support carers.
- **Wales Accord for Sharing Personal Information (Welsh Assembly Government 2010)**; this is a framework outlining a common set of principles and standards which govern the activity of information sharing. This Accord will be used to develop an Information Sharing Pathway for Carers.
- **Sustainable Social Services for Wales: Framework for Action (Welsh Government 2011)**; this framework sets out the priorities for reshaping social services and emphasises that service users and carers will be given a stronger voice and greater control over the services they use.

12.2 Local Strategies/Policies

- **Local Authority Carers Strategies.** Each of the six local authorities has a Carers Strategy in place which outlines the plans, procedures and services available for carers in their local community.
- **The Mental Health (Wales) Measure 2010: Part 1 Scheme: Local Primary Mental Health Support Services;** this is a joint regional scheme for North Wales which determines how the statutory partners are to formally meet the requirements of Section 2, Part 1 of the Measure. This scheme, where appropriate includes reference to carers as partners in care.
- **Health Social Care and Wellbeing Strategies.** All six local authorities have a Health Social Care and Wellbeing Strategy in place and each refers to the importance of supporting carers and outlines the plans and objectives in relation to carers.
- **Children and Young Peoples Partnerships.** All six local authorities have a Children and Young People Partnership group and plans and refer to identification and support of young carers
- **BCUHB Equalities and Diversity policy**
- **BCUHB Discharge Protocol (2012).** This protocol outlines the discharge processes for patients within BCUHB and its six local partner authorities. The protocol refers to carers throughout the various

processes and emphasises the importance of involving carers in the discharge process as an equal partner in care.

13. Where do we need to be?

There are a number of “pockets of good practice” in North Wales in relation to service provision for carers, however, in some areas carers feel isolated, excluded from care planning and unsupported (North Wales Carers Survey 2012).

In order to achieve our vision of mainstreaming carers’ issues into everyday practice within BCUHB, there are a number of challenges ahead and this strategy outlines the key actions that will need to take place.

As this is a 3 year strategy the work programme for the partnership (NWCSLG) will be arranged as follows:

Year 1	Year 2	Year 3
Engage and consult with carers and relevant stakeholders	Pilot service developments in relation to information provision and consultation (using improvement methodology)	Evaluate Service developments
Review current information provision and consultation with carers	Develop systems for evaluation (to include outcome measures)	Engagement and consultation events with carers for formal evaluation of the strategy
Explore options for service development	Spread service development initiatives	Make recommendations
Develop systems and processes to support service development	Monitor service provision (by continuous feedback systems)	Agree Changes

(NB: this is an outline of how the work programme will be progressed; a detailed action plan will be developed outlining how these broad actions will be undertaken)

13.1 Identification and Signposting of Carers

Carers have told us that they often have had to wait until a crisis happens before they have any support. Systems and processes will be put in place at BCUHB to ensure carers are identified at the earliest opportunity and they will be signposted to the relevant agencies for support. This requires carer awareness to be integrated into everyday working practices; this will be achieved by:

Key Actions: Identification and Signposting of Carers

Year 1

- Provision of Carer Awareness training for all frontline staff at BCUHB and General Practitioner Practices, which emphasises the need for early identification of carers.
- Develop BCUHB Carer Information leaflet(s) (which includes a section on young carers –see Appendix 2). These leaflets will be available in all clinical areas within the Health Board (to include GP surgeries/community clinics etc). The information leaflets have been developed following consultation with carers via the North Wales Carers Survey (2012) and focus groups at the various carers support groups. The aim of these leaflets is to provide an initial introduction to the carers support agencies and inform carers of their rights to a Carers Needs Assessment.

Year 2

- Adapt recording systems to ensure questions in relation to carers will be included as part of the routine history taking process when health service users come in to contact with a service.

13.2 Referral for Carer Support

There are a number of carer support organisations in North Wales (see appendix 3). Carers have told us that the carer support organisations have been an *“invaluable source of information”* and find them very helpful for *“befriending”* and *“just knowing there is someone at the end of the phone”*. (North Wales Carers Survey, 2012)

Referrals to these organisations are low from health organisations and tend to be self referrals or via social workers, often the referrals are when the carer has reached the end of their *“tether”* or when a crisis occurs. The early identification of carers and referral by the health professionals to the support organisations should improve this situation (see 12.2.1 below).

13.2.1 Carers Needs Assessments

These are currently undertaken by the Local Authority or in some areas of North Wales the Carer Support Organisations are commissioned to carry out assessments on behalf of the Local Authorities. The assessment process is designed to assess what help and support the carer requires to undertake the caring role as well as maintaining their life outside of this role. Early identification of carers by Health Board staff will enable carers to be referred for this assessment in a timelier manner this will be facilitated by:

Key Actions: Carers Needs Assessments

Year 1

- Develop a formal referral system for NHS staff to refer adult carers for support or/and a Carers Needs Assessment
- NHS staff training will educate all staff about the specific issues for young carers and the need for referral for support using the “Child in Need” process
- Develop systems to monitor referrals to Carer Support organisations
- Develop systems to monitor referrals for Carers Needs Assessments

Year 2/3

- The impact of earlier identification of carers is unknown; therefore the potential for an increase in the number of referrals for a Carers Needs Assessment will be monitored to consider capacity issues and implications for future services
- The partnership will explore solutions in anticipation of rise in demand for Carers Needs Assessment and services

13.2.2 Sharing of Carers Needs Assessments

The Carers Strategies (Wales) Measure 2010: guidance document (Welsh Government 2012) outlines a best practice recommendation that (with carers consent) organisations, including GP’s, should request to see a copy of the Carers Needs Assessments. This will help staff to better meet the information, communication and consultation needs of carers; this will be facilitated by:

Key Actions: Sharing of Carers Needs Assessments

Year 2

- Develop an Information Sharing Protocol in partnership with Third sector, Local Authorities and General Practitioners
- Development of systems to request/share information

14. Information provision

Each of the carers support organisations³ in North Wales provides an information pack to carers when they access their services. These packs vary in content, but all contain information on carer's right to a Carers Needs Assessment and what additional support is available in the area, such as financial help, respite care and short breaks.

In addition in some areas there are information packs specifically for young carers containing age appropriate information on their right and entitlements as young carers.

The 6 Local Authorities in North Wales also provide carers with information outlining their rights and what additional support is available, via information leaflets and their websites.

The Carers strategies (Wales) Measure 2010; guidance document outlines a baseline of information requirements for carers (see appendix 4), and suggests that this can be built upon as every carer will have differing information needs.

A gap analysis of the information provided by the local authorities and third sector carers organisations has indicated that there is range of information available to carers, sometimes this is duplicated and in some areas there are gaps in provision.

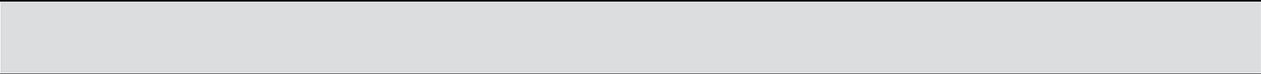
This will be addressed by

Key Actions: Information provision

Year 1

- Exploring the feasibility of developing a core information pack for carers and a similar pack tailored to the information needs of young carers that will address the baseline requirements outlined in Carers Strategies (Wales) Measure 2010 guidance document (see Appendix 4); the aim of this pack will be to ensure all carers are aware of their rights and available support regardless of their age or where they live.

³ Carers Outreach Service North West Wales (covering Anglesey, Gwynedd, Conwy); North East Wales Information Service (NEWCIS covering Denbighshire & Flintshire); and Wrexham Carers Service

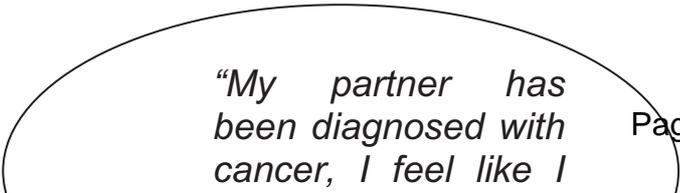


14.1 Information Provision by Health Services

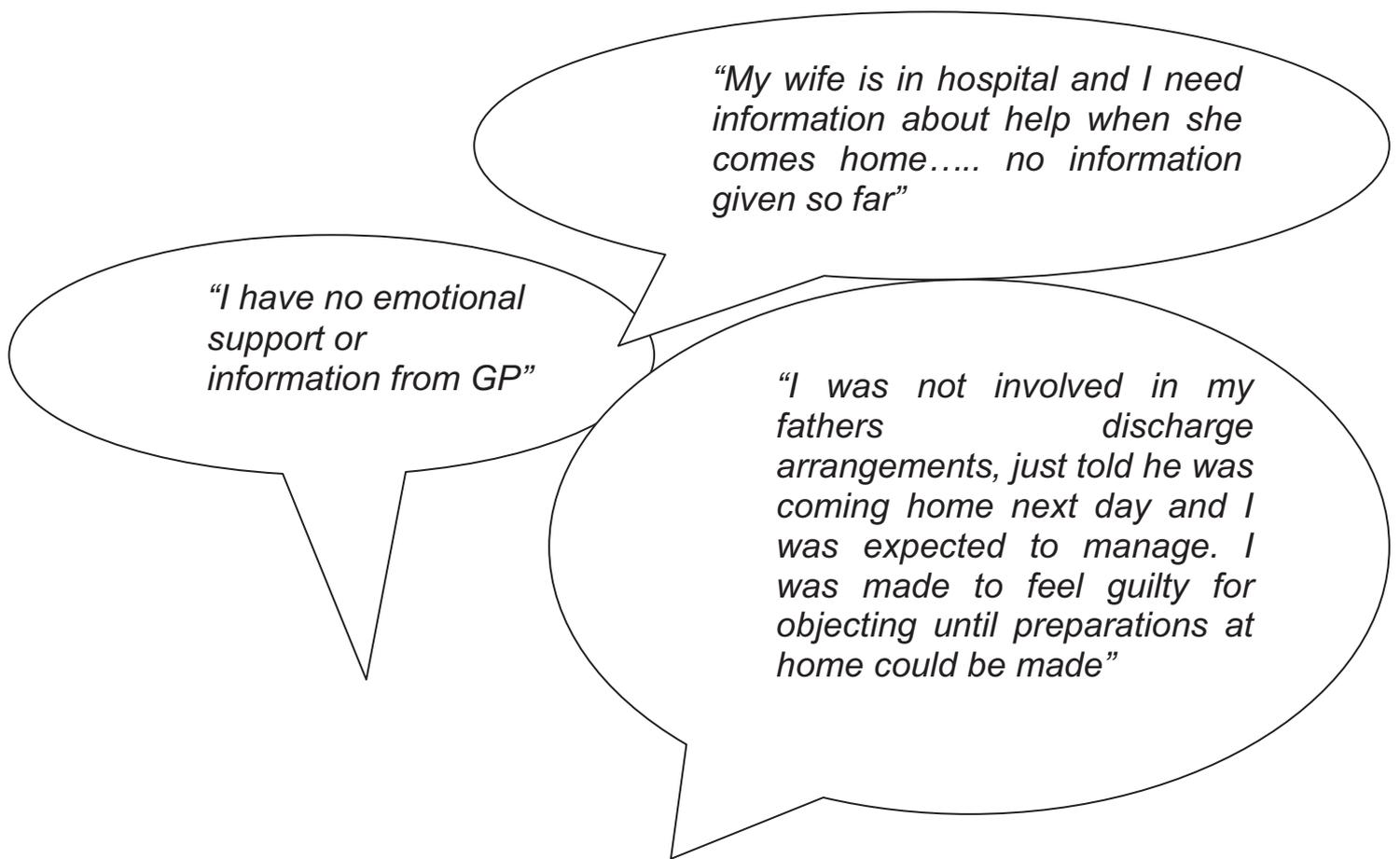
There is specific guidance in the Carers strategies (Wales) Measure 2010 guidance document in relation to hospital discharge and transfers of care and states that as a minimum there should be:

- Information about the support and follow up available on discharge for the carer and the patient; including the practicalities of the process, timing, medication rights to assessment etc.
- Carers will be given sufficient information that enables them to perform their future role safely and with the necessary skills and knowledge to make informed choices about capacity to meet the needs of the patient who becomes the person cared for both on discharge and over time. *(Personal and often sensitive information relating to the individual patient about the diagnosis, prognosis and treatment and management both in hospital and afterwards is often withheld from carers; This information needs to be provided to assist the carer to decide if they want to be a carer and to enable them to choose the level of responsibility they wish to take).*

In some areas of the Health Board, individual service areas (such as Cancer Services) have produced information for carers or hold a small supply of the local carers support organisations' information pack. However, feedback from carers and service users would indicate that information provision and recognition of carers needs by health service professionals is lacking. (North Wales Carers Leads Strategy Group Survey 2012)



“My partner has been diagnosed with cancer, I feel like I



The Health Board will address this by:

Key Actions: Information Provision by Health Services

Year 1

- Develop web pages on the BCUHB website to provide information packs online and relevant information for carers
- Develop guidance for staff when consent is withheld to share information, to ensure carers are provided with sufficient information as can be shared without breaching patient confidentiality to enable them to care safely.
- Staff training sessions will emphasise the need for staff to involve carers throughout the patient journey.

Year 2

- Develop an Information Provision Framework for Carers (adults) that will outline the key stages for information provision throughout the patient/carer journey. This framework will cover all forms of information provision (not just written information) and will also include key stages for discussion with carer such as pre-discharge meeting with key health professionals.
- Develop an Information Provision Framework for Young Carers that will outline the key stages for information provision throughout the patient/carer journey. This framework will include the information provided for adult carers, but this will be tailored for age appropriateness and will also include guidance on inappropriate tasks such as administering medications, manual handling etc.
- In addition to BCUHB core Information for carers, service specific information will be produced, for example, information for carers of people with mental health issues re their legislative rights.
- Carers lead to contribute to ongoing work between BCUHB and its partners to develop a single point of access within the local communities. The single point of access will be a valuable resource for information for service users and carers.

Year 3

- Arrange comprehensive evaluation of information pathway to assess if objectives outlined in section 9 have been met

15. Communications and Consultation

One of the key aims of this strategy is to ensure that carers are “*recognised as true partners in care*”. Therefore to make this a reality it is vital that carers are engaged in the care planning process as soon as practicable, before decisions are made and the carers’ knowledge of the person who is being cared for is listened to. This engagement should involve providing and seeking information from carers in a language or medium that they understand and is age appropriate. The Carers Strategies (Wales) Measure 2010: guidance document (Welsh Government 2012) states a minimum requirement that when carers are asked to attend consultation events, organisations must provide sufficient advance notice to enable carer involvement and offer reimbursement of travel and subsistence costs and replacement care costs.

This will be addressed by:

Key Actions: Communications and Consultation

Year 1

- Map current arrangements for carer engagement, to include funding sources for expenses when attending involvement events
- Consult with carers and carer support agencies on preferred methods for carer engagement and feedback
- In partnership with local authorities and third sector organisations agree an infrastructure to allow effective engagement with carers

Year 2

- Develop an involvement framework that ensures all ages and carers from all groups (in particular hard to reach groups) are included.
- Include key points for carer involvement in the Information for Carers Pathway (see section 13.1).

16. Training

A comprehensive training framework is essential to ensure that:

- Carers' issues are mainstreamed into the everyday working practices of NHS and other staff.
- Carers are prepared and supported in their role a comprehensive training framework is essential.

A draft training framework has been produced and this is being considered by the partnership. (see appendix 5)

16.1 Staff Training

At present there is no formal training plan for NHS staff in relation to carers. Some of the local authorities and Third sector organisations provide training for staff and invite NHS staff to attend, however, this is not consistent across North Wales and attendance by NHS staff is patchy. Staff training will be addressed by: (see overleaf)

Key Actions: Staff Training (see Training Framework Appendix 5)

Year 1

- Set up a training sub-group of the NWCLSG to further develop the training framework, setting out the priorities for staff training.
- The first priority will be to commission basic Carer Awareness Training for all existing frontline Health Board staff (this will include utilising current training programmes where possible)
- Complete application process to ensure level 1 training is mandatory for all BCUHB staff
- Review Health Board core induction programme, with a view to incorporate carer awareness into the current programme

Year 2

- Identify core competencies for Health Board staff who require Level 2 & 3 training
- Develop lesson plans for Level 2 and 3 training and explore the training methods to be used, such as e-learning, carers' stories, workshops etc.
- Deliver training framework which will be adapted to the level of contact and involvement staff are likely to have with carers in their day to day work

Year 3

- Evaluate training framework

16.2 Carers Training

In order to prepare carers for their role and to ensure they can continue to have a life alongside and beyond the caring role, it is imperative that they are given the relevant skills and knowledge. At present carers in North Wales are offered "Look After Me" courses which focuses on carer wellbeing and is delivered via the Education Programme for Patients (EPP Cymru). Local Authorities in North Wales commission training for carers to be delivered by the Carers Centres and this training may include sessions such as manual handling, first aid, and some condition specific training courses, but there is no formal training programme for carers available.

This will be addressed by:

Key Actions: Carers Training

Year 1

- Consult with carers about their training requirements and preferred learning methods
- Set up Carers Training Group to include carer representation who will advise on course content (this group will also look at young carer training).
- Exploring the feasibility of adding to the “Looking After Me” programme to include core skills such as manual handling, medicines management etc
- Map current carers training programmes for provision and content, with a view to developing standard training programme

Year 2

- Develop and deliver training framework for carers

Year 3

- Evaluate training programme

17. Implementation

To enable successful implementation of this strategy, existing partnerships between, BCULHB, local authorities, private nursing homes and third sector organisation will be utilised and further developed.

The North Wales Carers Strategic Leads Group (NWCSLG) was formed in January 2011. The purpose of this group is to develop an integrated approach across North Wales for engagement with and the development of services for carers of all ages; and to develop an integrated North Wales regional strategy for carers as described in the Carers Strategies (Wales) Measure 2010 guidance document. (see appendix 5).

This group will continue to meet and will act as the partnership working group to take forward the action outlined in this strategy.

The BCULHB Carers Strategies (Wales) Measure2010 Project Board (which includes representation from local authorities and the third sector) will scrutinise the work of the NWCSLG and provide advice and assurance to the

Health Board to ensure that it meets its responsibilities with regard to the Carers Measure.

To ensure that there is engagement from staff in the clinical areas there is an operational group consisting of Health Board staff; the purpose of this group is to provide the specialist knowledge of the clinical areas, disseminate information within the Clinical Programme Groups (CPG), develop CPG specific action plans and advise how the actions within the strategy would be taken forward in each area.

17.1 Staff Infrastructure for Implementation

In order to ensure the required culture change occurs within the Health Board it is important to have a robust infrastructure in place that will ensure carers' needs are taken in to account when planning, reviewing, delivering and evaluating services. BCUHB will facilitate this by:

Key Actions: Staff Infrastructure for Implementation

Year 1

- Identify an Executive Lead for delivery of the Carers Strategies (Wales Measure) 2010
- Identify a strategic Lead to ensure development of the Carers Information and Consultation Strategy, and be the key link for liaison with local authorities carers leads and third sector carers organisations
- Employ a Carers Co-ordinator whose main role will be to oversee the operational implementation of the Carers Strategies (Wales Measure) 2010 at BCUHB, with a particular emphasis on raising awareness and staff training
- Identify a non-officer member of the Health Board to be the designated Carers Champion
- Develop role specification for Carers Champion in clinical areas

Year 2

- Identify Carers Champions within GP surgeries, clinics, hospital wards

Alongside the structures described above, partnerships with local authorities and third sector carers' organisations will be strengthened by conducting joint events wherever possible such as training and consultation events.

18. Monitoring

The following performance measures will be implemented to assess the successful implementation of the strategy (as per the Welsh Government Performance Monitoring framework):-

- % of Carers identified by the partnership
- % of staff within the partnership area who have undertaken training
- % of carers who have been referred for an assessment
- % of carers who take up an assessment

Alongside the Welsh Government Performance Reporting Framework the partnership will also attempt to assess the following outcome measures:

- Carers report that they have been treated by health and social care staff as key partners in the provision of care
- Carers report that they received sufficient information to enable them to undertake their role
- Carers Centres reporting an increase in referrals from health and social care providers

These outcome measures will be monitored by ensuring continuous engagement with carers, regular audits and evaluation of training sessions. The key actions outlined in this strategy will be monitored quarterly by the BCUHB Carers Strategies (Wales) Measure2010 Project Board and the NWCLSG. (See reporting framework Appendix 6)

It is acknowledged that comprehensive monitoring and evaluation of the outcomes for carers will present a challenge to the partnership due to differing information systems;

This will be facilitated by: (see overleaf)

Key Actions: Monitoring progress

Year 1

Page 93

- Produce detailed action plan (based on key actions outlined in

References

Care Council for Wales (2010), **Challenges, possibilities and implications for the workforce in Wales.**

Crossroads Caring for Carers & The Princess Royal Trust for Carers (2008), **At What Cost to Young Carers? An economic assessment of the value of young carers' interventions for young carers affected by parental substance misuse and mental health problems.**

HM Government (2010) **Recognised, valued and supported: next steps Carers Strategy;**www.dh.gov.uk/publications

Powys Carers Service (2009), **“Full of Care: Young Carers in Wales”**

Skills for Care & Skills for Care (2011), **Carers Matter – Everybody’s Business part two: A guide to support carers through staff learning and development,** Leeds.

Social Care Institute for Excellence (2005), **Research Briefing 11: The health and wellbeing of young carers;**
www.scie.org.uk/publications/briefing11/index.asp

The Princess Royal Trust for Carers (2011) **Always on call, always concerned,** Essex

Welsh Government (2012) **Carers strategies (Wales) Measure 2010: Guidance Issued to Local Health Boards and Local Authorities,** Cardiff.

Appendices

Legislation

A1.1 Carers Strategies (Wales) Measure 2010

“The purpose of this Measure is to enable the National Assembly to legislate to introduce a new requirement on the NHS and Local Authorities in Wales (“the relevant authorities”) to work in partnership to prepare, publish and implement a joint strategy in relation to carers.

<http://www.assemblywales.org/bus-home/bus-legislation/bus-legislation/bus-legislation-meas-cs.htm>

<http://www.assemblywales.org/bus-home/bus-business-fourth-assembly-laid-docs.htm>

<http://www.legislation.gov.uk/wsi>

A1.2 Carers (Recognition and Services) Act 1995

This was the first piece of legislation that gave rights to carers of all ages who provided regular and substantial care. This contains the core statutory responsibilities and requires local authorities to carry out an assessment of a carer’s ability to provide and continue to provide care, if the carer requests this, at the time of the assessment of the person they care for.

<http://www.legislation.gov.uk/ukpga/1995/12/contents>

A1.3 Carers and Disabled Children’s Act 2000

This Act gave Carers a right to ask for an assessment even when the person they were caring for refused an assessment. It also gave Local Authorities the power to provide services directly to Carers and to provide Direct Payments to Carers.

<http://www.legislation.gov.uk/ukpga/2000/16/contents>

A1.4 Community Care (Delayed Discharges) Act 2000

It states that when a Carers asks for an assessment, Social Services in consultation with their partners in the NHS, must determine what service it will provide for the Carer when the cared for is ready for discharge.

<http://www.legislation.gov.uk/ukpga/2003/5/contents>

A1.5 Carers (Equal Opportunities) Act 2004

This places a duty on Local Authorities to inform Carers of their right to a Carers assessment. It also ensures that Carers leisure, lifelong learning and employment opportunities must be taken into account when carrying out an assessment. It gives Local Authorities the power to enlist the help of Housing, Education and Health in providing support to Carers.

<http://www.legislation.gov.uk/ukpga/2004/15/contents>

A1.6 Children Act 1989

Young Carers can be identified as a 'child in need'.

<http://www.legislation.gov.uk/ukpga/1989/41/contents>

A1.7 Children and Young Persons Act 2008

This requires local authorities to make adequate arrangements for short break provision for Disabled Children.

<http://www.legislation.gov.uk/ukpga/2008/23/contents>

A1.8 Disabled Persons (Services, Consultation and Representation) Act 1986

This requires local authorities to have regard to the ability of the carer to provide or continue to provide care when deciding what services to provide to the disabled person.

<http://www.legislation.gov.uk/ukpga/1986/33>

A1.9 Education Act 2002, Section 175

Section 175 concerns the duties of Local Education Authorities and governing bodies in relation to the welfare of children

<http://www.legislation.gov.uk/ukpga/2002/32/contents>

A1.10 For each of the detaining Sections of the **Mental Health Act 1983** there are duties placed on Hospital Managers (and sometimes others) to provide written and oral information to patients (and in some cases their nearest relative, which may not be the same person as the carer incidentally). To support Hospital Managers to meet their duties, the Welsh Government have developed a series of leaflets.

All are available (in English and in Welsh) at:

<http://www.wales.nhs.uk/sites3/page.cfm?orgid=816&pid=33957>

A1.11 Rights of Children and Young Persons (Wales) Measure 2011

The purpose of this Measure is to impose a duty upon the Welsh Ministers and the First Minister to have due regard to the rights and obligations in the United Nations Convention on the Rights of the Child (UNCRC) and its Optional Protocols, when making decisions of a strategic nature about how to exercise functions which are exercisable by them

<http://www.assemblywales.org/bus-home/bus-legislation/bus-leg-measures/businesslegislation-measures-rightsofchildren.htm>

A1.12 Mental Health (Wales) Measure 2010

Part 2 of the Mental Health (Wales) Measure places statutory duties on mental health service providers in Wales (LHBs and local authorities) to ensure that all patients in secondary mental health services have a care and treatment plan of a prescribed type, which is developed and reviewed, in partnership with the patient, by a care coordinator. Regulations made under this Part of the Measure require care coordinators to consult with certain other persons (including the patient's carer(s) in developing and reviewing care and treatment plans, and that certain persons (again, including the patient's carer(s)) should be provided with a copy of the plan, or relevant parts of the plan. The care coordinator has some discretion as to whether carers should be consulted and receive copies where the patient has not given their consent, against the patient's wishes.

In addition, this legislation enables carer(s) to request a review of the patient's care and treatment plan if they believe that this is necessary (although the care coordinator has some discretion as to whether a review is conducted following such a request).

The Mental Health (Wales) Measure also places statutory duties on mental health service providers to make certain information available to patients in writing when they are discharged from secondary mental health services (including the reason for their discharge, and the actions to be taken in the event that the individual's mental health should deteriorate at some point in the future). Chapter 7 of the Draft Code of Practice which has been issued by the Welsh Government to support this Part of the mental Health (Wales) Measure states that service providers should consider providing this information to the individual's carer if it is believed that this would be appropriate and the individual is in agreement.

For further information on the requirements of this legislation, see the Welsh Government's Mental Health web pages:

<http://wales.gov.uk/topics/health/nhswales/healthservice/mentalhealthservices/?lang=en>

A1.13 The United Nations Convention on the Rights of the Child (UNCRC)

The Articles of particular relevance to Children as Young Carers are:

Article 3 In all actions concerning children, whether undertaken by public or private social welfare institutions, courts of law, administrative authorities or legislative bodies, the best interests of the child shall be a primary consideration.

Article 12 States Parties shall assure to the child who is capable of forming his or her own views the right to express those views freely in all matters affecting the child, the views of the child being given due weight in accordance with the age and maturity of the child.

Article 13 The child shall have the right to freedom of expression; this right shall include freedom to seek, receive and impart information and ideas of all kinds, regardless of frontiers, either orally, in writing or in print, in the form of art, or through any other media of the child's choice.

Article 15 States Parties recognize the rights of the child to freedom of association and to freedom of peaceful assembly.

Article 19 States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.

Article 28 States Parties recognize the right of the child to education, and with a view to achieving this right progressively and on the basis of equal opportunity

Article 31 States Parties recognize the right of the child to rest and leisure, to engage in play and recreational activities appropriate to the age of the child and to participate freely in cultural life and the arts.

Article 36 States Parties shall protect the child against all other forms of exploitation prejudicial to any aspects of the child's welfare.

<http://wales.gov.uk/topics/childrenyoungpeople/publications/uncrcarticles/?lang=en>

A1.14 Work and Families Act 2006

This came into force in Wales in April 2007. It requires employers to consider requests from people with caring responsibilities to work flexibly.

<http://www.legislation.gov.uk/ukpga/2006/18/contents>

Carer Information Leaflet – Title to be decided

Who is a Carer?

A carer is a person, of any age, who provides unpaid support to a family member or friend who could not manage without their help. This could be caring for a relative, partner, or friend who for example is ill, frail, disabled, or has mental health or substance misuse problems. Carers may be juggling paid work with their unpaid caring responsibilities. The term carer should not be confused with a care worker, or care assistant, who receives payment for looking after someone.

Taking Care of Yourself

Think about you!

- Don't be afraid to ask for help.
- Let your GP know that you are a carer; they may be able to arrange additional support for you.
- Arrange to have a Carer's Needs Assessment.
- If you work, tell your employer about your caring role as they may have some measures that can be put in place to help you.
- Make contact with some of the organisations listed in this booklet.
- Try to develop and maintain your life away from being a carer.
- Expert Patient Programme Cymru runs a 'Look after Me' free health and well being course, for anyone looking after someone with a long-term condition please call ; ☎ 01286 674236

About this booklet

You do not need to cope alone. There are many organisations who can offer you practical help and emotional support. This booklet provides contact details for local and national support organisations. If an organisation cannot help you directly they can often put in touch with someone who can.

Carer Support

Local Carers Centres offer a wide range of services aimed at helping you as a carer; whilst taking into account the needs of the person you are caring for. They can also advise on services that your council provides. They are focused on getting you the right advice and support on issues connected with health, emotional support, entitlement, mobility equipment and training. Your local contact number is listed below and their website address is: www.carers.org

Denbighshire: North East Wales Carers Information Service:
http://www.bungalowsoftware.com/phone_symbol85.gif ☎ 01745 331181

Flintshire: North East Wales Carers Information Service:
☎ 01352 752525

Conwy: Carers Outreach Service:
☎ 01492 533714

Wrexham: Wrexham Carers Service:
☎ 01978 318812

Gwynedd: Carers Outreach Service:
☎ 01248 370797

Anglesey: Carers Outreach Service:
☎ 01248 722828

Carer's Needs Assessment

If you are providing 'regular and substantial' care for someone, you have the **right** to a **Carer's Needs Assessment**. You don't have to be living with or related to the person you care for. A Carer's Needs Assessment helps to identify the effects that caring has on your life and lets you think about your own needs. It is carried out by Social Services (or on behalf of Social Services by your local carer support centre) who will work with you, to discuss and plan the support they can offer. This may be in the form of respite care, getting help at home, or other support that will help you to maintain your health and wellbeing.

Members of your healthcare team (GP, district nurse, hospital staff etc) can arrange a Carer's Needs Assessment for you. They may ask you if you would like an assessment, but please enquire if you think you would benefit from one. You can also contact your local Social Service direct on:

Denbighshire ☎ 01824 712900

Flintshire ☎ 01352 752525

Wrexham ☎ 01978 292066

Conway ☎ 01492 576333

Gwynedd ☎ 01286 682888

Anglesey ☎ 01248 752752

Young Carers

If you are a young person caring for someone, there are local organisations that can offer advice, support, short breaks and activities.

Denbighshire Young Carers: ☎ 01745 331222

Flintshire Young Carers: ☎ 01352 755422

Wrexham Young Carers ☎ 01978 264040

Conwy Young Carers ☎ 01492 536091

Gwynedd & Ynys Môn Young Carers ☎ 01248 364614

Crossroads Care North Wales

Crossroads provides practical care and support. Their core service involves a trained support worker coming into your home to give you a break.

Crossroads is a North Wales wide independent charity, with various local branches. Some of the service may be chargeable. You can contact

Crossroads North Wales Head Office on: ☎ **01492 516435 or 0845 6050115**

National Organisations

The Carers Trust : has designated websites for adults and young carers offering information, advice and support. Both sites host discussion forums, where carers can share their views and exchange information and tips with other carers.

☎ : 08448004361

e-mail: info@carers.uk

web site: www.carers.org

Young Carers: is an online service for young carers run by the Carers Trust.
www.youngcarers.net

Carers UK: offers information and advice on all aspects of caring.
www.carersuk.org

Putting Things Right

If you have concerns or feel unhappy with any aspect of the care provided by the NHS, you should feel able to talk to somebody. It is important that the NHS learns from the experiences of patients, friends and families, so that it can try to put things right for you and for others.

As a first step, if you feel able to do so, it is best to talk with someone close to the cause of your concern, such as a doctor, nurse, receptionist or practice manager. It's often possible to sort out the problem straight away.

You may prefer to contact the Health Board's **Concern's Team**:

E-mail: ConcernsTeam.bcu@wales.nhs.uk

Post: Concerns Team
BCUHB
Ysbyty Gwynedd
Bangor
Gwynedd
LL57 2PW

☎: 01248 384194

Betsi Cadwaladr Community Health Council (BCCHC)

The BCCHC is an independent 'health watch dog' for the NHS in North Wales. It provides information on local health services and offers confidential advice and assistance for people who have concerns or wish to make a complaint about any aspect of the NHS. ☎ 01978 356178

Appendix 3 List of carer support agencies

Baseline: Carers Information requirements

- Information for carers of people with mental health problem
- Information about the medication given to a patient and where appropriate its potential side effects
- General or specific information on medical condition/treatment in accordance with patient confidentiality, the conditions and treatment of the cared for person, including information on side effects of treatment
- Information that assists children and young people to avoid taking on inappropriate levels of caring and signposts them to sources of assistance
- Accessible information and signposting to information on the availability, entitlement to and sources of local and national support including:
 - ✓ Short breaks / Respite care
 - ✓ Carers Needs Assessments
 - ✓ Direct Payments
 - ✓ Housing Support
 - ✓ Independent Advocacy
 - ✓ Counselling including bereavement support
 - ✓ Guardianship (where appropriate)
 - ✓ The work of the Court of Protection (where appropriate)
 - ✓ Age appropriate support groups
 - ✓ Culturally specific support groups

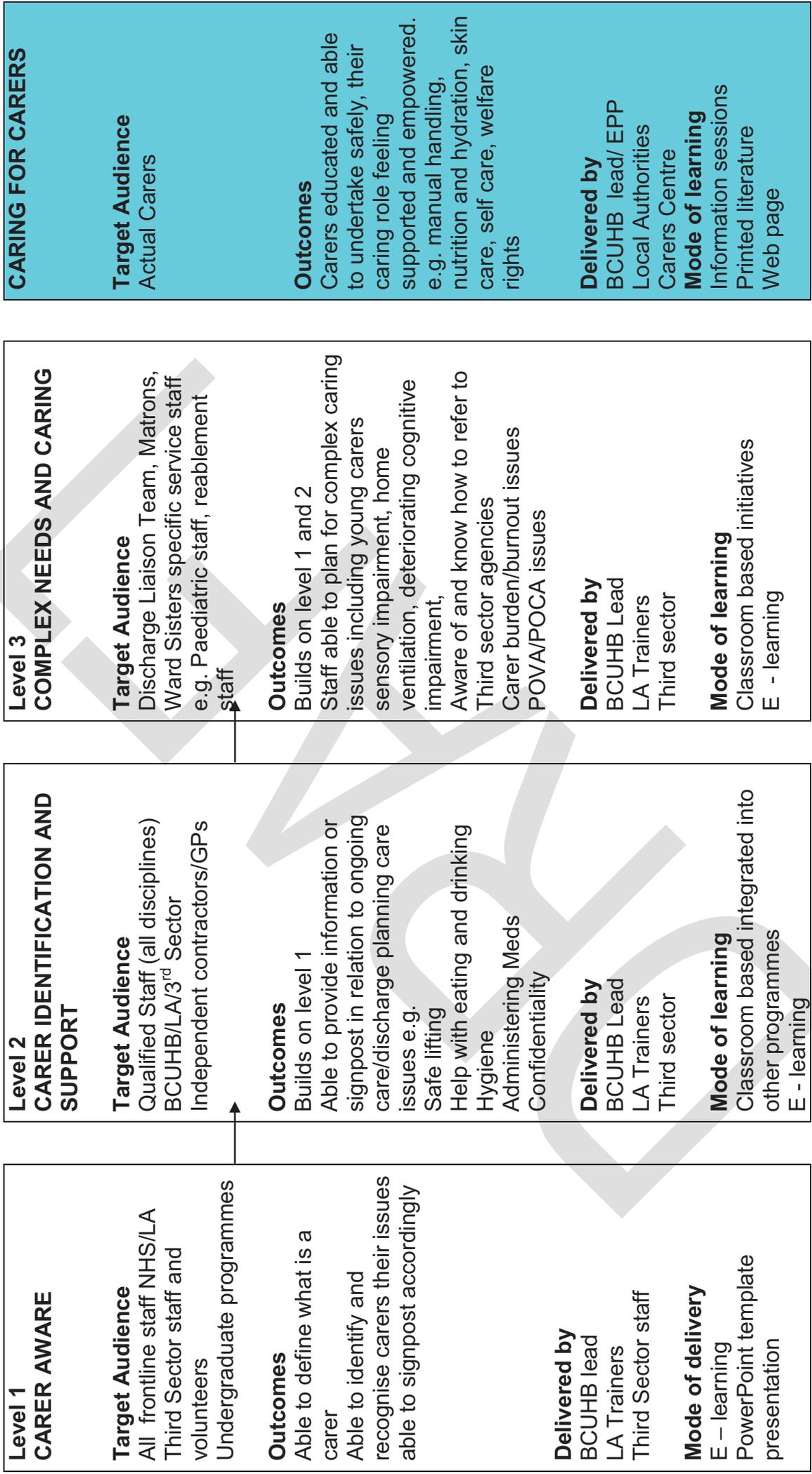
- ✓ Financial advice and support, including information about the availability of financial support through the benefits and tax credits system
 - ✓ Managing the financial and other affairs of cared for persons
 - ✓ Any other information and support available to help support carers in their caring role
- Information or signposting to information and advice on employment provisions, including flexible working
 - Information on:
 - ✓ the range of Social Services functions available to carers and cared-for persons
 - ✓ care planning for the person cared for
 - ✓ medicines management, safe handling, moving and lifting and other matters relating to the care of the person cared for
 - Inform carers of local concessionary or other transport schemes and patient transport arrangements, to enable them to attend NHS appointments with the cared for person
 - Information and support on aids and adaptations including Telecare and Telehealth services and the waiting times one can expect for such items
 - Information on the regulation and inspection of services, i.e. the work of Healthcare Inspectorate Wales and the Care and Social Services Inspectorate for Wales
 - Signpost carers on to a local carer support agency and to appropriate national organisations supporting patients, users and carers for specific conditions
 - Information on hospital admission avoidance

- Information, advice and support on the availability of suitable local services, the quality and range of provision and how to choose and arrange provision of these services
- Information on the availability of crisis support and how to access it
- Information on the availability of re-ablement and intermediate care
- Help promote health and wellbeing for the carer and person(s) cared for
- Information on the organisation's complaints procedures and those of the Public Service Ombudsman for Wales
- Information for carers who wish to stop their caring role
- Signposting to appropriate programmes of support and learning, these may include training on:
 - ✓ safe lifting, moving and handling
 - ✓ medicines management including the safe administration of medication to the cared for person
 - ✓ relevant nursing skills
 - ✓ use of aids and adaptations
 - ✓ continence care
 - ✓ stress management
 - ✓ help with eating and drinking
 - ✓ dealing with the behavioural aspects of the cared for person
 - ✓ helping carers to look after themselves

Training Framework – Appendix 5

CARERS MEASURE – IDENTIFICATION, INFORMATION, SUPPORT AND CONSULTATION

CARERS MEASURES - EDUCATIONAL FRAMEWORK⁴



⁴ This framework has been adapted from the model used at Cardiff UHB

NARRATIVE TO ACCOMPANY FRAMEWORK

Level 1 Carer Aware

This programme would be aimed at all BCUHB staff. Local Authority, third sector staff and volunteers, contractors who have the interest in carers' issues. Outcomes of the programme would be to

- Able to define what is a carer is
- Able to identify and recognise carers issues
- Able to signpost accordingly

The course would be delivered as part of induction/mandatory training, integrated into other training opportunities and within primary care settings. Delivered through e learning, and or a corporately agreed PowerPoint presentation.

Level 2 Carer Identification and support

This programme would be targeted at Qualified Staff from all disciplines in the Health Board, Third sector managers and relevant Local Authority Staff

- ensure staff are able to signpost or provide information
- involve carers in relation to ongoing care/discharge planning care issues
- signpost carers to education and training regarding
 - Safe lifting
 - Help with eating and drinking
 - Hygiene
 - Administering Medicines
 - Confidentiality

Delivered by BCUHB Lead, LA Trainers, Third sector via Classroom based programmes which have been integrated into existing work streams integrated into other programmes yet to be identified, and via e –learning

Level 3 Complex needs and caring

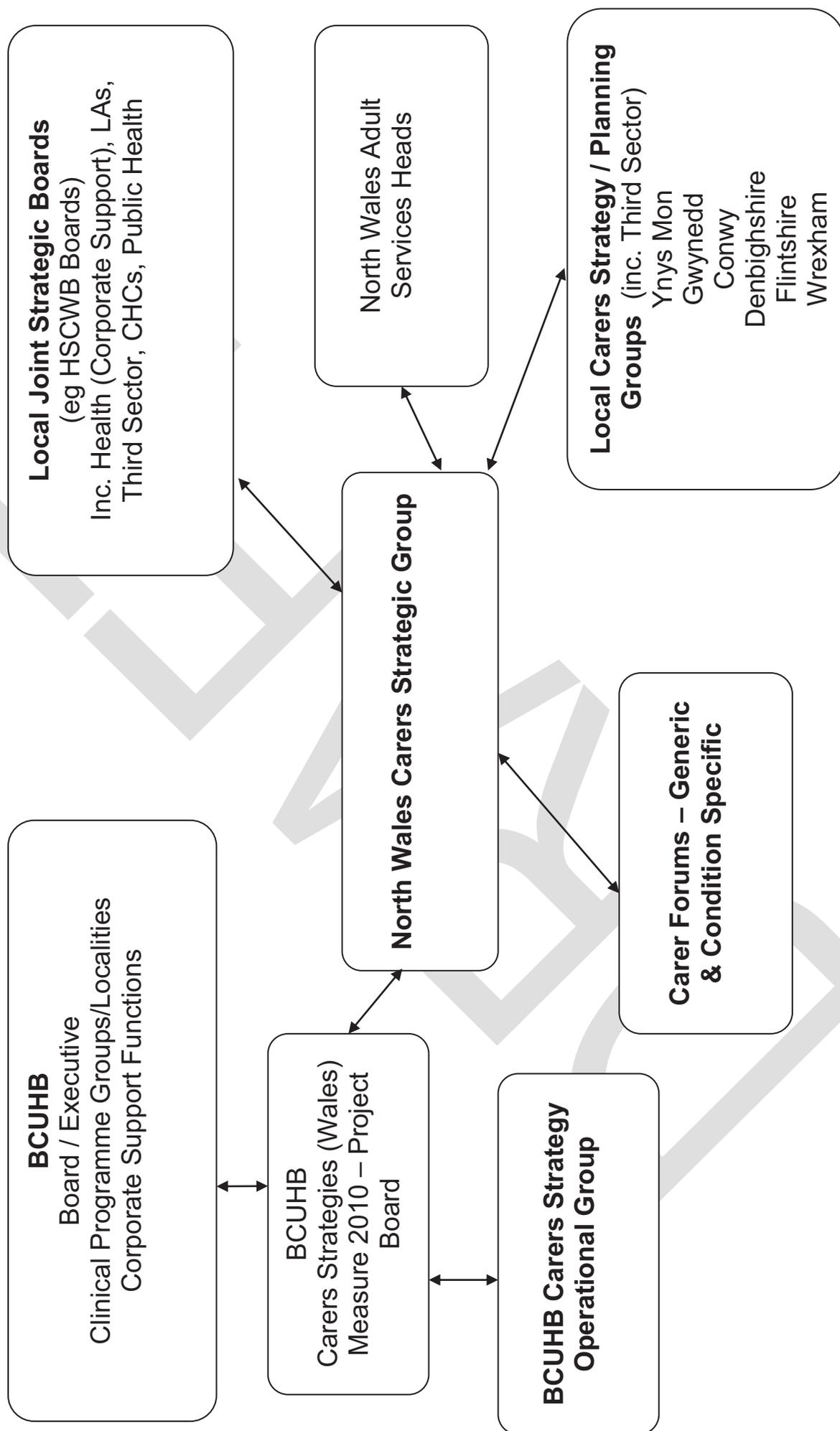
This programme would be for staff who are working closely with people who are undertaking complex caring roles. For example caring for those with physical and mental health issues requiring a high level of skill to maintain those cared for in their own environments.

The programme would build on level 1 and 2, and be delivered by BCUHB Lead, LA Trainers, and the Third sector, via Classroom based initiatives and E - learning.

CARING FOR CARERS

Is a programme delivered for carers to enable them to fulfil their caring role to the best of their ability, taking into account their own health issues. The outcomes would be that Carers feel educated and able to undertake safely, their caring role, feel supported and empowered. The content of the programme may include issues such as manual handling, nutrition and hydration, skin care, self care, welfare rights. It would integrate and enhance existing programmes such as the EPP. **Delivered by** BCUHB / EPP, Local Authorities, Carers Centre via Information sessions, Printed literature and development of WebPages.

Reporting Framework – Appendix 6



To comment on the content of this draft strategy or to seek further information; you can contact Dawn Cooper, Head of Service User Experience. 📞 01978 727432, or email dawn.cooper@wales.nhs.uk

REF ID: A100000000

LOCAL COMMISSIONING INTENTIONS – INFORMAL CARERS

KEY SOCIAL CARE MESSAGES	COMMISSIONING INTENTIONS	AREAS FOR DEVELOPMENT
<ul style="list-style-type: none"> Establish stronger partnerships with carers to develop and improve access to integrated and personalised services to support them in their caring role; 	<ul style="list-style-type: none"> Ensure that there is provision of easily accessible relevant information available to carers and that communication channels are known and useable; 	<ul style="list-style-type: none"> Develop flexible and timely services;
<ul style="list-style-type: none"> Support carers by developing respite services and breaks from caring; 	<ul style="list-style-type: none"> Local Authority to be proactive in strengthening the statutory right of carers to receive a carer's assessment. 	<ul style="list-style-type: none"> Ensure carers have access to relevant information that supports them in their caring role;
<ul style="list-style-type: none"> Support carers to have a life of their own alongside their caring role; 	<ul style="list-style-type: none"> Commission and provide a wide range of support services, that are reliable, flexible and adaptable, and that can be provided through a variety of mechanisms. Services to include provision of information and advice, provide meaningful breaks from caring during evenings and weekends, signposting, newsletter, deliver support and activities and reviewing carers needs on an annual basis. 	<ul style="list-style-type: none"> Establish systems to ensure carers voices are heard in the planning and delivery of services;

<ul style="list-style-type: none"> • Work with carers so that they are not forced into financial hardship by their caring role. 	<ul style="list-style-type: none"> • To improve the wellbeing of carers and to better understand the characteristics and needs of the local population of carers. 	<ul style="list-style-type: none"> • Training – well trained professionals who appreciate/ understand the impact of caring and how to support carers.
	<ul style="list-style-type: none"> • Provide preventative services to carers which are accessible within the community to include recreational and leisure opportunities to promote carer's health and wellbeing. 	
	<ul style="list-style-type: none"> • To implement the Carers Strategies (Wales) measure 	
	<ul style="list-style-type: none"> • To improve the range of and access to emotional support available for carers. 	
	<ul style="list-style-type: none"> • Carers should be better able to combine paid employment with their caring role and able to re-enter the job market when their caring role has ceased. 	
	<ul style="list-style-type: none"> • To promote training and employment opportunities for carers. 	
	<ul style="list-style-type: none"> • Carers will be respected as expert care partners and will have access to the integrated and personalised 	

	services they need to support them in their caring role.	
	<ul style="list-style-type: none">• Ensure carers have a voice in the planning and implementation of services.	

Young Carers – Draft Service Specification

Eligibility Criteria: “Children or young people whose lives are restricted by the need to take responsibility for a relative (or significant other person) who is either chronically ill, suffering from a mental illness, has learning difficulties, has a physical disability, is elderly and infirm, or is suffering from HIV/AIDS or substance misuse”

- **Age range:** children and young people aged 8 years up to and including 18 years of age

Referral Process

- Self referrals
- From all statutory and voluntary organisations

General Aims of Service

1. To empower children and young people whose lives are affected by their responsibilities as a carer.
2. To provide a support service to actively promote the rights and needs of young carers both as children and carers and to enable their needs to be met within their own families and communities.
3. To provide a safe and supportive environment for young carers to meet with their peers.
4. To raise awareness of the rights and needs of all young carers.
5. To work with local statutory and voluntary sector organisations and schools to improve the understanding of, and strategies for, addressing the needs of young carers.
6. To assist in the task of providing a ‘normal’ childhood for young carers, encouraging them to participate in play and recreational activities.
7. To allow young carers to be heard and believed.
8. To enhance the health, welfare and safety of children and young people.
9. To reduce the risk of escalating demand on statutory services.
10. To provide access to high quality services and assist young carers to overcome the social, educational, physical, environmental and economic barriers that create inequality.
11. To provide direct and respite support for children and young people whose lives are affected by their care role and to give young carers a break from their caring responsibilities.
12. To signpost and / or provide information and support to carers about their rights and to services to support them in their role as carers

Service Specification – see below

Service	Service Provider responsibility	Commissioner responsibility	Outcome
<p>1. Awareness and Information for Young Carers</p>	<ul style="list-style-type: none"> • Raise awareness <ul style="list-style-type: none"> - of services that are available to young carers - that young carers are eligible for a carers assessment - that young carers should be involved in decisions about services to or for the person cared for • Provide Information to young carers about <ul style="list-style-type: none"> - Services that are available to support them in their caring role - Services that are available for the person cared for - What a carers assessment is and what the outcome might be and mean to them • Signpost and / or make referrals to <ul style="list-style-type: none"> - Other third sector organisations which can provide support them or the person being cared for - Statutory services to ensure that the young carer is receiving appropriate statutory services support 		<ul style="list-style-type: none"> • Young Carers are made aware of their rights to an assessment • Young Carers are aware of services which can support them in their caring role • The person cared for is able to access suitable and appropriate services
<p>2. Awareness and Information in Statutory Services</p>	<ul style="list-style-type: none"> • Raise awareness of young carers and their rights to information, support and carers assessments • Raise awareness of carers and their rights to information, support and carers assessments 	<ul style="list-style-type: none"> • To explore opportunities for the service provider to access statutory services staff including: <ul style="list-style-type: none"> - Acute Hospital Sites - Community Health Services - Joint Health and Social Care services 	<ul style="list-style-type: none"> • Statutory services staff are able to identify young carers and provide the appropriate information and / or support or are able to signpost young carers to services and information • Statutory services staff are aware of the requirements of the Carers Measure and their duty under it
<p>3. Referral management</p>	<ul style="list-style-type: none"> • A 100% response to referrals will be reached to meet service demand 	<ul style="list-style-type: none"> • Social Work referrals will specify clear objectives and outcome in respect for each young carer. 	<ul style="list-style-type: none"> • The Service Provider is clear about the service outcomes they are expected to achieve

	<ul style="list-style-type: none"> • A clear referral mechanism will be developed by the Service Provider to ensure all referrals are recorded, responded to and monitored • The Service will be accessible 37 hours per week from Monday to Friday with flexibility to provide some weekends and evening support where necessary • A workable reviewing mechanism will be developed with the Commissioner in respect of each young person with possible options to join other partners i.e. Education. 	<ul style="list-style-type: none"> • Referring staff will keep the Service Provider informed and up to date with relevant events and changes in circumstances relating to young carers • Impact of the Service Provider's involvement is monitored in respect of each young person • Services are recorded on the Commissioner's client information system e.g. Paris / Integrated Children's System • A process for recording and identifying unmet need will be agreed with the Service Provider • Referring Social Workers will attend service reviews organised by the Service Provider regarding young carers receiving the service. A workable reviewing mechanism will be developed with the Service Provider with possible options to join reviews of young carers with other partners i.e. Education 	<p>for each young person and how these will be measured</p> <ul style="list-style-type: none"> • Reasons for referrals of each young carers are clearly identified
<p>4. Access to Young Carers Assessment of Need</p>	<ul style="list-style-type: none"> • Every young carer referred to the service will have a "needs assessment" in accordance with the Framework Assessment • All assessments will be reviewed on an annual basis • Through needs assessment young carers will be signposted and offered activities that meet their needs • The Service Provider will strive to develop a service delivery plan or equivalent for every young carer • Assessments of need will be evaluated and reviewed including: <ul style="list-style-type: none"> ○ the impact of being a young carer, how existing services help, ○ waiting lists ○ unmet needs 	<ul style="list-style-type: none"> • Contribute to the evaluation and review of young carers assessments where applicable including how support services help, waiting list, unmet need etc. 	<ul style="list-style-type: none"> • Identification of support needs and timely access to support services that enables effective support provision to young people with caring responsibilities.

<p>5. Provision of flexible short break services which are responsive to carer needs and circumstances</p>	<ul style="list-style-type: none"> • A variety of short breaks will be provided to engage young carers in fun forms of exercise throughout term time and during summer holidays • Peer support groups will be held fortnightly (out of school hours during term time and in school holidays) of approximately two hours duration at a range of venues to suit the needs of young carers broken down as follows: Senior Groups, Youth Groups, Transition Groups, Junior Groups and 1:1 support • Transport to and from the groups will normally be provided except where appropriate and safe other arrangements are agreed with the parents. 	<ul style="list-style-type: none"> • Explore links with local community establishments • Consideration to avoiding service dependency linking to the Young Carers Strategy and potential overlap of services. 	<ul style="list-style-type: none"> • Young carers have a break from caring responsibilities and have opportunities to engage in fun activities. • Promote positive mental health in young carers. • Reduce isolation and social exclusion and enhance social and emotional wellbeing of young carers. • Provide opportunity for young carers to network with other young carers in a safe and comfortable environment.
<p>6. Individual Support and advocacy work</p>	<ul style="list-style-type: none"> • Individual support is offered to young people assessed, within the resources available to the project. 	<ul style="list-style-type: none"> • Together with the Service Provider develop the monitoring information to improve understanding of the balance between group and individual work. 	<ul style="list-style-type: none"> • Young people are able to access one to one assistance and support where required. • Young people are safeguarded and their welfare and emotional and mental well being is recognised.
<p>7. School holiday activity schemes</p>	<ul style="list-style-type: none"> • Holiday activities will be provided throughout the school holidays • A plan of all holiday activities will be made available to the Commissioner. 	<ul style="list-style-type: none"> • Contributing to the system of regular evaluation of the quality of services provided by the Service Provider. 	<ul style="list-style-type: none"> • Young carers have opportunities to engage in activities, participate in the local community, network with peers and have a break from caring.
<p>8. Awareness raising programmes in schools and across statutory and voluntary</p>	<ul style="list-style-type: none"> • A rolling programme of awareness raising events in different settings will be made in school assemblies, drop in sessions etc. • Young Carers leaflets will be distributed to all relevant agencies. 	<ul style="list-style-type: none"> • Contributing to the system of regular evaluation of the quality of services provided by the Service Provider. 	<ul style="list-style-type: none"> • An understanding of the service will be achieved across the authorities. • Young carers issues will be central to planning processes of agencies including Social

<p>agencies to promote the service</p>	<ul style="list-style-type: none"> • Young carers will be consulted and their views will be used in the development and running of the service. • Feedback from young carers is used when developing new activity programmes and workshops. • Identify and encourage wider participation in local and national developments 	<ul style="list-style-type: none"> • Young Carers views will be taken into account in Commissioner decisions and service planning. 	<p>Services, Health and Education</p>
<p>9. Promote the participation of young carers in the development of services</p>	<ul style="list-style-type: none"> • Young carers will be consulted and their views will be used in the development and running of the service. • Feedback from young carers is used when developing new activity programmes and workshops. • Identify and encourage wider participation in local and national developments 	<ul style="list-style-type: none"> • Young Carers views will be taken into account in Commissioner decisions and service planning. 	<ul style="list-style-type: none"> • Young Carers are involved in shaping and evaluation of services to ensure services are tailored in accordance with the requirements of the user group.
<p>10. Staffing Requirements</p>	<ul style="list-style-type: none"> • The Service will comprise of the following: - ... - ... • A range of Casual Workers and volunteers involved with activity programmes and workshops. • Enhanced CBR checks for all people employed in the delivery of the service • Staff receive appropriate induction and training, e.g. staff will work towards obtaining NVQ level 3 in Health and Social Care. • Regular supervision of staff • Annual appraisal of permanent staff will be carried out • Staff development and learning portfolios are in place 	<p>N/A</p>	<ul style="list-style-type: none"> • The service is managed and provided by a suitable number of trained staff/volunteers.
<p>11. The Service Provider will have appropriate quality assurance,</p>	<ul style="list-style-type: none"> • The Service Provider is proactive in identifying areas for improvement, through robust quality monitoring of outcomes achieved, meeting needs of young carers, evaluation of service delivery and management of resources 	<ul style="list-style-type: none"> • Contributing to the system of regular evaluation of the quality of the services provided by the Service Provider. 	<ul style="list-style-type: none"> • Sustained improvement of young carers service for children and young people is achieved regionally.

<p>representation and complaints policies in place</p>	<ul style="list-style-type: none"> The Service Provider evaluates the effectiveness of the overall running of the service (including training, development, staff turnover etc) The Service Provider will keep a file of all complaints/compliments received and actions taken 	<ul style="list-style-type: none"> Develop future commissioning linked to the action plan requirements of the Young Carer's Strategy and Children's Commissioning Strategy The Young Carer's strategy is reviewed together with the Service Provider on a 6 monthly basis and helps to identify gaps in provision The Service Provider is involved in the development processes and consultation on future direction of the service 	<ul style="list-style-type: none"> Commitment and strong partnership working will be developed between Commissioners and the Service Provider in order to continually improve and develop the running of young carers services
<p>12. Partnership Working</p>	<ul style="list-style-type: none"> Maintaining and developing Provider / Commissioner relationships to ensure continuous development and improvement of the young carers service 	<ul style="list-style-type: none"> Undertake regular reviewing and monitoring of service performance and financial planning. 	<ul style="list-style-type: none"> Financial monitoring measures during the current contract term will inform future commissioning and financial projections Ensuring efficiency, effectiveness and best value of commissioned services is achieved
<p>13. The Service Provider will maintain accurate financial information</p>	<ul style="list-style-type: none"> Accurate financial records shall be open for monitoring and review purposes by the Commissioner. 		



Bae Caerdydd / Cardiff Bay
Caerdydd / Cardiff
CF99 1NA

1 February 2013

Dear Sir/Madam

Consultation on the Social Services and Well-being (Wales) Bill

As part of its Stage 1 consideration, the Health and Social Care Committee is calling for evidence on the general principles of the Social Services and Well-being (Wales) Bill. To assist with its consideration, the Committee would welcome your views on this subject.

What is a Bill?

A Bill is a draft law. Once a Bill has been considered and passed by the Assembly and given Royal Assent by the Queen, it becomes an 'Act of the Assembly'.

There is a four stage process for the consideration of a Bill. Stage 1 involves consideration of the general principles of the Bill by a committee (which includes the taking of written and oral evidence from interested parties and stakeholders), and the agreement of those general principles by the Assembly.

What does this Bill seek to achieve?

The Explanatory Memorandum that accompanies the Bill states:

“The Social Services and Well-being (Wales) Bill provides for a single act for Wales that brings together local authorities’ duties and functions in relation to improving the well-being of people who need care and support and carers who need support. The Bill provides the statutory framework to deliver the Welsh Governments commitment to integrate social services to support people of all ages, and support people as part of families and communities.

It will transform the way social services are delivered, primarily through promoting people's independence to give them stronger voice and control. Integration and simplification of the law for people will also provide greater consistency and clarity to people who use social services, their carers, local authority staff and their partner organisations, the courts and the judiciary. The Bill will promote equality, improve the quality of services and the provision of information people receive, as well as ensuring the right incentives for commissioners to achieve a shared focus on prevention and early intervention¹.

What is the committee's role?

The role of the committee is to consider and report on the general principles of the Bill and the need for legislation.

The Bill aims to make provision for:

- Welsh legislation that simplifies and clarifies duties to aid the efficient delivery of social services and reduce the time and resources required to navigate the current legal framework;
- New legislation that would improve the well-being of people who need care and support and carers who need support and restate the Welsh Government's commitment to integrated social services for both adults and children, and their carers, with a Director of Social Services responsible for both.
- Promoting partnership and closer, more integrated working between local authorities and between local authorities and other bodies, including NHS providers.
- Joint working provisions to facilitate the reform of adoption services.
- The updating and clarification of obligations and duties of local authorities (and LHBs) in relation to looked after children, care leavers and accommodated children.
- Strengthening national direction and consistency of access to social services across Wales whilst maintaining local accountability for delivery.
- Developing an enhanced well-being and preventative role for local authorities and their partners to help avert or delay the need for care and support.
- Promoting the empowerment of service users by giving them a stronger voice and greater control over services.

¹ <http://www.assemblywales.org/bus-home/bus-business-fourth-assembly-laid-docs/pri-ld9181-em-e.pdf?langoption=3&ttl=PRI-LD9181-EM%20-%20Social%20Services%20and%20Well-being%20%28Wales%29%20Bill%20-%20Explanatory%20Memorandum>

- Strengthening the safeguarding and protection of adults and children.

In considering the general principles of the Bill the Committee has agreed to take account of the following:

- i. whether the Bill achieves its stated purposes;
- ii. the key provisions set out in the Bill and whether they are appropriate to deliver its stated purposes;
- iii. potential barriers to the implementation of the key provisions and whether the Bill takes account of them;
- iv. whether there are any unintended consequences arising from the Bill;
- v. the views of stakeholders who will have to work with the new arrangements;
- vi. whether the Bill contains a reasonable balance between the powers on the face of the Bill and the powers conferred by Regulations.

Invitation to contribute to the inquiry

The Committee would like to invite you to submit written evidence to assist in its scrutiny of the Bill. In particular, we would welcome your views on the questions listed in Annex 1.

Further details of the Bill and the accompanying Explanatory Memorandum can be found on the National Assembly's website at:

<http://www.senedd.assemblywales.org/mgIssueHistoryHome.aspx?Ild=5664>

If you wish to submit evidence, please send an electronic copy of your submission to <mailto:HSCCommittee@wales.gov.uk> and entitle the e-mail Consultation – Social Services and Well-being (Wales) Bill.

Alternatively, you can write to:

Claire Griffiths, Deputy Clerk
Legislation Office
National Assembly for Wales
Cardiff Bay, CF99 1NA.

Submissions should arrive by **15 March 2013**. It may not be possible to take into account responses received after this date.

When preparing your submission, please keep the following in mind:

- your response should address the issues before the Committee. Please reference your response using the title applied above;
- the National Assembly normally makes responses to public consultation available for public scrutiny and they may also be seen and discussed by Assembly Members at Committee meetings. If you do not want your response or name published, it is important that you clearly specify this in your submission;
- please indicate whether you are responding on behalf of an organisation, or as an individual; and

- please indicate whether or not you would be prepared to give oral evidence to the Committee.

The Committee welcomes contributions in English and Welsh and will consider responses to the written consultation and hold oral evidence sessions during the summer term.

For your information, the Committee has invited submissions from those on the attached distribution list (see Annex 2). The Committee would be grateful if you could forward a copy of the letter to any individuals or organisations that are not included on this list, but might like to contribute to the inquiry. A copy of this letter has been placed on the National Assembly's website with an open invitation to submit views.

Disclosure of Information

It is normal practice for the National Assembly to publish evidence provided to a Committee. Consequently your response may appear in a report or in supplementary evidence to a report. The National Assembly will not publish information which it considers to be personal data.

In the event of a request for information submitted under UK legislation, it may be necessary to disclose the information that you provide. This may include information which has previously been removed by the National Assembly for publication purposes.

If you are providing any information, other than personal data, which you feel is not suitable for public disclosure, it is up to you to stipulate which parts should not be published and to provide a reasoned argument to support this. The National Assembly will take this into account when publishing information or responding to requests for information.

If you have any queries, please contact Fay Buckle, Committee Clerk on 029 2089 8041 or Claire Griffiths, Deputy Clerk on 029 2089 8019.

Yours faithfully



Mark Drakeford AC / AM
Cadeirydd / Chair

Consultation Questions

General

1. Is there a need for a Bill to provide for a single Act for Wales that brings together local authorities' and partners' duties and functions in relation to improving the well-being of people who need care and support and carers who need support? Please explain your answer.
2. Do you think the Bill, as drafted, delivers the stated objectives as set out in Chapter 3 of the Explanatory Memorandum? Please explain your answer.
3. The Bill aims to enable local authorities, together with partners, to meet the challenges that face social services and to begin the process of change through a shared responsibility to promote the well-being of people. Do you feel that the Bill will enable the delivery of social services that are sustainable? Please explain your answer.
4. How will the Bill change existing social services provision and what impact will such changes have, if any?
5. What are the potential barriers to implementing the provisions of the Bill (if any) and does the Bill take account of them?
6. In your view does the Bill contain a reasonable balance between the powers on the face of the Bill and the powers conferred by Regulations? Please explain your answer.

Powers to make subordinate legislation

7. What are your views on powers in the Bill for Welsh Ministers to make subordinate legislation (i.e. statutory instruments, including regulations, orders and directions)?

In answering this question, you may wish to consider Chapter 5 of the Explanatory Memorandum, which contains a table summarising the powers delegated to Welsh Ministers in the Bill to make orders and regulations, etc.

Financial Implications

7. What are your views on the financial implications of the Bill?

In answering this question you may wish to consider Chapter 8 of the Explanatory Memorandum (the Regulatory Impact Assessment), which estimates the costs and benefits of implementation of the Bill.

Other comments

8. Are there any other comments you wish to make about specific sections of the Bill?

Abertawe Bro Morgannwg University Health Board	CAFCASS Cymru
Aneurin Bevan Health Board	Care and Social Services Inspectorate Wales
Betsi Cadwaladr University Health Board	The Children's Commissioner for Wales
Cardiff and Vale University Health Board	Equality and Human Rights Commission
Hywel Dda Health Board	Health and Safety Executive
Cwm Taf Health Board	Healthcare Inspectorate Wales
Powys Teaching Health Board	Health Protection Agency
Velindre NHS Trust Board	Institute of Rural Health
Welsh Ambulance Service NHS Trust	NHS Wales Informatics Service
Public Health Wales	National Institute for Health and Clinical Excellence
Board of Community Health Councils in Wales	National Leadership and Innovation Agency for Healthcare
Abertawe Bro Morgannwg	The Older People's Commissioner for Wales
Aneurin Bevan CHC (Gwent, Caerphilly, Torfaen, Newport, Mon)	Social Care Institute for Excellence
Betsi Cadwaladr CHC (Conwy, Gwynedd, Ynys Mon)	Social Services Improvement Agency
Brecknock and Radnor CHC	The Welsh NHS Confederation
Cardiff & The Vale CHC	Action on Hearing Loss Cymru
Cwm Taff CHC	Action for Children
Hywel Dda CHC	Adoption UK
Montgomery CHC	Age Cymru - My Home Life Project
Chief Executives - Wales Local Authorities	Aids Trust Cymru
Director of Social Services - Wales Local Authorities	All Care
Director of Education - Wales Local Authorities	All Wales Forum of Parents and Carers
WLGA	All Wales People First
Safeguarding Children Boards - Wales Local Authorities	Adoption Register UK
All Wales Youth Offending Team Managers Cymru	Anheddau Cyf
Association of Directors of Education	Arthritis Care in Wales
Association of Directors of Social Services	Association for Real Change Wales
British Association of Social Workers Cymru	Association for Spina Bifida and Hydrocephalus in Wales
National Association of Probation Officers	Ategi Ltd
Royal College of Physicians	Autism Cymru

Bobath Children's therapy Centre Wales	National Federation of Women's Institutes
British Deaf Association Wales	National OAP Association of Wales
British Heart Foundation Cymru	National Pensioners' Convention
British Institute of Learning Disabilities	New Family Social
British Red Cross	NIACE Dysgu Cymru
Carers Trust Wales	Older People's Advocacy Alliance
Disability Rights UK	One Voice Wales
Cerecare Nursing and Domiciliary Services	PACT
Chwarae teg	Parents Federation
Civil service Pensioners Alliance	Parkinson's UK Cymru
CLIC Sargent	Patients Association
Community Practitioners and Health Visitors Association	Pensioners Forum Wales
Community Transport Association	Sense Cymru
Consumer Focus Wales	RNIB Cymru
Contact the Elderly	RNID Cymru
Crossroads Caring for Carers	Royal British Legion
Cruse Bereavement Care Cymru	Save the Children
Cymorth Cymru	SNAP Cymru
Cystic Fibrosis Trust	Stonewall Cymru
Daybreak (Wales) Ltd	BAAF
Dementia UK	TACT Cymru
Depression Alliance	The Disability Can Do Organisation
Disabled Children Matter	Vision 21 (Cyfle Cymru)
Diabetes Cymru	Wales Carers Alliance
Epilepsy Wales	Wales Mobility and Driving Assessment Service
Gingerbread	Wales Neurological Alliance
GISDA, John Edwards, Office Manager	Wales Senate of Older People
Grandparents Association	Wales Carers Workers Network
Independent Age	Wales Council for the Blind
Macmillan Cancer Support	Wales Council for the Deaf
Merched y Wawr	Welsh Re-ablement Alliance
Mothers Union in Wales	WRVS
Minority Ethnic Women's Network Wales	Association of Retirement Housing Managers
MDF the Bipolar Organisation Cymru	Centre for Housing and Support
Mudiad Ysgolion Meithrin	St Davids Children Society
NACRO Cymru	EroSH (Essential Role of Sheltered Housing)
National Autistic Society in Wales	National Care Association
National Childbirth Trust	North Wales Care Association
National Deaf Children's Society Wales	Registered Nursing Home Association
National Federation of Royal Mail and BT Pensioners	UK Home Care Association
Melin Homes	Seren Group

Abbeyfield Homes	Pennaf Housing Group
Valleys to Coast Housing	Chartered Institute of Housing Cymru
Family Housing Association (Wales)	Regional Social Care Partnerships
Welsh Institute for Health and Social Care (WIHSC)	Unison
Bangor University School of Social Sciences	Unite
Swansea University Centre for Innovative Ageing	GMB
Centre for Social Carework Research	Wales TUC
Institute of Medical and Social Care Research - Dementia Services Development Centre Wales	Chief Constables of Welsh Police Forces
Cardiff University	Chief Fire Officers of Fire and Rescue Services in Wales
Older People & Ageing Research and Development Network (OPAN Cymru)	Wales Cooperative Centre
Bangor Law School	National Institute for Social Care and Health Research (NISCHR)
Aberystwyth Law School	Community Pharmacy Wales
Swansea Law School	Citizens Advice Cymru
Glamorgan Law School	College of Occupational Therapists
Cardiff Law School	Community Housing Cymru
Social Services Research Group	Community Lives Consortium
Administrative Justice and Tribunals Council	Contact a Family
Advocacy Matters	Consortium of Voluntary Adoption Agencies
After adoption	Dignified Revolution
Age Alliance Wales	Disability Wales
Age Connects – Age Cymru	Diverse Cymru
Alzheimers Society	Domiciliary Care Association Wales
Barnardos	Downs Syndrome Association
Black Association of Women Step Out (BAWSO)	FNF Both Parents Matter Cymru
British Geriatric Society Wales	Fostering Network Wales
British Lung Foundation	GOFAL
Board of Community Health Councils (CHCs)	GRWP Gwalia
BUPA	Hafal
Care and Repair	Hafod Care
Care Co-ordination Network Cymru	Haven Trust
Care for the Family	Information Commissioners Office
Care Forum Wales	Joseph Rowntree Foundation
Carers Wales	Law Society
Cartrefi Cymru	Learning Disability Wales
CCW	Leonard Cheshire Disability
Chartered Society of Physiotherapy	Linc Care
Children in Wales	Lles Cymru/Wellbeing Wales
Mental Health Advocacy Providers	Mencap Cymru

Motor Neurone Disease Association	Public Health Wales
MS Society	Public Services Ombudsman for Wales
National Aids Trust	Royal College of General Practitioners Wales
National Offender Management Service Cymru	Royal College of Nursing
Nationwide Association of Fostering Providers	Royal College of Nursing (Wales) Dignified Care Group
North Wales Adoption Service	Royal College of Paediatrics and Child Health
NSPCC	Royal College of Psychiatrists in Wales
Perthyn, Assistant Director, Christine Rees	Royal College of speech & language therapists
Post Adoption Centre	Royal Pharmaceutical Society
Tai Pawb	Scope
Tros Gynnal Plant	Wales Audit Office
Tunstall Healthcare	WCVA
United Welsh Housing Association	Welsh Language Commissioner
Voices from Care	Welsh Physiotherapy Leaders Advisory Group
Welsh Refugee Council	Evangelical Alliance Wales
Cytyn	Church in Wales
Catholic Bishops Conference England and Wales	Muslim Council for Wales



WRITTEN STATEMENT BY THE WELSH GOVERNMENT

TITLE **Social Services and Well-Being (Wales) Bill**

DATE **28 January 2013**

BY **Gwenda Thomas AM, Deputy Minister for Children and
Social Services**

The Social Service and Well-being (Wales) Bill has been laid today, 28 January 2013.

The Bill gives effect to the policy stated in the White Paper *Sustainable Social Services for Wales: A Framework for Action*, which set out the Welsh Government's response to the significant challenges that face social services as a result of increased and changing societal expectations, demographic change and a difficult resource environment. It has at its heart, two key policy objectives: Firstly, to improve the well-being outcomes for people who need care and support, and carers who need support; and secondly, to reform social services law.

The Bill provides for a single Act for Wales that brings together local authorities' duties and functions in relation to improving the well-being of people who need care and support and carers who need support. It provides the statutory framework to deliver the Welsh Government's commitment to integrate social services to support people of all ages, and support people as part of families and communities.

It will transform the way social services are delivered, primarily through promoting people's independence to give them stronger voice and control. Integration and simplification of the law for people will also provide greater consistency and clarity to people who use social services, their carers, local authority staff and their partner organisations, the courts and the judiciary. The Bill will promote equality, improve the quality of services and the provision of information people receive, as well as ensuring the right incentives for local government and their partners to achieve a shared focus on prevention and early intervention.

In seeking to bring about this transformation the Bill makes provisions in the following areas:

Through its **general functions (part 2)** the Bill provides for:

- Overarching well-being duties to be placed on persons exercising functions under the Bill in order to seek to promote the well-being of people who need care and support, and carers who need support.
- New duties on local authorities to promote the development of new models of delivery in local authority areas through social enterprises, co-operatives, user-led and third sector services.
- Duties on local authorities, facilitated by LHBs, to provide information, advice and assistance to help people understand how the care and support system works, what services are available locally, and how to access the services they need now and in the future.

In **assessing the needs of individuals (Part 3)** the Bill provides for:

- A single right to assessment for adults and children (and their families) along with a single duty for local authorities to undertake a 'carer's assessment'.
- The combining of different assessments and the creation of regulation-making powers for Welsh Ministers to provide greater detail in relation to assessments.

In **meeting needs (Part 4)** the Bill provides for:

- A duty on local authorities to conduct an eligibility assessment to determine 'eligible need'.
- The development of a national eligibility framework to provide clarity through Regulations on what constitutes an 'eligible need'.
- A single duty to meet the "eligible needs", of adults and similar obligation on local authorities to meet the eligible needs of children.
- Carers to be treated in the same way as persons in need of care and support.
- A framework within which local authorities may be allowed or required to make direct payments to a person (including carers) towards the cost of meeting needs for care and support (or support in the case of carers).
- A duty for local authorities to provide and to keep under review care and support plans for people (children and adults) who have 'eligible needs' and for carers whose needs are 'eligible'.
- Care and support plans for people (but not carers) to be portable across Welsh local authority boundaries.

With regards to **charging and financial assessment (Part 5)** the Bill provides for:

- Provision is made to allow local authorities to impose charges for providing or arranging a service where appropriate.
- A duty on local authorities to undertake financial assessments in certain circumstances (the detailed arrangements for which are intended to be prescribed through regulation).

In respect of **Looked after and accommodated children (Part 6)** the Bill provides for:

- The provisions under Part 3 of the Children Act 1989 to be consolidated and where possible clarified (but without detracting from the obligations and duties towards these groups of children and young people).
- A duty on local authorities to meet the care and support needs of “looked after” children and care leavers.
- The re-enactment of the duties owed to these children in relation to local authorities’ duties and functions for their placement; accommodation (including ensuring that there is sufficient accommodation in their area); education; health; contact with family; independent visits; maintenance and regulations about the approval of foster carers etc.

In strengthening ‘**Safeguarding**’ (Part 7) the Bill provides for:

- A new statutory framework to protect adults at risk. Including for authorised officers of a local authority to apply to the court for an “adult protection and support order”. Such an order will confer a power of entry to facilitate practitioners in speaking to an adult suspected of being at risk.
- Duties on relevant partners to report to the local authority when it suspects that a person may be an adult at risk.
- The establishing of a new National Independent Safeguarding Board to provide national leadership to the safeguarding agenda and to advise Ministers on the adequacy and effectiveness of safeguarding arrangements.
- The creation of new Safeguarding Children Boards and new Safeguarding Adults Boards. Board areas and lead partners of the Boards are to be prescribed through regulations.

With regards to broader **Social services functions (Part 8)** the Bill provides for:

- Implementation of the Law Commission's recommendation that the Government should issue a code(s) of practice to provide guidance for social services authorities on the exercise of their social services functions.
- Welsh Ministers to intervene in the exercise of social services functions by a local authority on certain grounds specified in the Bill; and where appropriate to issue directions.

Under **Well-being outcomes, co-operation and partnership (Part 9)** the Bill provides for:

- A duty on Welsh Ministers to publish a statement of the outcomes to be achieved in terms of the well-being of people who need care and support and carers who need support.
- Welsh Ministers to have powers to issue a Code to help achieve the outcomes. The code may impose requirements on local authorities and give guidance both to local authorities and to other providers of care and support.
- A duty on local authorities to make arrangements to promote co-operation with partner bodies to improve the well-being of adults with needs for care and support and carers with needs for support.
- Requirements on local authorities to promote the integration of care and support with health and health-related provision, with a view to improving well-being, prevention and raising quality.
- Partnership arrangements to be prescribed through regulations both between local authorities and between local authorities and local health boards.
- Powers for Welsh Ministers to direct local authorities to enter into joint arrangements in relation to their functions for the maintenance and operation of adoption services, thereby enabling Welsh Ministers to deliver their policy ambitions in relation to a National Adoption Service.

Finally, in respect of **Complaints and representations (Part 10)** the Bill provides for:

- A new framework for local authority duties in respect of their consideration of representation and complaints from people about social services functions.

*

The draft proposals for this Bill were informed by discussions with key stakeholders, as well as debates in the Assembly and elsewhere, following the

publication of *Sustainable Social Services for Wales*. The evidence of the Independent Commission on Social Services in Wales; the Law Commission's review of adult social care legislation, and our own Review of Safeguarding also provided further evidence to draw upon in the development of those proposals.

A 12 week public consultation on the Bill ran from 12 March to 1 June 2012. This consultation set out the key principles of areas for change and sought to gain views of the proposed content of the Bill. 275 written responses were received during this 12 week period and a range of events held which were attended by over 500 people.

A copy of the consultation document and a Summary of Responses, which I issued via a Written Ministerial Statement on 17 October 2012, are available from the Welsh Government website. Individual responses will also be published shortly.

A Legislative Statement will be made in Plenary tomorrow to introduce the Bill and I look forward to the Assembly's consideration of the Bill over the coming months.

This page is intentionally left blank