

## Appendix 2 - Rationale for investigating the Investigated Authorities

### Caerphilly County Borough Council

- Caerphilly County Borough Council is the local authority with the second highest proportion of people who provide unpaid care in Wales.
- Caerphilly County Borough Council also has a high proportion of disabled people and a high proportion of localities classified as most deprived in Wales, making it one of the most deprived areas in Wales. It is appropriate to consider how the demographic influences the provision of carers' needs assessments in this local authority.
- Evidence gathered during the consultation indicated that carers' needs assessments tended to be included in the Integrated Assessment rather than a stand-alone carer's needs assessment.
- Evidence gathered during the consultation indicated that, in a fair number of cases, the services provided do not reflect the assessed outcomes/needs.
- Evidence received from carers in response to the consultation indicated a distrust in the local authority, a fear that services would be removed and that carers' needs assessments were not being routinely offered to carers.
- Only 2% of adult carers' needs assessments led to a support plan, however, 87% of young carers' needs assessments led to a support plan. It is appropriate to examine this disparity.
- In the light of the information above and the published criteria, it was proposed that Caerphilly County Borough Council is one of the local authorities included in the investigation.

## Ceredigion County Council

- Ceredigion County Council is one of the local authorities with the largest proportion of people providing 19 hours or less of unpaid care a week, at 5.3% of the population.
- A relatively low proportion of adult and young carers' needs assessments led to a support plan, at 11% and 15% respectively.
- Ceredigion County Council works in partnership with Porth Gofal, a partnership between Ceredigion County Council, Hywel Dda University Health Board and third sector organisations, to undertake adult carers' needs assessments and with Gofalwyr Ceredigion Carers for young carers' needs assessments. It is appropriate to examine how the use of a third sector organisation works in practice, given general concerns raised by carers about commissioned carers' needs assessments during the consultation.
- Ceredigion County Council is a largely rural authority situated in west Wales. According to StatsWales, for the year ending March 2023, more than half of its population are [Welsh speakers](#). The 2021 Census recorded the percentage of the population in Ceredigion able to speak Welsh as [45%](#).
- Examining how the rural nature and use of the Welsh language may impact upon the support available to carers will be an issue we propose to consider.
- In the light of the information above and the published criteria, it was proposed that Ceredigion County Council is one of the local authorities included in the investigation.

## Flintshire County Council

- Flintshire County Council has been identified as the local authority with the highest percentage of adult carers' needs assessments leading to a support plan.
- Examining how this has occurred, whether best practice is exemplified at this local authority and whether any lessons could be learned to share with other bodies, is worthy of further consideration.
- In contrast, evidence gathered from carers who lived in this local authority area indicated that the support plans offered did not meet their assessed outcomes/needs and that there was a limited range of support options offered.
- In addition, evidence indicated that carers' communication needs were not recognised to enable effective engagement in carers' needs assessments.
- Carers' needs assessments are commissioned to North East Wales Carers Information Service at Flintshire County Council. It is appropriate to examine how the use of a third sector organisation works in practice, given general concerns raised by carers about commissioned carers' needs assessments during the consultation.
- In responding to the consultation, Flintshire County Council said that it did not consider that it had a systemic service failure or maladministration issue. However, it has recently voluntarily agreed to settle a complaint made to the Ombudsman's office relating to carers' needs assessments. It had failed to provide a copy of the carers' needs assessments and subsequently agreed to provide this. It also agreed that it had not offered carers' needs assessments to the complainants in their own right.
- In the light of the information above and the published criteria, it was proposed that Flintshire County Council is one of the local authorities included in the investigation.

## Neath Port Talbot Council

- Neath Port Talbot Council is the local authority with the highest proportion of people who provide any amount of unpaid care in Wales. Neath Port Talbot Council also has the highest proportion of people who provide 50 or more hours of unpaid care a week, at 4.5%, and people who provide 20-49 hours of unpaid care a week, at 2.9%.
- Neath Port Talbot Council also has the joint highest proportion of disabled people and has a high proportion of localities classified as the most deprived in Wales.
- Neath Port Talbot Council works in partnership with Neath Port Talbot Carers Service to undertake carers' needs assessments, with this service also providing some support services and others that are not offered by Neath Port Talbot Carers Service being forwarded to relevant Social Services teams. It is appropriate to examine how the use of a third sector organisation works in practice, given general concerns raised by carers about commissioned carers' needs assessments during the consultation.
- A relatively low proportion of adult carers' needs assessments led to a support plan, at 2%.
- The high number of carers in this local authority compared with the low proportion of adult carers' needs assessments leading to a support plan, is worthy of further investigation.
- Evidence presented in response to the consultation indicated that carers' needs assessments took a considerable effort to arrange, that it was routinely recorded that the carer declined an assessment and there was a lack of awareness amongst staff regarding the statutory right to a carer's needs assessment.
- In the light of the information above and the published criteria, it was proposed that Neath Port Talbot Council is one of the local authorities included in the investigation.