

Torfaen County Borough Council Adults and Children's Services

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider summary

The provider was registered on:	22/03/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	Staff complete induction in line with AWIF & employer endorsements to register with SCW if they do not hold a QCF qualification. Staff are supported to complete required qualifications and training is identified during supervision, appraisals, workplace monitoring & Annual Training Needs Analysis process. We work in partnership with TCBC colleagues, external providers & ABuHB to support training to enable continued professional development, SCW registration & post registration requirements.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Recruitment is a key priority. Vacancies are advertised on TCBC's web site & We Care Wales portal. Social media campaigns run alongside adverts to promote vacancy opportunities as well as attending recruitment events, We Care Wales initiatives & collaborating with our L&D colleagues to utilise student placements & apprenticeship opportunities. Staff retention remains challenging due to planned retirements, secondments opportunities, and wider workforce pressures within domiciliary care.

Regulated services delivered by this provider

Service name	Service type	Type of care
Torfaen Council Domiciliary Care Service : incorporating Integrated Reablement Service and Complex Dementia	Domiciliary Support Service	None

Service: Torfaen Council Domiciliary Care Service : incorporating Integrated Reablement Service and Complex Dementia

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	22/03/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	Torfaen County Borough Council is registered to provide a domiciliary support service in Gwent regional partnership area
How many people in total did the service provide care and support to during the last financial year?	1425

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Gaynor Evans

Service contact details

Service Telephone Number	01495766371
Service Contact Email Address	TCBCregisteredservice@torfaen.gov.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

We seek the views of people using the service & take opportunities to have conversations about 'what matters' to ensure their personal outcomes reflect their needs. Quality assurance questionnaires & feedback forms are used to monitor provision during & after intervention. Individuals can meet with managers in their own homes or at a chosen venue to discuss their wishes in relation to the service they're receiving. We ask for regular feedback from staff & stakeholders to build on existing practice to improve service. Feedback mechanisms ensure the rights of people who use the service is met & they have opportunities to contribute to decisions that affect their lives. Valuable feedback is captured during Responsible Individual(RI) visits & through CIW Inspections. Our compliments & complaints procedures ensure the rights of people using the service are being met & listened to. People are provided information on how to raise a concern/complaint so that we can adapt & improve our service.

Compliance and quality statement

Not Inspected - Improvements Underway We were not inspected by Care Inspectorate Wales during the reporting period. However, through our own checks, we identified areas where we needed to strengthen our approach to meet the standards under section 27(1) of the 2016 Act. We've taken action to make those changes and will keep monitoring progress. Our priority is to ensure people receive care, which is responsive, supportive, and focused on their individual needs.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£24.74
The maximum hourly rate payable during the last financial year?	£24.74

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	61
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	0	2
Supervisory Staff (not providing direct care)	5	0
Senior Care Worker	4	1
Care Worker	60	25
Planner	3	1
Other Staff	8	8

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Planner	Not relevant to this staff group	Working towards all staff completing
Other Staff	All staff have completed	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	No staff have yet completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	No staff have yet completed	Not relevant to this staff group
Senior Care Worker	No staff have yet completed	Working towards all staff completing
Care Worker	No staff have yet completed	Working towards all staff completing
Planner	Not relevant to this staff group	Not relevant to this staff group
Other Staff	No staff have yet completed	Working towards all staff completing

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	0	0	0
Supervisory Staff (not providing direct care)	4	1	0
Senior Care Worker	4	0	0
Care Worker	60	0	0
Planner	3	0	0
Other Staff	8	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	5	0
Senior Care Worker	4	0
Care Worker	15	45
Planner	2	1
Other Staff	5	3

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	5	0
Senior Care Worker	4	0
Care Worker	55	5
Planner	3	0
Other Staff	7	1

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Mon-Thurs - 8:30am - 5:00 pm/ Friday 8:30 am - 4:30 pm (4 staff) / including covering an evening and weekend On-call rota from 7:00 am- 11:00 pm (1 staff member)
Care Worker	Shifts are between 7 am -11 pm (AM or PM shifts) 25 x AM Rotas (7:00 -15:00pm), 8x AM Rotas (8:00- 14:00), 9 x PM Rotas (16:00 - 23:00), 6 x PM Rotas (14:00pm - 20:00pm), 6 Staff PM (14:00 - 23:00)