

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

16 SEPTEMBER 2015

Present: County Councillor McGarry(Chairperson)
County Councillors Ali Ahmed, Carter, Lomax and Sanders

21 : APOLOGIES FOR ABSENCE

Apologies were received from Councillor Chris Davis.

22 : DECLARATIONS OF INTEREST

The following Declaration of Interest was received:

Councillor Lomax – Item 4 – Councillor Lomax lives in sheltered accommodation.

23 : MINUTES

The minutes of the meeting held on 8 July 2015 were agreed as a correct record and signed by the Chairperson.

The minutes of the Joint Children & Young People Scrutiny Committee and Community & Adult Services Scrutiny Committee held on 29 July 2015 were noted.

24 : OLDER PEOPLE: PROGRESS IN DELIVERING COMMITMENTS

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member Health Housing and Wellbeing, Councillor Dan De’Ath Cabinet Member Skills Safety Engagement and Democracy, Tony Young Director Social Services, Sarah McGill Director Communities Housing and Customer Services, Jane Thomas Assistant Director Communities Housing and Customer Services, Amanda Phillips Interim Assistant Director Adult Social Care, Paul Keeping Operational Manager Equalities to the meeting.

In addition the Chairperson welcomed the external witnesses to the meeting: Abigail Harries Director of Planning and Dr. Suzanne Wood Consultant in Public Health from Cardiff and Vale University Health Board; Jeff Hawkins Age Connects Cardiff and Sarah Rochira Older People’s Commissioner and Iwan Williams Older People’s Commissioners Officer.

The Chairperson invited the Cabinet Member Health Housing and Wellbeing to make a statement in which she stated she was pleased to be in attendance to acknowledge the scale and complexity for society as a whole to meet the needs of the older citizens of Cardiff.

The Chairperson invited Councillor Dan De’Ath Cabinet Member Skills Safety Engagement and Democracy to make a statement in which he said that he was representing the equality and human rights aspects of the strategic equality plan; he added that an holistic approach was needed and this was a great opportunity to discuss ambition for the older people in the City.

The Chairperson invited external witnesses to make a statement. Jeff Hawkins declared an interest in that the organisation he works for is involved in several programmes of work to meet the needs of Older People in Cardiff. He felt that the volume of paperwork indicated the scale of work ongoing and welcomed the opportunity to debate this.

The Chairperson invited the Older People's Commissioner to make a statement in which she thanked the Committee for the invitation to attend the meeting, she explained that she will be publishing a piece of work later in the year regarding exemplar scrutiny regarding Older People and this scrutiny will help to inform her work.

The Chairperson invited Abigail Harries to make a statement in which she said it was a useful opportunity to take stock; there would be an AGM later this month and a public wider strategy of where to take services over the next ten years with regards to outcomes, home first and prudence etc. she added that real progress has been made on the Health and Social Care Interface.

Officers added that lately there had been really positive moves to the integrated agenda with Health especially in terms of outcomes and scrutiny such as this helps take the steps to get there.

The Chairperson advised the Committee that as there was a lot of information provided, questions would be taken on each Appendix separately and then overarching questions would be taken. The Chairperson invited questions and comments from Members in respect of Appendix A:

- Members asked how the plan compared to others and whether it was sufficiently ambitious. The Older People's Commissioner stated that the plan was one of the first she had seen; her observations were that she liked the narrative at the beginning of the plan, she found it could be understood easily and translated out to the general public. She considered that the delivery plan could be strengthened with stronger outcomes and provided the example of Falls, stating that the plan would benefit from clear targets being set against what would be done to prevent them, she added that the targets had to be focussed and relentless. The Older People's Commissioner stated that she would like to clearly see who the partners are, and be able to identify a lead partner; again she considered that much clearer outcomes were needed as was a high level risk assessment; which would then be linked to benefits and impacts.
As for the plan being sufficiently ambitious, the Older People's Commissioner explained that without seeing the outcomes she couldn't answer this but stressed the fact that the outcomes need to be relentless and focussed and it was important to see ambitious targets sit behind them.
- Members asked what the principals were behind the Ageing Well Plan, and how it was developed. Officers explained that they went through due diligence and consulted 50+ forums as they needed it to be holistic. Local service board meetings were used as it needed to be a plan that was good for all in Cardiff. It is built on existing strategies and plans. It was added that there was a lot to be learnt from developing the plan; this was the first plan looking to re-focus

and re-shape services. Officers stated that they would report on completion of actions.

- Members asked whether Officers considered there were any gaps in the report, where things hadn't been included and gave the example of the Transport Strategy, wondering if some things were implied rather than explicit. Officers advised that engaging with forums such as 50+ and Access Focus Groups meant that they could express any unfulfilled needs; inevitable some things would be implied rather than explicitly laid out in the report. It was added that they were bound by a host of general and specific equality duties to involve and engage, assess impact of services delivered and then monitor the impact of the policies. Officers were trying to produce a readable document with a strong link to the Strategy document. Members were further advised that there was lots going on in Cardiff, too much information to include in the report, so to be mindful of things being undersold in the action plan, such as multi-agency work. It was noted that if an outcome based approach was to be achieved then multi-agency views would need to be included e.g. Multi-Agency Ageing Well Planning Group Action Plan.
- Members asked how the Directorates had inputted to the Plan. Officers explained that the Equalities Officer had identified what he perceived were key actions, these were then taken to Senior Management Team and contributions were sought from Directorates. Using the example of Transport, Officers advised that they had an open door relationship with them, when a piece of work is emerging then it goes to the Access Focus Group and 50+ Forums who work together and have the opportunity to input into the Equality Impact Assessment. It was added that lots of partners contribute such as the Police, Fire Authority, Community Health Boards and Public Health and that these contributions could be more explicit in the Plan.
- Members noted that this was a public document and asked how useful and fit for purpose it was in its current form, considering that it included people's names and job titles which could change at any time. Officers understood the point and noted that team emails are provided on the website. It was noted that this was a one year document and a working document and that primarily it would be professionals that would be interested in it, with the public being more interested in the Strategic Equalities plan. Officers added that naming people in plans also adds accountability. Members noted that the Plan sets out a broad programme of works.
- Health colleagues added that they were keen to explore how to reduce the health and equalities gap, it was about how to target specific actions to intervene and support people.
- Members noted that Ethnic Minorities are underrepresented and don't use services as much as others in the cohort, and wondered if the Plan addresses this issue. Officers explained that this isn't targeted specifically in the document; it was noted that only half of the number expected uses Adult Social Care and the Committee had commissioned an inquiry into this. Officers added that it was important not to see this issue in isolation and that it needs to knit with the Strategic Equalities plan.

- Members were concerned that the Plan does not mention the Social Services Wellbeing Act, or what was being done to work towards it, Members considered that the Plan undersells the good work being done and should capture the exploratory work that's going on. Officers agreed that the Plan should reflect the good work already going on and that if partners feel confident that they can deliver then this could be included in the future. It was added that the Plan was produced at a time of change and, as a new initiative, aimed not to be over ambitious; if then services are over delivered this could show how to strengthen actions in the future.
- Members discussed key partners and it was noted that there needed to be alignment and golden thread between plans; commitment and contribution from partners was needed to deliver Health and Social Care integration and wider wellbeing work. Health colleagues stated that the Plan was well linked in terms of planning work and reads across very well.

The Chairperson invited questions and comments from Members in respect of Appendix B:

- Members discussed addressing housing needs of older people and it was noted that this was the first plan specifically addressing this. Officers advised that research will be used from the report produced by DCA, information from the waiting list and client surveys, to form a five year plan for delivery older persons housing, to help them stay longer in the community and potentially free up larger accommodation for families. The many advantages of meeting the needs of older people were recognised, and the plan would be an ongoing five year plan of development.
- Members asked if it was possible to ensure that when older people so move accommodation that they stay within their community. Officers stated that this came out very strongly from the consultation of the allocations policy and the review of this Policy tackles this issue; the plan would address issues neighbourhood by neighbourhood.
- Members noted the very credible data and noted lots of positives including peoples willingness to downsize. Members asked how the private sector would be utilised, how bungalow development could be encouraged and what the timescales were for delivering the five year plan. Officers advised that the plan deals with social housing and would come out in November/December time, officers added that the report would identify lots of actions to take forward at this point.
Members were advised that in relation to the private sector the Housing Strategy would cover this; it was important when talking to developers about what the Council is doing in terms of reshaping what it already has, such as refurbishing, and new builds through the housing partnership scheme, to specify the needs of older people such as extra care, tele care. It was noted that bungalows are very costly to build and developers will only build what people will buy, but all options are looked at.
- Members considered that there was evidence to show that there was demand for two bedroom bungalows and flats; that there was a reliance on the Housing Strategy to capture elements of the private sector and asked success in this

could be measured. Officers advised that the Strategy would give the need assessment and help inform development; it was added that S106 sites were a difficult balance in terms of the number the Council wants to see built to what people will buy. Members agreed that the market corrects itself but thought that the market was not responding quickly enough to the demand for bungalows and considered that the Council should get involved. Officers explained that the Council could only issue guidance on this.

- Members asked how future proof the five year plan was for needs of older people considering things like the Dementia Plan. Officers advised that they gather as much data as possible, the plan does project population and Officers have worked on how to future proof homes as they get older. The Plan will need to be reviewed and updated to ensure it meets needs.

The Chairperson invited questions and comments from Members in respect of Appendix C:

- Members noted that there were no longer Cardiff Bus services along Thornhill Road, only Stagecoach provided a service and they did not accept bus passes. Members asked if there was anything the Council could do about this as accommodation for older people is being developed there. Officers advised that they could ensure people who are letting the properties are aware of the situation and also that a crossing is going to be provided. The Cabinet Member stated that it was an unintended consequence of the deregulation of the bus service and that she would speak to the Chair of Cardiff bus and raise the question more broadly.
- Members asked how it could be ensured that the properties are let solely to older people. Officers explained that they would be designated elderly property for over 60's, the properties needed to be lived in by people who specifically need them.
- Members noted that work would start on site next April and asked when the development would be ready for the first residents. Officers explained the timeline as Planning at the end of September, then Tender process, Contractor on site by April, then a programme of works would be established.

The Chairperson invited questions and comments from Members in respect of Appendix D:

- Members asked when the Day Opportunities Strategy would be coming to Committee and were advised by Officers that it would be brought to Committee in early November before it goes to Cabinet.
- Members sought clarification on how the Red Amber Green (RAG) status is assigned. Officers advised that they had looked at the Older Persons Strategy and reviewed the position in relation to current performance. They were left with an honest assessment of what progress had been made and confidence of going in the right directions based on officer interpretations, it was important now to provide the evidence for this. From this a very detailed action plan would be developed, linked to the Ageing Well Plan and brought back for Committee consideration. Health colleagues added that there were very

detailed plans under a number of the areas, with a clear focus on outcomes which were all monitored very closely. The Cabinet Members stated that there had been a real step change, a commitment and an agreement in principal to make things happen.

- Members noted that some areas had no timescales or actions against them and asked when Committee would see a more complete overview. Members were advised that there was a tremendous amount of information to relay. Members raised the issue that there were a number of instances where terms had been used that implied wholesale change, without any details being provided, for example 'new target operating model'. Officers advised that there were a number of Member workshops scheduled imminently where further information could be sought.
- Members sought more information on the 'budget build exercise' mentioned in Appendix D. Officers advised that they need an honest appraisal on demands and pressures regarding the budget, to inform commissioning process and budget process and that a high level presentation could be shared with Members.
- Members asked for more information on the delivery of the Dementia Plan. Health colleagues advised that the Dementia Plan was in its second year, the majority of actions identified in the first year were on track, those that weren't had been rolled over into this year. There had been lots of successes including Dementia Friends and a training programme. Members further asked about the monitoring of the plan and were advised that the plan is monitored by the Dementia Task Force which included people and their carers and was chaired by the President of Age Cymru.
- Members sought further information on the Andrew Cousins Review. The Director of Social Services explained that he had commissioned an external advisor to complete a diagnostic of Adult Services to see if the Council had strategic capacity to meet needs. The advisor provided his first feedback to Cabinet and it would be brought to Scrutiny in the future. Members were further advised that the finding very much concurred with what the discussion at committee had brought out such as Integration, Remodelling and Transparency.

The Chairperson invited questions and comments from Members in respect of the overarching report:

- Members noted the volume of papers and the vast of amount of work that had been carried out and sought the views/observations of the Older Person's Commissioner on what had been produced. The Older Person's Commissioner noted that the sheer amount of work that was going on was phenomenal, and it was now a question of how it all comes together. She added that it all comes back to Outcomes and the need for them to be seen clearly, outcomes become the golden thread and can be described easily to the public as to how it relates to them; A key question should be how service provision makes a positive difference to individuals. The Director of Social Services stated that he is very conscious of a need for simple and clear narrative with a sense of direction; he noted that there were too many

strategies and plans but it was important not to underestimate the complexity of getting the job done. The Older Person's Commissioner stated that the trick was to turn complexity into what was clear to the public. There was also a need to take an asset based approach, Older People are worth £1 Billion to the Welsh Government and engage more with people and organisations such as the Women's Institute, who can identify people who are at risk; she added that an anticipatory approach was now needed.

The Chairperson thanked the Cabinet Member and Officers for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson writes on the Committee's behalf to the Cabinet Member to convey their comments and observations. [View Letter](#)

25 : FUTURE PROVISION OF SUBSTANCE MISUSE COUNSELLING SERVICES IN CARDIFF: PRE- DECISIONS SCRUTINY

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member Health Housing and Wellbeing, Tony Young Director Social Services and Amanda Phillips Interim Assistant Director of Adult Social Care to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she stated that changes were made to the Counselling service during the budget proposals in February; it was felt as part of the negotiations that the service needed to continue until a Volunteer Counsellor base was developed. The Pilot has been fully supported by all partner agencies; the success of the service will be monitored on results based accreditation framework. Tony Young added that the Employee Counselling service would remain.

Members were required to undertake pre-decision scrutiny of the draft report to Cabinet entitled 'Future Provision of Substance Misuse Counselling Services in Cardiff', to pass comments, observations and recommendations to Cabinet for their meeting on 1 October 2015 when the report would be considered.

The Chairperson invited questions and comments from Members:

- Members noted that the pilot was a success and it was being taken forward, with volunteers being supervised, and asked how robust the service will be going forward if run by volunteers and what mitigation plans were in place in case things went wrong. Officers advised that there would be a 0.5 FTE co-ordinator supervising volunteer counsellors who were in their second or third year of Counselling training and undertook this work as part of their professional development, when that cohort moves on then more are recruited. The service would be reviewed on a regular basis with Health colleagues and others.
- Members noted that clients could expect an appointment at the service within three weeks and asked with the number of counsellors and current level of referral rates, what the demand and capacity is. Officers stated that current capacity is matched to current demand and would be regularly reviewed. The service now offers text alerts to improve the Did Not Attend rate and therefore demand was up.

- Members noted that the report was brief and did not contain information on the level of savings the changes would lead to, or on outcomes and impacts; however the information that was provided was positive. The Cabinet Member stated that a commitment had been made to the Committee to allow this report to come for pre-decision; the pilot is working which provides confidence and she said that she is reassured that third sector and health partners are also reassured.
- Members noted that there was limited financial implication and no Equality Impact Assessment information in the report and were assured that more detail would be included in the report to Cabinet. Officers also offered to bring the equality Impact Assessment back to another Committee.
- With reference to there being no Trade Union response in the report; Members were advised that no response had been received from the Trade Unions; however it was on the agenda for Trade Union meetings imminently.

The Chairperson thanked the Cabinet Member and Officers for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson writes on the Committee’s behalf to the Cabinet Member to convey their comments and observations. [View Letter](#)

26 : WORK PROGRAMME: UPDATE AND SCOPING POTENTIAL INQUIRIES

As part of the work programme process, Members agreed to pilot new ways of working in several areas in order to address the perceived need to have fewer items on Committee meeting agendas and for Committees to last no more than three hours.

Members were provided with an update on the actions requested as part of the work programme. Members noted the changes required to the work programme in terms of items at Committee. Members also decided to scrutinise the published budget monitoring reports as the proposed budget monitoring panel was not supported.

Members noted topics for potential inquiries and after discussion of the topics considered it best to conduct an inquiry into Night Time Economy initially, followed by Anti Social Behaviour.

27 : PERFORMANCE PANEL: QUARTER ONE 2015/16

Members were updated on the work of the Committee’s performance panel, including a review of the Quarter One performance report.

Members views were sought on the prioritisation of areas for more detailed performance scrutiny.

It was noted that there were no witnesses at the performance panel meetings, therefore requests for further information would be requested in the way forward.

Members noted there was no Housing Repairs indicator, and were concerned that there were only 8 indicators in total that related to the remit of the Committee.

Members considered there should be a breakdown of Social Services for savings and PPDR's indicators, into Adult Services and Children Services.

Members discussed whether to prioritise Homelessness, Voids or Care Pathways. It was noted that Officers were still waiting for information from Welsh Government in relation to Homelessness.

RESOLVED: to undertake a detailed Scrutiny on Voids, followed by Care Pathways, dependant on Quarter 2 performance indicator results.

28 : CORRESPONDENCE UPDATE - INFORMATION REPORT

This report provided the Committee with the latest update on correspondence. The Committee received copies of correspondence sent and received in relation to matters previously scrutinised by this Committee. Members noted that no response had been received from Christine Salter and requested that this be requested again.

The Committee discussed having a Committee Business item on the agenda going forward to incorporate correspondence information.

AGREED – That the report be noted.

29 : DATE OF NEXT MEETING

The next meeting is scheduled for Wednesday 7 October 2015 at 5.00pm.

The meeting terminated at 8.35 pm