

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

8 MARCH 2017

Present: County Councillor McGarry(Chairperson)
County Councillors Ahmed and Sanders

61 : APOLOGIES FOR ABSENCE

Apologies were received from Councillors Carters, Ralph Cook and Magill.

62 : DECLARATIONS OF INTEREST

A declaration of interest was received from Councillor Sanders who declared a personal interest in item 5 as one of the partners named is Cardiff Homelessness Alliance which she set up.

63 : MINUTES

The minutes of the meeting held on 18 January 2017 were agreed as a correct record and signed by the Chairperson.

64 : REGIONAL PARTNERSHIP BOARD : PROGRESS UPDATE

The Chairperson welcomed Councillor Susan Elsmore – Cabinet Member Health Housing and Wellbeing, Tony Young, (Director of Social Services), Amanda Phillips (Assistant Director of Adult Social Services), Rachel Jones (Assistant Director Integrating Health & Social Care) and Judith Hill (Cardiff & Vale UHB – Head of Integrated Health) to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she said that she had attended the panel process to interview for the new Chief Executive of the Cardiff & Vale UHB. She is an independent member of the board representing Local Authorities, she also Chairs the Regional Partnership Board; this shows the progress that has been made in the partnership working.

Members were provided with a presentation after which the Chairperson invited questions and comments from Members:

- Members sought clarification of the governance arrangements and the links between the individual organisations and their responsibilities alongside those of the Board. Officers explained that there were no formal delegated decision powers for the Board, all decisions go back to the individual authorities and Health Board. Scrutiny arrangements would also go to individual authorities. The Director added that the main focus for the RPB was part 9 of the Act, some areas remain firmly with individual authorities and their Directors of Social Services, however, over time, some of the lines may blur.
- Members asked how they could work eventually towards one aim, to integrate more to improve outcomes. The Director stated that there was a huge agenda for part 9 of the Act, if progress is made here then it can be elsewhere too. There had been lots of frustration regarding integration but it was starting to

feel different now and the partnership was working better, with the work of the Assistant Director assisting this greatly.

- Members referred to the Population Needs Assessment and asked how it reads across with the Well Being & Future Generation Act needs assessment work that Cardiff has done. Officers explained that the latter is quite high level, whereas this population needs assessment is more specific, they started together then differences became apparent. There were however common themes which came out of the assessments, such as loneliness. The next stage is to develop an area plan with the leads of the PSB's. Locality approach is well established in Cardiff and it could be applied here. With regards to engagement, officers agreed to look at what had been done with the Wellbeing Needs Assessment.
- Members were pleased to see that, with regards to DeToc, individual patient numbers have reduced. However, Members were concerned to see the number of bed days were increasing; Members asked what was being done to reduce the number of Bed Days and were advised that bed Days was the most worrying issue, with people staying in hospital for longer than needed. Members were advised that there are daily ward rounds, which look at discharge plans etc.; there are multi agency meetings each week to discuss every patient who is medically fit and work is done to avoid them staying longer than necessary. Complex case reviews are undertaken which look at issues, length of stay, work with mental health teams also happens now.

Capacity in care homes is also an issue, especially for Elderly Mentally Infirm patients and capacity work needs to be done in this area. Officers added there is likely to be an increase in DeToc this month as people get medically fit after the winter. With regards to the homecare market there was lots of work being done to increase capacity in the sector.

- Members asked what work was being done on support for carers and were advised that there was lots of work including innovative work with young carers, there was consultation with young carers about what support they need. With regard to Adult carers, the caring forum was an ongoing voice for carers and there is a carer representative on the Board, however it is recognised the forum needs more work to become a meaningful voice for carers and not just ad hoc views. Officers added that there was a dedicated carers team with a lead officer and there was also a joint piece of work on Young/Adult carers that was subject to an ICF bid.
- Members sought assurances that there were enough resources to continue with the excellent work being done. Officers stated there were pressures but the climate encourages more creative and innovative uses of resources to be efficient. There is a need to be better at understanding needs and demands across all partners; joint systems were needed alongside an understanding of the impact of the work being done.

The Cabinet Member added that there are concerns nationally on the budget impact on social services over the next few years; there was a need to work creatively but be aware of the funding gap that is not going to go away. The Director added that there was a growth bid in the budget for support for carers,

but there would never be enough resource to provide the level of support he would like to provide.

RESOLVED that the views of the Committee would be discussed during the way forward section of the meeting and a letter sent to the Cabinet Member in due course.

65 : ROUGH SLEEPERS STRATEGY PRE DECISION SCRUTINY

The Chairperson welcomed Councillor Susan Elsmore – Cabinet Member Health Housing and Wellbeing, Sarah McGill, (Director of Communities, Housing and Customer Services) and Jane Thomas (Assistant Director of Communities and Housing) to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she said that this was her last opportunity in the current electoral cycle to address the Committee and she was delighted to present this Strategy. The Cabinet Member added that she wished to commend the work undertaken by Jane Thomas, she considered it was one of the finest pieces of work that she has seen in relation to the engagement, detail and level of ambition it shows.

Members were provided with a presentation after which the Chairperson invited questions and comments from Members:

- Members wished to wholeheartedly commend Officers for their work on this Strategy, particularly with its sentiment and detail.
- Members noted that lots of partners are involved including volunteers and faith groups who work behind the scenes with no funding, and asked how can it be ensured that all those involved work towards the Strategy. Officers advised that there had been more communication with faith groups this year, it is important to go out and speak with the small volunteer groups such as those who do the soup runs, they do a wonderful job and they need to be provided with the information that they can give out to people about Pathways etc.
- Members were pleased to see that there were now two Mental Health nurses working with officers. Officers agreed and said that there were lots of issues that needed to be worked through such as making sure that accommodation is fit for purpose for their needs; it was also possible to work on support pathways in normal flats rather than supported accommodation. The Cabinet Member added that when she started in her role, Health often did not attend Hub Committee meetings but things have moved on from then. The Cabinet Member also highlighted that bereavement is often a trigger for rough sleeping, which has gone unspoken for a long time. The Director added that gathering evidence of what is working will help to develop pathways and garner support for these as has been the case in other changes such as the First Point of Contact changes.
- Members noted that Housing First is a very important issue and asked if help is provided when people are given their own accommodation. Officers advised that help is provided, this is already being done via Litchfield Court and it is hoped that it can be extended. Officers noted that sometimes people

can become entrenched in the homelessness lifestyle and can find their own accommodation very lonely as they miss the community of the streets. It is therefore important to create a community network for these people so they do not fall back into rough sleeping as a way of not feeling so lonely.

- Members asked what health conditions are experienced by rough sleepers and were advised that there are various conditions aside from substance misuse issues, such as Lung problems and trench foot.
- Members noted that 50% of rough sleepers in Cardiff are not from Cardiff. The Cabinet Member stated that 50% have no local connection and 20% are EEA Nationals. It was noted that up until last year Caerphilly advertised Cardiff's services on their website and in their Citizens Advice Bureaus. She added that Cardiff was a magnet as a capital city. Officers stated that they work with the Salvation Army and reconnection services to look for friends and relatives to try to reconnect people; the Salvation Army has links throughout the UK and Europe.
- Members asked if there were any successful Strategies in other Local Authorities that Cardiff could look at and were advised that officers have looked at work in London (No second night out) and work in America (Housing First); everyone was challenged and there was no real answer as yet. Cardiff is seen as an exemplar with its excellent services but change is needed as rough sleeping has been rising.
- Members asked how the different partners will be coordinated so there is no duplication in assessment and procedures. Officers stated that wherever people are picked up, they would engage through the Gateway and a case started; anyone who is involved though can give advice.
- Members asked if EEA Nationals are given a case worker and were advised that they do and that the Salvation Army does have a small house to house EEA Nationals that they think they can help get into work etc., which is paid for by charitable donations. If they go through the process and decide not to engage then they can be referred to immigration. It will be the role of Council officers to refer to immigration services; other organisations or volunteers would not be expected to take on this role.
- Members sought assurance that the service had enough resources to help people return to or engage with employment or education. Officers stated that part of the Strategy was to review funding to ensure that the reconnection process was sustainable. The Cabinet Member added that there needed to be clear protocols and boundaries within the overall context of being non-judgemental. The Director noted that the report needed to be amended slightly in relation to the supported people funding as they needed a recommendation for decision.

RESOLVED that the views of the Committee would be discussed during the way forward section of the meeting and a letter sent to the Cabinet Member in due course.

66 : PROGRESS RE DEMENTIA FRIENDLY COMMUNITIES - BRIEFING REPORT

Members were provided with an update on the development of 'Dementia Friendly Communities' action plans in the Neighbourhood Partnership areas.

The briefing report, which had been prepared by officers from Cardiff and Vale Public Health Team, stated:

- a. The Neighbourhood Partnership areas of Cardiff North, Cardiff South West and Cardiff City and South expressed an interest in beginning to work towards becoming Dementia Friendly Communities;
- b. A series of meetings were held to discuss how core local authority services could contribute to the creation of a dementia friendly city;
- c. During Quarter 3 2016/17, a number of planning meetings took place;
- d. In February 2017, a Cardiff city-wide plan was finalised to submit to Alzheimer's Society for the city to receive 'Working towards becoming Dementia Friendly' status;
- e. The Neighbourhood Partnership areas of Cardiff North, Cardiff South West, Cardiff City and South and Cardiff East are currently in the process of establishing local Dementia Friendly steering groups.

The Chairperson invited questions and comments from Members:

- Members were concerned that not all neighbourhood areas had developed local plans as they had been told that they would. The Scrutiny officer stated that this had been asked at Performance Panel meetings too and she said she would endeavour to get an update on this.
- Members asked what the difference was between the City Wide Plan and local delivery plans. The Scrutiny officer stated that she would endeavour to get an update on this.
- Members said they would be interested to see how the City Wide Approach would be implemented.

RESOLVED to note the briefing report.

67 : COMMITTEE BUSINESS

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 were advised that the outstanding response in relation to Adult Safeguarding had now been received so the correspondence list would be updated.

Members were advised that the Performance and Budget Monitoring Panel had met on 6 February and 6 March to look at Quarters 2 and 3 performance.

The Scrutiny Officer advised Members that the Draft Annual Report was presented for their consideration; it outlined the work undertaken from June to March, captures the impact of that work and includes quotes from Cabinet Members. The report also included the impact of the work of the Committee from 2012-2017, which was evidenced with examples.

Further amendments were needed such as including the Night Time Economy work and IAA, and the outcome of the committee meeting.

RESOLVED to:

- I. Note the content of the correspondence schedule;
- II. Note the feedback from the Performance and Budget Monitoring Panel; and
- III. Approve that the draft Annual Report 2016/17, subject to any amendments the Committee wish to make, be laid before Council;