

## COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

1 APRIL 2015

Present: County Councillor Groves(Chairperson)  
County Councillors Carter, Goddard, Lomax, McGarry, Sanders  
and Graham Thomas

### 89 : APOLOGIES FOR ABSENCE

There were no apologies received.

### 90 : DECLARATIONS OF INTEREST

Declarations of interest were received from:

Councillor Groves – he and his wife are in receipt of Domiciliary Care both through Direct Payments and traditional method.

Councillor Lomax – he lives in sheltered accommodation provided by Cardiff Council  
Councillor Sanders – manages a family member's Domiciliary Care via Direct Payments

Councillor Carter – has represented organisation on The Wales Carers Alliance

### 91 : MINUTES

The minutes of the meeting held on 4 March 2014 were agreed as a correct record and signed by the Chairperson.

### 92 : ADULT CARERS OF ADULTS UPDATE REPORT

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member Health Housing and Wellbeing, Siân Walker Director Health and Social Care to the meeting and Sue Schelewa, Operational Manager Assessment and Care Management.

Members were provided with an outline of the report which included items that had been requested to cover and work to date; Members were also advised that reports and letters were appended to this report.

The Chairperson invited the Cabinet Member to make a statement in which she noted the importance of the work of the Committee's review and that there was a clear improvement wanted going forward.

Siân Walker provided Members with a statement in which she said:

The Health & Social Care Directorate purchases services to provide respite care for people with a learning disability who are assessed as having an eligible need. Respite care is also delivered as an outcome of a Carer Assessment.

Currently, respite care predominantly takes place in 3 settings within Cardiff and is supported by third sector organisations. However it can also occur through the

provision of domiciliary support in the person's own home or a day opportunity away from the home, so that the carer can receive a break.

- The service is due to be re-commissioned to deliver a more person centred flexible model of support within locations that are accessible to people with complex and challenging behaviours. As with the Supported Living Contract, people who use the service have had an opportunity to share their views through the Respite Steering Group which has been meeting for the last 6 months to draw up support & accommodation specifications, and set out plans to negotiate with the current providers for the Respite Provision and recommend a future direction for Respite provision. This will inform the re-commissioning process.
- The draft Respite Strategy has been collated via the Learning Disability Partnership Group which comprises service users and family Carers as well as third sector representatives and officers.
- Proposed service changes will be implemented at the end of Q3 2015/16

Details about the new service specification for the Carers' service

Work has slipped during 14/15 on this development because of prioritisation in connection with the Day Centres recommissioning programme. Work on the completion of the specification is now scheduled for Q1 15/16 – this will include:

- Access to a wider range of respite options for Carers
- Support to Carers providing a lower level of care
- Development of an early intervention protocol to enable us to work with Carers to avoid "carer crisis" where possible.

CASSC is aware (following comments from the Q3 Performance Report) that the directorate commissioned work during Q3 to identify reasons for underperformance on delivery of carer assessments. The outcome of this was a specification for making changes to the CareFirst social care records database – making it easier for staff to record. Additionally work has been ongoing to cleanse data on Carers recorded on the system.

The Chairperson thanked the Cabinet Member and Officers and invited questions and comments from Members:

- Members asked whether there was any data available on the use of Direct Payments for respite care. Officers advised that under the current guidance direct payments cannot be used for respite care, they had however grouped respite together to cover the carer and cared for and this would be funded from the same pot.
- Members sought information on why some people haven't taken the option of a carer's assessment when its been offered to them, whether the reasons for this are recorded at all. Officers explained that sometimes social workers are not clear what is available to carers when they offer a carers assessment and so may not fully explain the benefits that could come from completing a carer's assessment; it could be anything that is needed to support them in their role such as an extra washing machine, social opportunities etc., not always respite.

- Members noted the targets in the corporate plan were high at around 90%, whereas currently only 51% was being achieved and asked whether the target was attainable. Officers explained that increasingly they were offering more people opportunity for reablement and they have found that then carers can become invisible with offers for a carer's assessment not being made. There are approximately 250 people going through reablement at any one time so it was important that offers should be made. It was stated that there was an issue with where the data is recorded; there were 8 places on Care First where an offer could be recorded; data cleansing should help this.
- Members discussed respite care for people with learning disabilities and other service user groups and asked what the main priorities were. Officers stated that it was about scoping out what was needed; opportunities to widen horizons; day opportunities; sitting services; employment opportunities etc. and it was important to co-produce this work with advocates and parents; all within the financial envelope available. It was noted that by quarter 3 there will have been some gradual change and it will develop and evolve over time.
- Members discussed the provision of information through the Hubs; whether there would be a basic suite of information provided to carers and what plans were in place to provide information to people who currently use Marland House when it closes. Officers explained that they work closely with people who use the Hubs and create links with Hubs staff; some people will apply when the new centre opens; there will be an online portal for carers which will also be available in the Hubs. It was noted that when Marland House closes information will be available in the Central Library.
- It was noted that according to recent UK wide research, 61% of disabled people had access to the internet at home; Members asked whether any thought had been given to widening additional information offered when Marland House closes rather than relying solely on an on-line portal. Officers stated that mobile working and scheduling would assist as officers would be able to access online information at the point of a carer's assessment. There would also be carers newsletters produced quarterly and paper information would be provided.
- Members sought further information on the accuracy of data. Officers explained that the data was accurate but it had to be manually taken off the system and it was needed electronically; fields needed to be simplified in Care First in order to record data
- Members further discussed accuracy of carers information and it was noted that the Carers Policy Officer will be given dedicated time to progress this issue and to add known carers to the database and people who are no longer carers taken off the system. Siân Walker added that they had commissioned OLM in January and the work was finishing imminently; the result would be better access to data and the ability to produce records to show progress and results.
- Members expressed concerns that there were consistent issues regarding identification of carers and the database system.

- Members discussed the information centre at University Hospital of Wales closing due to the lack of footfall; sought assurances that Health Board Colleagues were on board and considered that it should be normal practice that offers are made for a carers assessment. Officers responded by saying that reablement is offered at the start; home care staff will note who is at home to help; the critical number was the offer, people needed to understand that they are entitled to an assessment. With regard to UHW, this closed as the footfall was not there, the facility at Velindre is doing very well with information being provided in waiting rooms. At UHW people tended to want to go home straight after being seen so it was difficult to engage with them about carer's needs, and then it was left to staff in community teams to follow up sometimes months later.
- Members noted that health care workers were often reluctant to discharge patients unless there was someone at home to care for them, therefore the need for an assessment will have already been identified and that this information should be passed on at this point. Officers stated that this information could not be relied upon; often people will say there is someone at home in order to go home themselves; the Carers Measure will be repealed by the Social Services Health and Wellbeing Act: Sue Schelewa stated that she had been assured that this would not lead to requirements for cares being watered down.

Members discussed this further noting that there was a missing point between discharging from hospital and visiting at home to undertake a carers assessment. Officers considered there was a broader issue of community and partner working with health colleagues, with issues such as turnover of staff and hospitals being full, all having to be taken into account. It was considered that there was a need to improve communication with ward staff so as to not have premature discharges and that it could be an opportunity for continual professional development training to build in heightened consciousness of carers needs which could link through to a carers plan. Siân Walker added that as part of the workforce development part of the Act, they were working with the Vale of Glamorgan and Health Colleagues to set out plans to ensure increased education and Continual Professional Development.

- Members discussed the decline on day and night sitting respite. Officers explained that there were 5 block booked beds including crisis beds for use by older people; these were underused but used regularly by specific groups of people; there were no unmet requests. Regarding sitting, the matrix was now used for all domiciliary care including sitting and respite and it may not be identified separately or explicitly identified.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Susan Elsmore Cabinet Member for Housing Health & Wellbeing thanking her and officers for attending the Community and Adult Services Scrutiny Committee on 1 April 2015 and to convey the observations of the Committee when discussing the way forward. (letter attached)

93 : HEALTH & SOCIAL CARE REGIONAL COLLABORATION FUND AND INTERMEDIATE CARE FUND PROJECTS; QUARTER 3 PROGRESS REPORT

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member Health Housing and Wellbeing, Siân Walker Director Health and Social Care, Sarah McGill Director Communities, Housing and Customer Services and Nichola Poole Programme Manager – Remodelling Social Care and Integration of Health across Cardiff and the Vale of Glamorgan to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she said that she had had the pleasure of visiting an ICF project at the University Hospital of Wales very recently and it had been very pleasing to hear about the project in a real life sense.

Members were provided with an outline of the salient points from the report including the quarter 3 updates for the RCF and ICF; work on day opportunities for people with learning disabilities and ICF funding.

The Chairperson invited questions and comments from Members.

- Members asked whether with so many aspects of the Social Services and Well Being Act requiring regional working, would they all migrate into this structure including line management and establishment etc. Officers stated that RCF money is top sliced from the social services budget and allocated to each region; after this year no more regional funding would be allocated, as supposed to have done the work needed on how to deliver the services going forward to comply with the Act. ICF provides a one off opportunity to use a pot of money to see how to reshape services, a second year of funding was not expected, but it came through the Health budgets and governed through internal Health and Social Care programme; there may be different ways of delivering services but the outcomes will be the same; Officers had been advised that the £20 million would be recurring funding.
- Members asked how projects would be made sustainable given the short term nature of the funding. Officers advised that the key thing was to test out new ways of working through integrated structures etc. and testing cost effectiveness to see if investment in the future is viable. Officers added that there had been a Mapping and Gapping exercise with Age Connect; money for ICF's was for over 65's; there were a number of projects that had been involved including Action for Hearing Loss and Age Alliance Wales, all able to get new services off the ground with this funding and working with local authorities, the money has enabled a focus on work with the third sector.

The Cabinet Member added that the sustainability aspect of this was that staff in organisations such as Action for Hearing Loss, were able to work alongside nursing staff, raise awareness of ward staff, upskilling people and also purchasing equipment.

- With reference to the RCF, Members noted that the Assisted Technology Project had closed and asked what had been learned from this regarding provision and how it would be moved on. Officers stated that they had looked

across the region, taken the learning and used it across the ICF projects, the example of Just Checking was given whereby a camera in the home can see if a person is using facilities in the kitchen for instance. A further example of a GPS watch for people with dementia was given – learning had been taken from RCF and applied to ICF projects. Siân Walker added that there were also links to the Smart House, where there is a pool of equipment for service users and carers to try out, it was about increasing reablement and decreasing intervention, making sure the equipment is appropriate to meet their needs. Further examples of Step Down Flat project and Alarm Receiving Centre were given, with the latter providing robust tracking and security services which add to the offer available.

- Members discussed Effective Community Resource Team and particularly the In reach home care teams, and asked whether knowing the difficulties that arise in discharge, as discussed in the previous item, they were completely silo'd into only offering reablement and how it all ties together. Officers explained that it was important to put into practice what had been learned over the year; sufficient resources were needed and those resources needed to be protected. It was important to link people to the right interventions and to link learning from the projects, so looking how to involve in reach team in home assessments, whether a visiting officer can carry out assessments etc.
- Members asked about the funding of the ICF and what would happen if Cardiff did not get a share of the £20m; also whether any projects had been identified that may benefit from the scheme. Officers advised that there was £17.5m across Wales and Cardiff would bid for a part of it for the types of projects discussed. £2.5m was held back until now, and the bidding arrangements had not yet been set out. Delivering projects would need to meet the aspiration of the Social Services and Well Being Act.
- Members were provided with more information on Just Checking and the use of Community Alarms, Fall Belt's and Motion watches and invited to visit the Smart House.
- Members asked what happened to equipment that was no longer needed such as Stair Lift's. Officers advised that they are looking into recycling, selling and where relevant referring to adapted properties via the Joint Equipment Scheme
- Members discussed colour coded doors and corridors in sheltered accommodation particularly with reference to dementia.
- Members asked whether there was a timescale for determination of the £17.5m. Officers stated that there wasn't but they knew it was coming in through the Health Boards, which had to get their medium term plan agreed by the Welsh Government before this money would be released to them.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Susan Elsmore Cabinet Member for Housing Health & Wellbeing thanking her and officers for attending the Community and Adult Services Scrutiny Committee on 1 April 2015 and to convey the observations of the Committee when discussing the way forward. (letter attached)

94 : IMPLEMENTING PART 2 OF THE HOUSING WALES ACT 2014: PRE-  
DECISION SCRUTINY

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member Health Housing and Wellbeing and Sarah McGill Director Communities, Housing and Customer Services to the meeting.

Members were provided with an overview of the report and it was noted that this was pre-decision scrutiny, with the report going to Cabinet the following day.

The Chairperson invited the Cabinet Member to make a statement in which she emphasised the importance she placed on the Council fulfilling its duties to homeless people – this report provided a new opportunity for supporting them.

Sarah McGill provided Members with a presentation on Implementing Part 2 of the Housing Wales Act 2014 (Homelessness).

The Chairperson invited questions and comments from Members:

- Members asked how Officers were going to encourage private landlords to rent out their properties. Officers explained that they were not sure how many properties they would have for the scheme, they have a good relationship with private sector landlords; it was important to have the right properties at the right price. The scheme could benefit the landlords as the application process is taken out from their part. Officers added that it was difficult to determine as it depended on the market and market prices etc.
- Members asked if there would be an impact on the Housing Allocation Policy. Officers advised that it wouldn't, quotas make sure that lists move; homeless people would be moved into the private rented sector and this should move people along the list faster than before, it would be kept under review.
- Members noted that prisoners would no longer be a priority unless they were considered vulnerable, and asked whether the Act provided a definition of Vulnerable. Officers advised that it did and it was the same that was applied to other potentially homeless people.
- With reference to 16 and 17 year olds, Members asked if there was any difference if they were Looked After Children or had come from other tenures. Officers stated that currently there were many routes into the provision of accommodation, the full range of options were not visible to all officers and therefore officers were bringing together a full range of accommodation and support options accessible through one key gateway.
- Members discussed the Housing Solutions Team and asked whether there was officer capacity and whether there would be an increase in their work. Officers stated that they would anticipate an increase in demand over time; the Welsh Government money would be a reserve to draw upon if needed; the situation would be monitored and it would be an issue for budget planning in future years.

- Members were concerned that there were no properties lined up and the short timescales involved and asked what incentives could be offered to landlords to come on board. Officers explained that the Act enables the Council to use the Private Rented Sector but doesn't require them to; it was important that offers were right and that the best solution to meet peoples needs are offered. Relationships with landlords would be built upon and there would be options of grants and loans; these would develop over time. Tenancies would be for 5 years and that is guaranteed rent for landlords, so not having properties lined up already was not considered a problem. The Cabinet Member added that it was not just about matching an individual with a property but also about matching to a landlord which was a key issue, she also added that incentives would be available.
- Members asked about homeless households who the Council moved into the private rented sector with 6 month tenancies and whether they would be granted points for insecurity of tenure and historical points for being homeless. Officers explained that they would not receive historical points but that insecurity of tenure would be reflected. Help would be available with applications and realising points, for some people the Private Rented Sector would be better as in the areas they wanted to live.
- Members asked if there had been any conceptual thinking with regards to Universal Credit and Discretionary Housing Policy with the Private Rented Sector for discharging Homelessness Duty. Officers stated that there had been r and that affordability and suitability assessments would take place of private rented sector properties to ensure they were right for the particular households proposed to move into them.
- Also in relation to Universal Credit, Members noted that there may be a delay in payments and timing of rent. Officers stated that there would be a 5 week wait for Universal Credit and therefore looking to set up a scheme to guarantee immediate payment to landlords, this offered them a financial incentive and a reduced risk.
- Members asked whether there was a mechanism to seek to achieve longer tenancy arrangements where both parties wanted it. Officers stated that they have the capacity to have the conversation with landlords and there were definitely mutual benefits to explore, they would look at suitability and assessments would be undertaken.
- Members sought clarification that work with Housing Associations was an option to lease from the Private Rented Sector and they were advised that this was the case.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Susan Elsmore Cabinet Member for Housing Health & Wellbeing thanking her and officers for attending the Community and Adult Services Scrutiny Committee on 1 April 2015 and to convey the observations of the Committee when discussing the way forward. (letter attached)



95 : PROGRESS REPORT: IMPLEMENTING AGREED RECOMMENDATIONS  
RE 'THE STRUCTURE AND APPROACH OF CARDIFF COUNCIL IN  
TACKLING ANTI-SOCIAL BEHAVIOUR' INQUIRY

The Chairperson welcomed Councillor Daniel De'Ath Cabinet Member Safety, Engagement and Democracy, Sarah McGill Director Communities Housing and Customer Services and Ellen Curtis Operational Manager Landlord Services to the meeting.

Members were provided with an outline of the key points from the report.

The Chairperson invited the Cabinet Member to make a statement in which he said that it was an excellent Inquiry report and he commended those involved; previously people had felt that there was no closure on actions when reported and this would end with the new CMS system.

The Chairperson invited questions and comments from Members:

- Members noted that there was a difference between Anti-Social Behaviour being tackled on local and city wide levels and asked whether the two issues dovetailed. The Cabinet Member considered that there was no conflict, he stated that they worked with partners on the ground and he sits on boards to highlight any issues. Officers added that there could be difficulties when trying to extract issues of community safety when reporting city wide, but they considered there to be no problem with regards to City Wide reporting, effective work needs to happen locally to have the wider impact.
- With reference to Dog Fouling, Members asked how measures to improve this had progressed. Councillor De'Ath stated that the Committee had agreed to support the recommendations of Environment Scrutiny Committee. Officers stated that they come a long way in community areas and the issue had been written into tenancies; caretakers were to note and people were encouraged to report incidents. Notices had been put up, waste management had produced leaflets regarding diseases and other effects and these were distributed across the city; the issue had also been highlighted in the tenant/lease holder times.
- Members discussed Anti Social Behaviour and Dangerous Dogs and that tenants could have guards on their letter boxes. Officers stated that they can assist with guards and encourage people to report dangerous dogs. Members asked if this could be enforced in the future and were advised that it may be considered.
- Members discussed anti social behaviour complaints regarding cooking smells/toilet flushes late at night etc. Officers advised that it was a difficult issue; people have very different lifestyles; neighbourhood officers were trained in restorative justice. When people clash in blocks of flats both parties are approached, differences are explained and they are encouraged to agree with each other, it was important to differentiate between anti social behaviour and differences in lifestyles.

- Members referred to Recommendation 7 and the timescale for implementation of CCTV and Concierge in each of the 9 high-rise blocks of flats in Cardiff. Officers advised that this was being addressed through the Alarm receiving centre and would be completed by the end of May/beginning of June. Members were invited to visit the ARC.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Daniel De’Ath Cabinet Member for Safety Engagement and Democracy thanking him and officers for attending the Community and Adult Services Scrutiny Committee on 1 April 2015 and to convey the observations of the Committee when discussing the way forward. (letter attached)

## 96 : IMPROVING SCRUTINY PROJECT

The Chairperson welcomed Councillor Daniel De’Ath Cabinet Member Safety, Engagement and Democracy and Marie Rosenthal, County Clerk and Monitoring Officer to the committee meeting.

The Chairperson invited the Cabinet Member to make a statement, Councillor De’Ath stated that Improving Scrutiny project was part of the Improving Governance strand, organisational change was a response to the WLGA Peer Review. He added that it was Member led, enhanced by Centre for Public Scrutiny project to support transformational change in times of austerity.

It was noted that a comprehensive desk based exercise had been conducted which would culminate with a Scrutiny Conference to draw together thoughts and feelings.

Marie Rosenthal stated that this was a very important project; the Council was facing unprecedented change and what was scrutiny’s role in change performance; could more be done with scrutiny in Cardiff; there was no real move to go away from 5 scrutiny committees and they give Members an in-depth knowledge; there was a need however to ensure that scrutiny committees are cross cutting; Estyn had noted the need to hold partnership arrangements to account.

A desk research exercise had been undertaken in April looking at core cities such as Edinburgh and London. The timeline was; A workshop with Members in June; Conference; Task & Finish; then Cabinet in September.

The Chairperson thanked the Cabinet Member and County Clerk and Monitoring Officer and invited questions and comments from Members:

- Members referred to 6c ‘ To address recommendations in the Local Government Measure (Wales) 2011, and subsequent recommendations in the Williams Review, to consider opportunities for improvement to current collaborative scrutiny arrangements with partners’ and asked whether this should be the first objective. Officers explained that it would be led by Scrutiny Chairs. The Cabinet Member stated that he understood if scrutineers were sceptical; it was about emphasising the role of scrutiny to make it more effective and increase the benefit to Members and not a Trojan horse for cuts.

- Members asked what would be the best way for scrutiny Members to engage in this process. Officers advised that there would be workshops, and if the timing of these were right then there would be an opportunity for Members to be heard; surveys were also being considered.
- Members stated that this Committee had a thematic dimension of profound importance for some of those most in need and that it was unthinkable that there would not be a committee with this reach and range of functions. Members suggested possibly meeting twice a month as there were heavy agenda's and this would enable more effective and shorter meetings. The Cabinet Member agreed that long meetings are hard for everyone involved and meant they didn't give their best to the process. Officers stated that they entirely supported this; time was spent between sitting in scrutiny committees and task and finish groups. She added that webcast cameras would be fitted in Committee Room 4 to webcast scrutiny meetings in future; it was important to look at how Members time is spent, with possibly more task and finish groups and less clerked meetings. The Cabinet Member added that more visits to teams and service users could be undertaken too.
- Members asked whether scrutiny officers were involved in the process and were advised that they were.
- Members again discussed the length of meetings and noted that if webcast it wouldn't look good if Members left before the end of the meeting due to other commitments; it was also noted that any meeting over 3 hours in length needed a break.
- Members noted that there was an opportunity for Scrutiny Members to put their views through various means in the process and they were invited to be creative and dynamic.

AGREED – That a letter be sent by the Chairperson on behalf of the Committee to Councillor Daniel De'Ath Cabinet Member for Safety Engagement and Democracy thanking him and officers for attending the Community and Adult Services Scrutiny Committee on 1 April 2015 and to convey the observations of the Committee when discussing the way forward. (letter attached)

#### 97 : CORRESPONDENCE REPORT - UPDATE REPORT

The Committee received copies of correspondence sent and received in relation to matters previously scrutinised by this Committee.

#### 98 : DATE OF NEXT MEETING

The next meeting is scheduled for Wednesday 13 May 2015 at 4.30pm in Committee Room 1, County Hall.