

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

5 JUNE 2019

Present: Councillor Jenkins(Chairperson)
Councillors McGarry, Carter, Gibson, Goddard and Lent

1 : APPOINTMENT OF CHAIRPERSON & COMMITTEE MEMBERSHIP

The Council at its meeting held on 23 May 2019 appointed Councillor Shaun Jenkins as Chair and the following Members to this Committee:

Councillors Ali Ahmed, Carter, Gibson, Goddard, Lent, McGarry and Naughton (1 vacancy)

2 : TERMS OF REFERENCE

To scrutinise, measure and actively promote improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of community and adult services, including:

- Public and Private Housing
- Disabled Facilities Grants
- Community Safety
- Neighbourhood Renewal and Communities Next
- Advice & Benefit
- Consumer Protection
- Older Persons Strategy
- Adult Social Care
- Community Care Services
- Mental Health & Physical Disabilities
- Commissioning Strategy
- Health Partnership

To assess the impact of partnerships with and resources and services provided by external organisations including the Welsh Government, joint local government services, Welsh Government Sponsored Public Bodies and quasi-departmental non-governmental bodies and health services on the effectiveness of Council service delivery.

To report to an appropriate Cabinet or Council meeting on its findings and to make recommendations on measures which may enhance Council performance and service delivery in this area.

To be the Council's Crime and Disorder Committee as required by the Police and Justice Act 2006 and any re-enactment or modification thereof; and as full delegate of the Council to exercise all the powers and functions permitted under that Act.

3 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Ali Ahmed.

4 : DECLARATIONS OF INTEREST

None received.

5 : MINUTES

The minutes of the Community & Adult Services Scrutiny Committee Meeting held on 1 May 2019 were approved as a correct record and signed by the Chairperson.

6 : HOW THE COUNCIL ENGAGES WITH HOUSING ASSOCIATIONS

Members were advised that this item was a briefing on how the Council currently engages with Housing Associations.

The Chairperson advised Members that this Agenda Item would be considered in four parts – firstly, Officers and the Cabinet Member would provide Committee with a short presentation; then witnesses from Cardiff Housing Associations would be called in two separate sessions to provide the Committee with their thoughts on the relationship which will then be followed by a Q&A session with the Cabinet Member and Officers.

The Chairperson welcomed Councillor Lynda Thorne (Cabinet Member for Housing & Communities) Jane Thomas (Assistant Director, Housing & Communities); and David Jaques (Housing Development Manager).

The Chairperson invited the Cabinet Member to make a statement in which she said that she welcomed scrutiny on this item; she believed that the Council has a positive relationship with the Housing Associations and she would be happy if any areas for improvement were identified.

Members were provided with a presentation on the Council's relationship with the Housing Associations.

The Chairperson welcomed Andrew Bateson from Cadwyn, Hayley Selway from Cardiff Community Housing Association; and Scott Sanders & Louise Attwood from Linc Cymru. The Chairperson invited each witness to make a statement.

Scott Sanders stated that the team in Cardiff Council invested time and money in a prudent way, they are solution finders and always look for collaborative working opportunities; with Development they place the right Housing Associations in the right housing developments; with Housing they have a very balanced position in Housing across the City and this managed well by the team. He added that the relationship the Council officers have with the Welsh Government is very important to the

Housing Associations; Council strategies are very clear and easily accessible; the Older Persons Strategy was very welcomed; Linc genuinely feel treated as equals and are involved in all conversations.

Louise Attwood stated that in the development programme she works very closely with Officers; Linc holds a lot of housing stock in Cardiff which it is hoping to double in coming years. Linc also run nursing homes so have a connection with Social care, they would welcome greater collaboration through the extra care scheme. Linc look forward to taking advantage of slippage and adding tenure types, stating it was important to deliver mixed communities. With regard to land protocol, there was a potential to deliver 250 homes and the trust is there to enable that to happen.

Andrew Bateson stated that he echoed the positive relationship with the Council who he considered a strategic partner, especially in delivering strategic support. He considered the support provided by the Local Authority as invaluable and the relationship was key. He outlined challenges as the strategic housing review, which was awaiting Welsh Government supporting recommendations. He considered the Hubs had been very beneficial and worthwhile to tenants. In relation to Homelessness, he considered the partnership with the Local Authority had helped Housing First be such a success and he would wish to see more of this.

Hayley Selway stated that Cardiff Community Housing Association has a very strong relationship with the local authority, especially with a number of gateways such as the Young Persons Gateway. She added that CCHA is a developing organisation and urban regeneration is one of its niches; multi-tenure had only been achieved with the support of the local authority Officers. With regards to Older Persons, CCHA had previously managed the Accessible Housing Register until it fitted better in the Council with the implementation of the Older Persons Strategy. CCHA invests its own money in developing homes for older people; they work closely with the local authority in relation to welfare reform; contribute to the employment and skills agenda with core funding and externally funded schemes. CCHA invest significantly in Community Regeneration and an example of the Flourish project was outlined which relates to In Work Poverty. Challenges shared with the Council were outlined as the need for more ground floor accommodation, lifts in blocks of flats to help with isolation, children in poverty, high rents/high values and the significant issue of mental health including causation and anti-social behaviour.

The Chairperson invited questions and comments from Members;

Members referred to Cadwyn and the need for more resources for intensive support and asked where they would look for the extra resources. Andrew Bateson said that in relation to Housing First, property is the easy bit, the support is the challenge and the solution is joint working.

Members said that there has been a positive picture painted but asked what the Council could do better and what were the opportunities for development. Louise Attwood stated that the Council already recommend areas they can improve. With regard to land protocol, there was a greater recognition that a higher Capital Receipt isn't necessarily the best value. She considered that speeding up the housing

protocol process would be beneficial and more clarity around accessible homes and requirements would assist in delivering homes for Cardiff.

Scott Sanders outlined areas for improvement as being the pace of the planning process especially around section 106; intermediate rents/affordable rents and local housing allowance, looking at the affordability for Cardiff.

Hayley Selway stated that there could be more opportunities to lobby the Welsh Government.

Members asked for more information on Newlife and were advised that it is a furniture upcycling/refurbishment and recycling project. More information could be provided to Members on email.

Members asked for clarity on Linc's report and the statement that said it would be beneficial if RSL's were included in the wording for s106. Members were advised that it is critical for the Housing Associations to be able to borrow against the property; if they are involved in the drafting of the s106 they could avoid having to change this retrospectively which was legal and time intensive, as the third party developer and owner of the asset they should be involved in drafting the wording for the s106.

Members asked how risk is managed in relation to housing people with anti-social behaviour or prison leavers. Members were advised that there is no duty to house prison leavers anymore, but they would come with a risk assessment as would people who had come via the gateway.

Members asked how tenants with anti-social behaviour are managed and were advised that there needs to be a relationship with the Police, Environmental health and sharing information especially for those with complex needs. It was also important to understand where the harm is caused, take a more holistic approach of restorative justice; also trying to design out many issues such as the number of locations etc. and they work closely with the Council on this. It was added that there are also specialist preventative teams, and employing more people who have been support workers, who have the right skill sets.

Members asked if the Council pushes the Housing Associations on the importance of great design. Members were advised that the Housing Associations work to design quality requirements set by the Welsh Government, as organisations they want all of their new homes to be better than, for example, Redrow. Homes are built to the design requirements and beyond such standards as RNIB standards. It was added that Council planners do push the Housing Associations on design and rightly so, there is an emphasis on place making, making sure developments are in the right areas; the Strategic Housing Review includes design standards.

The Chairperson welcomed Jas Baines from Hafod, Josh Dowdall from Taff Housing, Richard Mann & Victoria Miller from United Welsh and Anne Hinchey from Wales & West and invited each of them to make a statement.

Anne Hinchey stated that Wales and West works in 15 of the 22 Welsh local Authorities with a quarter of its properties, 3.5k, in Cardiff. She finds the Council professional, customer focussed, problem solving, non-defensive and collaborative. She added that the understand each other's roles, help each other achieve strategic

aims and aim to complement each other's activities; adding that the staff in the Council are the most professional and organised across Wales and colleagues in Welsh Government also feel the same.

Josh Dowdall stated that Taff has 1.4k homes in Cardiff and excellent relationship with the Council and its Officers on issues such as Housing First, the general management of the common waiting list, universal credit and vulnerable tenants and discretionary housing payments. Challenges being keeping people in their homes and reducing the impact on communities.

Victoria Miller stated that United Welsh echo these comments and highlighted the importance of employability and skills and getting the right mix of tenure and communities for sustainable tenancies. There were challenges around County Lines and working with partners was imperative.

Richard Mann stated that United Welsh was developing 1700 new homes in Cardiff, one of the reasons for their success was the trust with Council Officers which enables them to be agile and take advantages of slippage and opportunities when they arise. He considered there would be benefits to increasing dialogues with RSL's.

Jas Bains stated that he endorsed previous comments and that there was mutual respect between the Housing Associations and the Council. Housing Associations are key contributors to Housing, Support and Care and have a responsibility to society and the wider economy. He considered the role of the Housing Associations to a certain extent is to pick up the gap left by Council Services. With such complex needs to be addressed in today's society, joint working is needed and how the Council engages with Housing Associations to deliver on these is key.

The Chairperson invited questions and comments from Members;

Members asked about the Exclusion Panel and were advised that it was one area of risk management, allocations officers would also be a contact on risk factors; there is a reference system between the Council and the Housing Associations. Checks are carried out, if any information comes forward, meetings are held and references are looked at and an assessment would be made whether the prospective tenant was ready to hold a tenancy. There are supportive tenancies in the first 12 months if needed. It was added that support is also provided before a tenancy is started as it was important to have the right person in the right home at the right time; there is time spent at the front end to eliminate potential problems.

Members referred to the Housing Associations submissions and the reference to Caerphilly and value for money. Members were advised that the Caerphilly example was interesting, they had lots of Capital but needed the increased revenue, and they decided to do things differently and understand the drivers and needs and change the policy around it. It was important to have the agility of RSL's to do this. Empty homes needed to be considered too not just new developments, it was important to have an end use of empty homes; if housing Associations are end users they can bring empty properties into use, pooling powers to work together.

Members asked if there was a potential that the Housing Associations and Council could become rivals if plots are taken for development and were advised that the important things were the outcomes and both needed to work together.

Members asked where resources for intensive support could be pooled from and were advised that they could come from a number of places, there would be a need for lobbying and also a need to invest; specialist staff were important. It was a challenging time for local authorities and there was a need to step up resources accordingly.

The Chairperson welcomed back Cllr Lynda Thorne, Jane Thomas & David Jacques. The Chairperson invited questions and comments from Members;

Members asked how they felt about the comments they had heard on how things could be done differently. Officers were pleased to hear comments from partners and were happy to speak to legal colleagues about the wording in s106 agreements; they were also happy to talk about the different models of delivery.

Members asked for feedback on comments regarding Planning, development opportunities and adding value. Officers stated that collaboration on larger developments can help viability and increased community sustainability. It was important to have sustained mixed communities and the Council will work with Housing Associations to deliver these. Officers were keen to explore further the work around empty homes. The Cabinet Member referred to the Capital cost of land and that market value is paid to the General Fund but there is the benefit of not competing for that land; Capital Receipt is needed to deliver on Capital Ambition.

Members referred to land protocol and asked if there was an opportunity to ask Housing Associations to adhere to the Cardiff Design Standards and Place Making. Officers said there was and that they provide strategic support, have an early involvement and can bring a shared vision on design standards; Planners will have an input too.

Members asked if there was scope to review the Exclusion Panel in terms of duration, times, number of meetings etc. to make it more focussed and effective. Officers stated that they would talk to the managers, provide information in advance of the meetings and the time at meetings would then be more efficient.

Members referred to intensive support and resources needed and asked if working with social services would help. Officers explained that they have Supporting People funding at the moment for supported accommodation; this was under threat though as it is being distributed across Wales and Cardiff may get less. There may be a need to reconfigure existing services.

AGREED: that the Chairperson, on behalf of the Committee, writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.

7 : ADULT SOCIAL SERVICES QUARTER 4 PERFORMANCE REPORT

Members were advised that this item provided Members with an opportunity to address the Quarter 4 Performance Report for Adult Social Services.

The Chairperson welcomed Cllr Susan Elsmore (Cabinet Member for Health, Social Care and Wellbeing); Claire Marchant (Director of Social Services); and Louise Barry (Assistant Director Adult Services).

The Chairperson invited the Cabinet Member to make a statement in which she welcomed the new Chairperson and thanked Councillor McGarry the outgoing Chairperson for her work. The Cabinet Member stated that this was a positive report but there were still areas to work on; lots of policy transformation had been put in place and they were reaping the rewards in terms of outcomes for people. Grand Avenue was now open and was an excellent example of best practice with an award winning building, the managers and staff there are happy and people from the local community are applying for position there.

With regard to delayed transfer of care, there had been a slight increase but it was still below the Welsh average and Cardiff still leads the way. The partnership with the Health Board was positive, there had been an increase in the number of people taking up Direct Payments and being supported to commission their own services.

Members were provided with a presentation on Quarter 4 Performance after which the Chairperson invited questions and comments from Members;

Members asked why there was no target set against satisfaction and were advised that there is not an All Wales target as it is an annual survey that gets returned, the result was 80% people were satisfied and there would an analysis of this data.

Members asked for more information on the £1.3million underspend. Officers advised that this had been due to a mixture of things including delivering a more strength based approach, earlier intervention, some areas needed less higher forms of care especially in mental health; there had also been significant grant funding for winter pressures. It was considered it was an extremely good position to be in. The Cabinet Member said it was indicative of the fiscal discipline which was now being undertaken in the directorate.

Members were pleased to see such a positive report and the considerable improvements that had been made and wished to congratulate the staff.

Members asked if recruitment and retention was still an issue in the directorate and were advised that the main issue was recruiting mental health practitioners, but this was a national issue. There was now a focus on training and supporting our own staff to be accredited.

Members referred to the slight increase in delayed transfers of care and noted that this had happened in the last 2 quarters and asked for more information on this. Officers stated that they are providing reablement for more people, they are getting more people through and supporting them with reablement interventions and less higher care. They are hoping to expand the intake model.

Members asked if there was a risk of spreading the resources too thin, Officers said they want equity and less risk of diluting the service, to give everyone the opportunity to maintain and retain independence. Officers considered that they could make the distinction more clear in the statistics and would do this in the reports going forward.

Members referred to Adults feeling involved in their care and noted the figure who did not feel satisfied. Officers stated that they had more detail behind the statistics and they could analyse this and bring back to Committee. The Cabinet Member added that when looking at complaints versus compliments, the complaints were very low.

Members asked how many stage 1 complaints had been received and Officers advised they would need to get this information and bring back to Committee; the indicator in the report shows the complaints that have been resolved. Members considered it would be good to see the analysis on complaints such as the numbers resolved, moved on, not resolved.

Members referred to training for key staff in Court Protection work and Officers said this would be done for these staff anyway, there were now more cases in the Court of Protection than previously and there was a recognition of a need to train more staff in this arena. Officers added that they know the reasons why this has increased and sometimes it is the Local Authority that starts the action.

Members asked about the progress of implementing the new operating model. Officers said that they had brought the Implementation Plan to a previous Committee, it includes Partners, MASH and work in safeguarding. Officers committed to bringing an update on this to a future Committee.

AGREED: that the Chairperson, on behalf of the Committee, writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.

8 : CORRESPONDENCE STATEMENT

Members considered correspondence sent and received since the last Committee meeting and received an update on any items outstanding.

RESOLVED: To note the report.

9 : WORK PROGRAMMING

Members were advised that this item enabled them to consider the proposed schedule of dates for the Community & Adult Services Scrutiny Committee, consider the agenda items for the next two consecutive meetings and to agree an approach to work programming this year.

Members were advised that there would be a Joint CASSC/CYP Scrutiny meeting to consider the Director of Social Services Annual Report on 26 June 2019 at 4.30pm in Committee Room 4, County Hall, Cardiff.

Members considered the date for the October CASSC meeting and given the close proximity to the Cabinet meeting it was thought best to move the CASSC meeting forward by one week to the 2nd October 2019.

Members considered the best date for the January meeting would be 8th January 2019.

Members considered it best to leave the April date for CASSC for the time being, Cabinet was scheduled for early April so members would wait and see what items came forward and determine a date later on.

Members considered items to be considered at the July and September Committee meetings and determined that the Quarter 4 report could come as an Appendix to the People and Communities Directorate Delivery Plan.

With regard to work programming Members discussed the possible approaches and considered it would be best to have a forum meeting in July.

Members were content with the Annual Report 2018/19.

Members discussed the Closer to Home Task and Finish Inquiry, it was noted that the title of the inquiry would need to change and the Task and Finish Group Members could decide on the new title; Terms of Reference and Membership of the Task and Finish group were also agreed.

Members discussed the Single Persons Gateway Report and it was considered that Members could submit suggestions for recommendations by email and that all Members would agree the recommendations. It was suggested that the report includes the reference to the written submission sent by former Councillor, Eleanor Sanders regarding the Food Banks.

10 : URGENT ITEMS (IF ANY)

None received.

11 : DATE OF NEXT MEETING

The next meeting of the Community & Adult Services Scrutiny Committee is scheduled for 3 July at 4:30pm in Committee Room 4, County Hall, Cardiff.

The meeting terminated at 7.25 pm