

**CABINET MEETING: 19 MAY 2016**

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**RESPONSE TO THE REPORT BY THE COMMUNITY AND ADULT SERVICES SCRUTINY COMMITTEE ENTITLED “*INFORMATION, ADVICE AND ASSISTANCE (IAA) SERVICES FOR MENTAL HEALTH SERVICE USERS IN CARDIFF*” (DECEMBER 2015)**

**REPORT OF THE DIRECTOR OF SOCIAL SERVICES**

**AGENDA ITEM: 7**

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**PORTFOLIO: HEALTH, HOUSING & WELLBEING (COUNCILLOR SUSAN ELSMORE)**

**Reason for this Report:**

1. To respond to a report published by the Community and Adult Services Scrutiny committee entitled “*Information, Advice and Assistance (IA&A) services for mental health service users in Cardiff* (December 2015)”.

**Background**

2. The Social Services and Well Being (Wales) Act 2014 requires a step change in local authority provision and partnership working. A key aspect of the Act is the requirement for local authorities to secure the provision of Information, Advice and Assistance at the earliest possible opportunity in order to prevent an escalation in a person’s needs.
3. The following issues were examined during this short scrutiny exercise:
  - Understanding the existing provision of information, advice and assistance services (IA&A services) to existing and potential mental health service users in Cardiff
  - Examining the Directorates preparedness for the implementation of the information, advice and assistance requirements of the Social Services and Well Being (Wales) Act 2014 (The Act).
  - Understanding stakeholders’ views with regard to existing provision and implementation of The Act.

- Undertaking qualitative research with existing and potential mental health service users in Cardiff to gain their perceptions and views on the provision of services.
- Exploring relevant best practice in external organisations and other local authorities, which is transferable to Cardiff
- Making recommendations to improve the way information, advice and assistance services for mental health service users are provided in Cardiff.

## **Issues**

4. The report recognised that there are existing IA&A services in Cardiff, provided by Health and Third Sector partners, which are designed specifically to meet the needs of mental health service users, their carers and families. On their own these are not sufficient to meet the requirements of The Act 2014
5. The report made 31 key findings under the following headings: Existing Provision in Cardiff, Accessibility, Timeliness, Quality, Interface Experience, Effectiveness, Approach to Implementation, Regional Approach, Service Design and Planning, Training, Monitoring Requirements
6. The report made 10 recommendations all of which have been addressed by the Social Services & Well Being Act Strategic Regional Implementation group.

## **Reason for Recommendations**

7. To enable the Cabinet to respond to the report published by the Community and Adults Services Scrutiny Committee.

## **Financial Implications**

8. There are no direct financial implications for this report

## **Legal Implications (including Equality Impact Assessment where appropriate)**

9. There are no direct legal implications arising from this report.

## **HR Implications**

10. There are no direct HR implications for this report

## **RECOMMENDATION**

Cabinet is recommended to agree the response to the recommendations as set out in Appendix A.

**TONY YOUNG**

Director

13 May 2016

*The following appendix is attached:*

Appendix A: Cabinet response to the report by the Community and Adults Services Scrutiny committee in to *Information, Advice and assistance Services for Mental Health Service Users in Cardiff*.

The following background paper has been taken in to account:

A Report of the Community and Adult Services Scrutiny Committee: "*Information, Advice and Assistance (IAA) Services for Mental Health Service Users in Cardiff*" (December 2015)

**CABINET RESPONSE TO THE REPORT OF THE COMMUNITY AND ADULT SERVICES SCRUTINY COMMITTEE ENTITLED “*INFORMATION, ADVICE AND ASSISTANCE (IAA) SERVICES FOR MENTAL HEALTH SERVICE USERS IN CARDIFF*” (DECEMBER 2015)**

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1. Since the report was prepared in December 2015, significant progress has been made through the leadership of the Social Services & Well Being Act Strategic Regional Implementation group which has largely addressed the recommendations as set out below. As a region, partners are at the early stages of Act implementation and this includes the range of new statutory duties relating to Information Advice and Assistance; by definition we are required to ensure that design and delivery reflects the needs of adults experiencing mental health difficulties.
2. However, the nature of the Task and Finish Group’s recommendations, if accepted as written, would significantly cut across the current implementation plan and potentially privilege services to those with mental health difficulties over a much wider population of people to whom an equal duty is owed at the IA&A stage. In any event, it is the settled professional view that the implementation arrangements by definition address the recommendations of the Task and Finish Group.
3. It is also important when considering the response to the recommendations, to emphasise that IA&A is not a single entity but is inherently based on a model of distributed service with multiple access points; this is intended to maximise access and minimise the risk of adults missing opportunities for early support.
4. Response to the recommendations:

Implementation Approach:

**R1. Hold a meeting, by end of January 2016, with the Cardiff & Vale University Health Board and relevant third sector organisations to:**

- a. **build on the awareness raising and goodwill evident from this Inquiry;**
- and**

**Response: This recommendation is not accepted.**

This recommendation cannot be accepted because the Cardiff and Mental Health Partnership Board through the development of the Together for Mental Health Delivery Plan has existing plans for working across the statutory and voluntary sector to promote awareness of the Social Services and Wellbeing (Wales) Act 2014 including the shared duties for the provision of IA&A.

**b. to design, plan and develop IA&A services for mental health service users and carers that meet the requirements of the Act.  
(KFs 1- 6 inclusive, KFs 16-20 inclusive and KFs 26-27)**

**Response: This recommendation is not accepted**

This recommendation cannot be accepted because provision for IA&A for adults with mental health difficulties meets the requirements of the Act. For example, Cardiff and Vale Mental Health Partnership Board through the development and monitoring of the local Together for Mental Health Delivery Plan refocuses mental health third sector partners to raise awareness of preventative recovery services through accessible Information, Assistance and Advice using Dewis and the Cardiff and Vale Action for Mental Health, both of which are compliant with the Act.

**R. 2 Seek assurance from the Welsh Government, by end of February 2016 that Cardiff Council's proposed approach to IA&A services for mental health service users and carers is compliant with the requirements of the Act, including the proposed regional approach with the Vale of Glamorgan Council**

**Response: This recommendation is not accepted**

This recommendation cannot be accepted because the Social Services & Well Being Act Strategic Regional Implementation group is satisfied that the provisions for IA&A are Act compliant, but recognises further work is needed to over the next 12 months. The Regional Implementation Lead Officer works closely with the Welsh Government and seeks ongoing advice to ensure compliance on all aspects of the Act. Furthermore, Cardiff Council will soon become a signatory, subject to Cabinet approval, to the "Time to Change Wales" anti-mental health stigma campaign. It is important that people with mental health problems have equal access to IAA as other citizens of Cardiff. To this end, the Cardiff and Vale Regional IAA Implementation Group have sought to integrate mental health IA&A provision alongside other adult services IA&A provision which is also monitored by Welsh Government.

## 5. Improving Accessibility

**R.3 Ensure that the provision of IA&A services for mental health service users and carers in Cardiff do not rely solely on accessing IA&A services via GPs.  
(KF 7)**

**Response: This recommendation is partially accepted**

This recommendation is partly accepted because we believe that statutory mental health services are best accessed through an individual's GP so that assessment and treatment can be progressed at the earliest opportunity. However, we also accept that the provision of IA&A should be available through a range of sources as such information is shared through the Dewis website which means that over 50 separate local and national third sector organisations that are advertised through one website which can be accessed at libraries and community hubs. An excellent example of Cardiff Council supporting local third sector organisation is the use of the council day opportunities building at Ty Canna by 10 separate mental health organisations supporting over 200 people that would otherwise require statutory services.

**R4. As part of the IA&A service provision for mental health service users and carers, use the existing Stepiau website and CAVAMH Directory of Services and signpost to these from the Council's website and Directory of Services.**

***(KF17, KF19, KF22 and KF27)***

**Response: This recommendation is partially accepted**

This recommendation cannot be accepted because we are engaged in the regional and national approach to using Deivs as the main web platform. Stepiau and CAVAMH directory are both accessible from Dewis.

**R5. Develop a communication strategy to promote the IA&A services that addresses the barriers to accessibility identified in this report, by:**

- a. Addressing the stigma attached to mental health;
- b. Addressing the myths and perceptions regarding Social Services;
- c. Using the 10 main community languages of Cardiff to promote the IAA services;
- d. Being culturally appropriate on every channel/ platform;
- e. Providing 'easy read' versions of communications materials;
- f. Using clear definitions.

***(KF4, KF8, KF9, KF10, KF21, KF22 and KF23)***

**Response: This recommendation is partially accepted**

This recommendation cannot be accepted in its entirety because the IA&A communication strategy includes mental health services alongside other adult services and should not be seen as a 'standalone' strategy. In this way, we aim to reduce the stigma of accessing mental health IA&A provision and improve accessibility.

**R6. Work with the Cardiff and Vale University Health Board, CAVAMH and other relevant third sector organisations to:**

- a. improve information sharing, coordination and signposting across sectors; and
- b. put in place monitoring arrangements to capture whether information is reaching those that need it, in a timely manner.

**(KF2, KF9, KF10, KF13, KF17, KF18, KF19)**

**Response: This recommendation is partially accepted**

This recommendation cannot be accepted because there are existing joint monitoring arrangements with the UHB to monitor the CAVAMH contract which includes the provision of IA&A for mental health services. Additionally, the Cardiff and Vale Mental Health Partnership Board through the Together for Mental Health Delivery Plan monitor the delivery of IA&A.

## 6. Training

**R7. Within six months, put in place mental health first aid training and multicultural awareness training for all Hubs frontline staff and first point of contact staff and all Cardiff Council frontline staff involved in delivering IA&A services.**

**(KFs16-20 inclusive, KF28 & KF29)**

**R8. Within six months, investigate whether funding is available from Cardiff and Vale University Health Board and other routes to finance the mental health first aid training and multicultural awareness training for Cardiff Council frontline staff.**

**(KF28)**

**Response: This recommendation is not accepted**

These recommendations cannot be accepted because the Mental Health First Aid Training and Mental Health Awareness Training is already available through the Cardiff Council training department and local providers and therefore by accepting the recommendation, there would be a duplication of effort.

**R.9 Within six months, work with UHB to ensure the redesign of staff training for all integrated teams addresses the issues raised in the Scrutiny Research Report regarding working place culture are incorporated and addressed.  
(KFs12- 14 inclusive KF30)**

**Response: This recommendation is not accepted**

This recommendation is not accepted because the Cardiff and Vale Operational Manager continues to work with the Senior Nurse for community teams to raise awareness of the Social Services and Wellbeing (Wales) Act 2014, additionally, members of the health board are actively engaged in the regional IA&A implementation group.

7. Monitoring

**R10. By the commencement of the Act, put in place monitoring arrangements that meet the requirements of the Act.  
(KF31)**

**Response: This recommendation is not accepted**

This recommendation is not accepted because there are existing monitoring arrangements in place via the Strategic Regional Implementation group. Additionally, the Cardiff and Vale Partnership Board will continue to have a role in monitoring the implementation of the Cardiff and Vale Together for Mental Health Delivery Plan.