

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

6 SEPTEMBER 2017

Present: County Councillor McGarry(Chairperson)
County Councillors Ahmed, Carter, Jenkins, Kelloway and Lent

10 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Ali and Goddard.

11 : DECLARATIONS OF INTEREST

There were no declarations of interest received.

12 : MINUTES

The minutes of the Community and Adult Services Committee held on 19 July 2017 were agreed as a correct record and signed by the Chairperson.

The minutes of the Joint Children and Young People & Community and Adult Services Scrutiny Committee held on 19 July 2017 were noted.

13 : COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE WORK PROGRAMME 2017/18

Alison Jones, Principal Scrutiny Officer, outlined the work programme to Members.

Members were asked to consider what items they would like brought to Full Committee, and which items should be a Task and Finish Inquiry. It was considered that Communities First Transition would be suitable for full committee and quick build housing would be best suited as a briefing to Committee. Drug Taking was suggested as a Joint Scrutiny with the Children and Young People Scrutiny Committee Inquiry. Members were advised that further inquiries on Safety in Parks and Community Safety Inquiry would be conducted later in the year.

Members were asked to consider if they wanted Performance to be considered at full committee or at a Performance Panel. It was noted that performance reports took up a lot of Committee time and the Panel worked well in the previous few years. The performance panel would meet quarterly, this approach was agreed by Members.

Members considered the schedule of meetings and suggested agenda items going forward. It was noted that the agendas for the next two meetings was fairly light and suggestions for items to be considered were sought. Members suggested items such as Communities First, Sheltered Housing, Independent Living and Older Peoples Accommodation. The Chair noted that there may be items from Cabinet that would need to be looked at so it was best to keep some flexibility in the agendas.

14 : 2017/18 QUARTER 1 PERFORMANCE - PERFORMANCE MONITORING
SCRUTINY OF QUARTER ONE PERFORMANCE REPORT.

The Chairperson welcomed Councillor Lynda Thorne, Cabinet Member for Housing and Communities; Councillor Susan Elsmore Cabinet Member for Social Care and Health; Sarah McGill Director Communities Housing and Customer Services; Jane Thomas Assistant Director Housing and Communities; Tony Young Director Social Services; Amanda Phillips Assistant Director Adult Services and Isabelle Bignall Assistant Director Customer Services to the meeting.

The Chairperson invited Councillor Lynda Thorne, Cabinet Member for Housing and Communities to make a statement on the scrutiny of Communities, Housing and Customer Services performance, in which she said that:

There was some pleasing progress in the delivery of new council homes through the Cardiff Living Programme with 192 units now commenced on site at Willowbrook West

The Cabinet Member was keen that to hit the Council's 1,000 new council homes target in 5 years, it should progress sites outside of the Partnership. The Caldicot Road site had been submitted for planning which would deliver 16 additional units and she hoped that they would be able to bring forward some other sites shortly making best use of the Welsh Government's innovative housing fund.

The key issue for Cardiff at the moment is the delivery of the rough sleeper strategy – Cardiff is helping more people than ever to exit rough sleeping but the number coming to the city are increasing even more rapidly. The strategy is comprehensive and the Cabinet Member stated she intended to keep focussed on the delivery of all the strands including a robust approach to aggressive begging.

The Cabinet Member added how pleased she has been with the progress at Sandown Court in Careau and John Kane Court in Thornhill – both have received platinum awards from the RNIB and makes the very best use of existing stock to meet the need for more and better independent living options across the city. She added that this was an area in which she was looking forward to increasing joint working with Cllr Elsmore, and that if Committee would like to visit these premises it would be a valuable experience.

The Chairperson invited Councillor Susan Elsmore Cabinet Member for Social Care and Health to make a statement, in which she stated that she would echo Councillor Thorne's comments regarding Sandown Court and John Kane Court as amazing facilities for both residents and the local community.

Councillor Elsmore explained that she and Councillor Thorne had met with the Vale regarding the Integrated Health and Social Care Partnership; there was a real appetite to work across the region on the Housing and Care offer.

Councillor Elsmore wished to congratulate the First Point of Contact. 70% of calls now do not reach Adult Social Services which was a real success and shows what excellent signposting and support was being offered.

With regard to Telecare, there had been a conversation with the Vale of Glamorgan, with ambitions for collaboration here too. People needed to know where to get information, where to go and what to do etc.

With regards to Meals on wheels, Councillor Elsmore had recently visited and been very impressed, particularly with staff engagement and enthusiasm.

The Chairperson invited questions and comments from Members on the scrutiny of Communities, Housing and Customer Services Performance:

- Members supported the approach taken where people are encouraged to not give money to homeless people. Members asked how many rough sleepers were currently in Cardiff. Officers advised that there were 70 rough sleepers currently, which was the highest it has ever been. It was noted however that an increasing number are coming from outside Cardiff (around 40%). Cardiff is currently helping more people than ever off the streets. It was considered that this is because of the excellent services Cardiff offers.
- Members asked for more information on reconnection work. Officers advised that Cardiff funds the Salvation Army to carry out the reconnection work as they have contacts in Europe and further afield; there was a lot of success but it must be noted that some people do not want to go back to their home towns as services are better in Cardiff.
- Members considered that generally the performance showed a positive picture. Members sought clarification on the total number of households going through the Disabled Facilities Grant (DFG) system as the report showed the numbers as being static. Officers confirmed this was right and predicted that there would be a similar flat line of numbers, therefore the finance would be the same going forward. However this would be monitored as demand can quickly change.
- Members asked what percentage of people were being turned down for DFG grants. Officers explained that a very small amount were turned down for financial reasons, some were turned down if they didn't pass the Occupational Health Assessment.
- Members referred to the Alarm Receiving Centre (ARC) income figure target and asked if this was a realistic figure given that there were lots of call centres in Cardiff competing. Officers explained that they were being realistic about the target however, the timescales may be a challenge. Lessons had been learned from private companies, the ARC was currently only doing a small amount of what it could potentially do. It had recently won a contract for the UHB on the Whitchurch site for their security etc. When more contracts are won and more trust is gained, each quarter would see an improvement in performance. 4000 of the 4500 customers were private customers; in the north of the City there were more older people who want to pay for the service.
- Members asked about budget implications, noting the £550k target which would not be met. Officers stated that Telecare has no General Fund going into it; it contributes £250k annually into the General Fund Pot. The Director

added that it provides a very diverse range of services; she would anticipate for it to be under or on target for savings.

- Members referred to Into Work services and Universal Credit and asked if the target was achievable. Officers stated that this service is provided on behalf of Job Centre Plus. In February, Cardiff goes into full Universal Credit Service, so will reach a peak and this target is for the full year so figures will sharply increase at the end of the year. The 123 figure referred to in the report was the number of people referred by the Job Centre who needed support in areas such as budgeting or online technical support.
- With regards to priority 3, Members asked why there was only a 50% duty to prevent homelessness. Officers explained that often there was not much opportunity to prevent. They were always looking to improve, there were more services available in Hubs and they hold sessions on looking for Private Rented Sector Housing accommodation. The Director added that this was a new indicator, so it was difficult to set a target without a history to go by.

The Chairperson invited Councillor Susan Elsmore Cabinet Member for Social Care and Health to make a statement on the scrutiny of Adult Social Services performance, in which she noted the good performance in this area. There had been a maintained reduction in DToc's, showing that the work being done was paying off. Assessment of carers had improved and the Dementia Friendly City work was progressing. Lots of work was being done on the ground with Health colleagues in relation to Discharge.

The Cabinet Member updated Committee on the work at Grand Avenue which would feature heavily in terms of Dementia Services.

The Director of Social Services outlined the key issues in the report to Members and noted that the future was bright, there were still challenges ahead but performance was improving.

The Chairperson invited questions and comments from Members:

- Members referred to carers assessments and asked what was being done as a result of them. Officers explained that currently they are establishing qualitative data, there was ongoing work now that the carers' team had been established.

Members considered that there seemed to be numbers rather than results in the report. Officers stated that Members could be assured that satisfaction was explained in the service users and carers' questionnaires and the results would be seen from that. The Director added that there had been good feedback from the Domiciliary Care service users group. He added that they had been behind on carers' assessments, once these had been accelerated then the detail could be looked into.

- Members sought clarification on the different figures relating to Direct Payment users in Adult Services. Officers agreed to bring more information on this to a future meeting.

- Members referred to the performance measure 'percentage of adult protection enquiries completed within 7 days' and asked for more information around this. Officers stated that they need to try and get a better insight into what happens after the enquiry has been completed to make the figures more meaningful as it was difficult for Members to gauge success from the figures alone.
- In relation to Vacancies being 26%, Members asked how this would impact on services. The Director stated that vacancies in Children's Services remained an issue despite all the work going into advertising and recruitment. The picture was better in Adult Services as they were starting to see a change for the better. Officers stated that there had been applications from lower qualified people coming through; they needed to look at the skill mix across the service and see what social worker assistants could do.
- Members asked in relation to sickness absence, what percentage of this was stress related sickness. Officers didn't have the figures to hand but weren't aware that stress was a particular issue. Officers explained that the sickness figures in general were slightly skewed by a small number of people on long term sickness absence. Feedback from staff had been that morale in the service was much better since there had been a stable management structure in place.

Officers further explained that the Sickness Action Plan is taken to the Chief Executive to show what was being done such as stages of sickness and compliance with sickness policy, it was noted that there was an ageing workforce in Direct Services.

- Members asked for more information on the Strength Based Approach, officers explained that it was an approach that goes back to traditional social work, rather than focussing on process and performance management as it had been in recent years. It was going back to talking to people and asking what they want, building on strengths rather than focussing on risks/weaknesses and using the wider family and community to assist. Officers were hoping to be the first to implement this in Adult Services and staff were keen to engage with this.

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.

15 : CARDIFF & VALE DRAFT DEMENTIA STRATEGY 2017-2027

The Chairperson welcomed Councillor Susan Elsmore, Cabinet Member for Social Care and Health; Tony Young Director Social Services; Amanda Phillips Assistant Director Adult Services and Dr. Suzanne Wood, Cardiff & Vale University Health Board to the meeting.

Amanda Phillips provided Members with a presentation on the Cardiff and Vale Dementia Strategy 2017-2027 after which the Chairperson invited questions and comments from Members:

- Members were pleased to see that the strategy was ambitious and there was increasing awareness especially in schools.
- Members noted that there was ambition to share information between Health and Social Care and asked if it was realistic to achieve this in the next three years. Officers stated that there would be simple steps first, a person centred tool 'Learn about me' will go with individuals from Care home/community setting to the hospital.
- With regards to isolation and loneliness, Members were advised that the Council is currently looking at new technology to pilot in the preventative agenda.
- Members considered that sections 7 and 8 of the Strategy were light on references to Day Centres and the work already being done. Officers welcomed these comments and considered that they could highlight further the number of initiatives currently ongoing, in the Strategy.
- Members referred to Strategic Objective 7 – Carers will be cared for, and asked how confident officers were that this objective could be delivered. Officers explained that it was a statutory obligation to provide respite, Welsh Government recognised the importance of this. There remained a challenge however with regards to non-formal carers.
- Members were concerned that there were lots of elderly carers and asked if these were considered in a special 'bracket'. Officers recognised that this area needed further work, there was a dedicated carers team now so officers hoped to see an improvement in performance.
- With reference to Strategic Objective 3 – We will combat isolation and loneliness, Members asked whether there was enough detail in this section as it was such a significant factor. It was agreed that some language in this section could be altered, explaining more that it is about things such as befriending schemes, socialising and respite. More information was provided to Members on how people could be trained to be more dementia aware and identify signs of dementia and also on shared living schemes whereby student accommodation is developed alongside homes for dementia patients. Other initiatives such as Good Gym were outlined to Members.
- Members asked if the Social Services Wellbeing Act and Future Generations Act had been a help or a hindrance in developing the strategy. Members were advised that they had been a significant driver in clarity of thinking and supporting and encouraging creative and collaborative thinking/working. The long term view of the Future Generations Act was very important to this agenda.
- Members asked if the strategy shared the views of the Welsh Government Strategy. Officers explained that they were waiting for the launch of the Welsh Government Strategy, the Cardiff and Vale Strategy would be launched after that to ensure consistency.

- Members made reference to the 'What's good for your heart is good for your Health' scheme in relation to Prevention and asked if this was made available in the 50+ health checks and medical checks. Officers advised that there was an online health check which could be promoted more widely. Health campaigns going forward would incorporate Dementia and Alzheimer's more as people are not aware that these can be prevented.
- In terms of accountability, Members asked if there would be separate delivery plans. Members were advised that there would be a Commissioning Group and an Implementation Group, it was a multi-agency approach but there would be one action plan.
- Members asked if 'Crisis' the single point access was publicised well enough and were advised that this was something for future delivery.
- Members noted that some action points needed to be addressed sooner than others and asked how these would be identified. Members were advised that priorities were sought from different groups, the next action plan was for the next three years; and then there would be a rolling programme of action plans.
- Members asked how the Strategy will address those with very specialist and particular needs and were advised that there had been an Equality Impact Needs Assessment undertaken, which makes the Strategy realistic to people's needs.

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.

16 : DATE OF NEXT MEETING

The next meeting of the Community and Adult Services Scrutiny Committee is scheduled for 4 October 2017.