

## COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

5 SEPTEMBER 2018

Present: Councillor McGarry(Chairperson)  
Councillors Ebrahim, Goddard, Jenkins, Kelloway, Lent and  
Molik

### 10 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Ahmed and Carter.

### 11 : DECLARATIONS OF INTEREST

None received.

### 12 : MINUTES

The minutes of the Community & Adult Services Scrutiny Committee meeting held on 6 June 2018 and the Joint meeting of Community & Adult Services and Children & Young People Scrutiny Committees held on 4 July 2018 were agreed as a correct record and signed by the Chairperson.

### 13 : DOMICILIARY CARE PROVISION IN CARDIFF

Members were advised that this item enabled them to comment on the proposals for the commissioning of Domiciliary Care and Procuring Care Home Services prior to consideration at Cabinet on the 20 September 2018.

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member for Social Care, Health & Wellbeing, Claire Marchant Director of Social Services and Sarah McGill Director People and Communities to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she said that this was a very important area with a huge value of spend. It was a key area going forward especially in relation to partnership working both internally and externally, adding that it was the beginning of an exciting and important step forward for co-produced services with citizens in Cardiff.

The Director of Social Services provided Members with a presentation on Commissioning of Domiciliary Care and Procuring Care Home Services after which the Chairperson invited questions and comments from Members.

Members asked whether diverse communities and language barriers would be part of the criteria going forward. The Cabinet Member stated that she was aware of the concerns and was cognisant of the fact that not all communities are being reached presently. This provided an opportunity to seriously engage and co-produce services and get better connected with all communities. The Cabinet Member added that she was aware that CASSC was keen to find out what service users really think about the services provided.

Members noted that this was a change from the decision taken by Cabinet in January and asked what had prompted the turn around. The Director of Social Services

stated that there had been a shift on a National level and that “A Healthier Wales” provided a focus with the workforce at its centre. There was an opportunity to pause and reflect, even what was advanced in its development and look at diversity and infrastructure. It was important to build on current strengths and move on to the next level. The Cabinet Member added that in January the Parliamentary Review was awaited, but since then there had been a real shift which required things to be done differently. It was important to get things right and to take the time to do that, using this opportunity to put building blocks down now that will work for the future.

Members asked whether there had been any research undertaken with comparator cities. The Cabinet Member advised that 18 months ago there were 13 providers on the books, now there are 70 so the systems are right and working but it was key to look at locality mapping to avoid many different providers servicing one area/street. Other local authorities are looking at the same things and it would be important to look at best practice. The Director of Social Services added that there had been lots of research papers written and there were pockets of work going on in different areas such as the Vale of Glamorgan pilot. To look at core cities there would need to be comparisons with complex communities such as Cardiff. Cardiff has the advantage of a strong workforce and a strong market.

Members expressed concern over continuity of care. The Cabinet Member stated that the aim of domiciliary care is to keep people independent at home for as long as possible, but this was only part of it Independent Living Services (ILS) needs to be added to care. Time was needed to develop the model effectively and it was complicated but service users wouldn't be disadvantaged.

Members asked about the cost implications and if it could be done within budget. The Director of People and Communities stated that this was not the only review being undertaken, there was lots of work going on within the Community Resource Teams and locally based providers that should connect with Domiciliary Care. It was important to not look at resources in isolation, to bring funding streams together and establish effective ways of working. The Director of Social Services explained the importance of reablement and managing demand long-term within resources, the need for more intensive services for short periods to enable people to stay independent and avoid hospital or nursing care. Building these relevant services will take time.

Members asked if the Domiciliary Care market had flat lined. The Director of People and Communities stated that the numbers of hours have because previous activity has had an impact. It was important to look at the market sustainably and to look at the recruitment of care workers, which needs flexibility and needs to be built into a new set of arrangements.

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.

14 : CARDIFF & VALE REGIONAL PARTNERSHIP ANNUAL REPORT 2017/18

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member for Social Care, Health & Wellbeing, Claire Marchant Director of Social Services, Sarah McGill Director People and Communities and Rachel Jones Cardiff and Vale UHB to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she said that she was pleased to present this second annual report, which gives a good overview and reflects the maturity of the relationship with partners. The Cabinet Member wished to pay tribute to Rachel Jones who had done an immense amount of work with a small team of people; from a National perspective this RPB was recognised as a leader in the field across Wales.

Members were provided with a presentation outlining key points from the Annual Report 17/18 after which the Chairperson invited questions and comments from Members.

Members noted the DToc figures and considered that the Committee could look deeper into the figures and targets.

Members considered the Annual Report to be excellent with some wonderful outcomes; Members did note however that 'My Family' could be included as many people rely on family support. Rachel Jones agreed that it should be made clear as it is currently included in the Community aspect. The Cabinet Member added that Healthier Wales sets a challenge for Wales and calls on Family, Volunteers and Statutory Services as a community together.

Members noted that the report was eclectic and very wide ranging and wondered if there was a risk of lack of focus or if issues were too complex. Members were advised the remit was set out by the Welsh Government and officers had questioned why some things were included and others not but they did not consider there to be a lack of focus. With regard to complexity officers agreed that it is complex but that this reflects the complex issues of the public. It is important to have impact in areas and they had been focussed in prioritising areas of work. There is a coherence of priorities and the focus on localities will help.

The Cabinet Member stated that the RPB is very focussed and a real governance vehicle to get work done, there has been a huge build-up of trust over the last 2 years and clear conversations were happening to map where the RPB interjects with the PSB. The Director of People and Communities added that this allows the RPB to have frank conversations about what is going wrong and allows a no holds barred approach based on trust and relationships a good set of arrangements were needed to report to each Board and to Council.

Members asked how the RPB makes a difference on the ground and what make up it has to support the social prescribing agenda. Officers advised that it is making a real difference with regards to ILS and First Point of Contact which benefitted from the Integrated Care Fund (ICF). The strategic agenda is done and it was important to now drill down. Social prescribing will be developed with third sector colleagues and wider local authority services. There are good pilots in Cardiff and Vale the focus needs to be how these are embedded and integral going forward; Healthier Wales offers a fantastic opportunity for this. It was early stages in terms of scale but the relationship between GP's and Local Authorities is key.

Members asked for more information on 'Let's Talk' and were advised that it is a brand used in Population Needs Assessment.

Members asked if community engagement would be both ways and were advised that it would be.

Members asked which service areas were Dementia Friends and were advised that libraries and hub staff have had training and many more were scheduled to have training and there were also plans to have the training in the Health Board.

Members asked for more information on Internal Family Support Service and capacity issues and staff absences. Officers advised that there have been some staff sickness issues which were now resolved and the staff were back up to full compliment. Officers advised that they would source more information on this and provide it to the Chairperson.

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 : CASSC WORK PROGRAMME 2018/19

Members were provided with a briefing on the output from the work programming forum in August. The appendix to the report set out when issues would be considered throughout the year. Members had been keen to keep meetings to a maximum of 3 hours with, as a rule, two substantial items and a briefing. The Performance Panel would continue to look at quarterly performance and would also look at budgets. Members had been keen to receive more detailed briefings to previous reports that had considered issues. Members also wanted more external stakeholders at committee and were keen to undertake visits to the community.

Members were provided with information on a potential Task and Finish Inquiry on Homelessness and Independent Supported Accommodation and were advised that issues such as Universal Credit and Housing Voids and Repairs were imminent.

The Scrutiny Officer advised that Wales Audit Office would undertake reviews in the coming year including ICF and First Point of Contact and these would be on the committee's agenda when available.

Members were advised that the Cabinet Forward Plan would be put into the timetable once available.

The Scrutiny Officer requested nominations for the Task and Finish Group, agreement on issues to be reported and a draft timetable. Members were asked to email the Scrutiny Officer with these.

RESOLVED to note the report.

#### 16 : URGENT ITEMS (IF ANY)

None received.

#### 17 : DATE OF NEXT MEETING

10 October 2018 at 4.30pm.

The meeting terminated at 6.35 pm