

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

8 JULY 2015

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

10 : APOLOGIES FOR ABSENCE

No apologies for absence were received.

11 : DECLARATIONS OF INTEREST

Declarations of interest were received from:

Councillor Sanders – Item 6 – Councillor Sanders arranges domiciliary care for a family member.

Councillor Lomax – Item 8 – Councillor Lomax lives in sheltered accommodation.

12 : MINUTES

The Chairperson obtained Committee's agreement to also consider the minutes of the meeting held 13 May 2015.

The minutes of the meetings held on 13 May 2015 and 3 June 2015 were agreed as a correct record and signed by the Chairperson.

13 : TACKLING HUMAN TRAFFICKING IN CARDIFF: PROGRESS REPORT

The Chairperson welcomed Councillor De'Ath Cabinet Member Skills, Safety & Engagement, Martin Hamilton Change & Improvement Chief Officer and Nicki Evans Partnership Manager to the meeting.

The Chairperson invited Councillor De'Ath to make a statement in which he welcomed Councillor Ahmed back to the Committee, welcomed Councillor McGarry as the new Chairperson and paid tribute to Councillor Groves' contribution to the Committee as the outgoing Chairperson.

Councillor De'Ath gave his personal commitment to the report letter and spirit, he noted the excellent progress made in staff training and the slower progress in other areas; he stated that it was a journey and further discourse was needed. He added that he was setting up a group to facilitate this.

Officers added that it was a topic that touches many portfolios and a coordinated weight such as regular directors meetings was needed; information sharing was imperative, the education welfare service were doing a sterling job following up on missing children, auditing school attendance rolls and identifying children who were at risk of being trafficked and schools being alerted to the issue; however increased training was also needed in schools.

Officers stated there were many challenges; multiple strands of activity with extensive training on Prevent/trafficking agenda and safeguarding; there was a need for a coherent package of training. It was stated that comfort and assurance could be taken from a recent situation whereby officers had had to step up to a live situation at short notice, open a reception centre and coordinate services from a whole range of agencies, a whole package of support was coordinated seamlessly, their ability to respond had been very impressive. It was important to note however that the situation was constantly moving and approaches and strategies would always need to be refreshed and people alerted to them. The issue was kept on the agenda of the Safer Cohesive Programme Board.

The Chairperson invited questions and comments from Members.

- Members asked what the perception was of how big a problem trafficking was now compared to before the report was produced. Officers explained that in 2012 it was felt that there was not much of this activity in Cardiff, officers looked at the process by which people could bring issues on a need basis. Since October 2013, monthly meetings have been needed. Training has been provided to over 600 practitioners and people are more aware of signs/indicators and are able to refer for further investigations.

With regard to the scale of the problem, there has been a steady stream of referrals from the Police, Education, Social Services and Health; there has been an increase in the number of referrals and an increase of awareness. Officers stated that now due to the Criminalised Modern Slavery Act, labour exploitation was big on the agenda. Previously there had been nowhere to take the cases, now there was a clear structure for the investigations and a clear and secure place for agencies to refer to.

- Members discussed taking trafficked people to places of safety and aftercare and that these issues were on the agenda of the Safer Cohesive Programme Board. Officers also noted that trafficking of children for benefit fraud was increasing.
- Members considered it was helpful to have a Senior Officer and Cabinet Member identified for the issue. It was also noted that there were much improved lines of responsibility and a more cohesive system to identify and rescue victims. Members did however seek assurances that as there were several groups involved, that there was a flow of information and communication particularly with directorates that historically had not been involved. Officers stated that the Human Trafficking Forum was an interest group who shared good practice but had no decision making; Safer and Cohesive Programme Board is where the work sits; officers considered it would be beneficial to establish a steering group to feed into the programme board. It was added that with reference to victims, if a gap or issue is identified the Safer and Cohesive Programme Board would look at it and escalate it to the Cardiff Partnership Board.
- Members were concerned that the recommendation relating to male victims was not accepted as it was not a statutory obligations and that male victims did not seem to have the same level of support. The Cabinet Member stated it

was very important to raise the issue with the partners on board to address the imbalance.

- In relation to the private fostering recommendation, Members asked if there had been an increase in the registration of private fostering. Officers advised that they didn't have the information to hand but would provide it to Members.
- Members noted that there had been a meeting with the Welsh Government representative at the end of June to discuss referral mechanisms and asked about the outcomes of that meeting. Officers stated that they regularly meet with the representative; 2 pilot sites had been identified in the review to trial new systems, Wales was not one of them, Wales would be a region of its own in 2016 with regards to regulatory bodies.
- Members discussed child sexual exploitation and asked how National work has formed the work in Cardiff and asked how confident Officers were that relationships with the police were different in Cardiff to other parts of the UK. Officers stated that there were very strong relationships between the Police and the Council in Cardiff and that issues such as Rotherham's could not be envisaged; the risks of not doing something was a very powerful motivator to do things, even in times of competing demands this issue needed to be high in agendas at Director level.
- Members asked for further information on trafficking of Children, such as numbers of cases and any pending investigations or prosecutions. Officers advised that there were many third sector specialists such as NSPCC, Barnardo's and Safer Wales who supported the Council on this issue; numbers in Cardiff were unknown as this area evolves constantly, the police would have some idea of numbers but there would also be hidden children. The Cabinet Member added that he was keen for Members to have training on Safeguarding.
- Members asked how training was being targeted across directorates. Officers explained that it was a challenge to coordinate, Prevent training is provided for staff who are out and about such as refuse collectors, traffic control officers, but further training needed to be coordinated and coherent.
- Members noted that little progress had been made on a number of recommendations and officers explained that it was important to pick off recommendations that would have the biggest impact.
- With regard to recommendation 16, the link partnership structure, Members noted there was no update on this. Officers explained that the Safer and Cohesive Programme Board and the Cardiff Partnership Board all seek to address problems, they may not have delegated authority and then they need to go to Cabinet or through formal Council processes.

The Chairperson thanked the Cabinet Member and Officers for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson writes on the Committee’s behalf to the Cabinet Member to convey their comments and observations.

14 : CHANGE & IMPROVEMENT DIRECTORATE DELIVERY PLAN 2015-17

The Chairperson welcomed Councillor De’Ath Cabinet Member Skills, Safety & Engagement and Martin Hamilton Change & Improvement Chief Officer to the meeting.

The Principal Scrutiny Officer outlined the report and explained that the work of the Change and Improvement Directorate falls within the remit of several scrutiny committees and Members were therefore requested to limit their questions to the sections that were relevant to this Committee, which are:

- a. Cardiff and Vale of Glamorgan Local Service Board
- b. Cardiff Partnership Board
- c. Neighbourhood Partnerships
- d. Communities First
- e. The Prevent programme
- f. Community Cohesion.

Members were directed to the relevant pages and improvement objectives that fall within the terms of reference of the Committee.

The Chief Officer advised Members that it was a diverse service area and gave assurances that as his team writes the Corporate Plan it is cohesive. He drew Members attention to two issues that would need to be brought back; Prepare and Prevent Delivery plan – which hadn’t been to Committee previously, this would be a briefing for Committee Members and What Matters Refresh – community strategy, which needs analysis undertaken.

The Chairperson invited questions and comments from Members.

- Members asked whether the resources were available to deliver within the stated timetables. Officers stated that they were a relatively small team and resources are shrinking; the plan is made in the context of the budget and there were no unfunded commitments, all were written to the budget that was available. There were some immensely complicated areas and resources would have to be marshalled across partners; it would be a challenge but everything was resourced.
- Members confirmed that this was a draft and that it would then cascade down to people’s personal performance and development plans.
- Members noted that in the report there was a reference to ‘data to follow’ and asked that as resources are scarce, whether new resources have now been identified. Officers explained that this referred to a people resource; deliverables in the plan will go into performance plans of individual officers.
- Members made reference to the savings of 13% (page 42 of the report). Officers stated that plans lie behind each of the savings across the board.

- Members noted that with reference to 'Prevent' there has been national criticism of what has been achieved and asked how Officers considered it was working. Officers stated that to identify metrics to assess how effectively you have been on stopping something is very difficult to do so qualitative data is used instead. Officers added that in their view Prevent was effective and if it was stopped, there would be a need for something similar. The Chairperson added that Members would be receiving a briefing on this subject in the near future.
- The Cabinet Member stated that there was a larger buy in from the Muslim Community in Cardiff than elsewhere. Members noted that more needed to be done in Mosques and Schools rather than in ad hoc groups in the community. Officers stated that there was work already underway and there would be further detail in the Member briefing.
- Members considered that the report highlighted many enablers yet it was harder to see any outcomes and asked how they could be assured that outcomes are being achieved. Officers stated that the nature of the work is enabling and to see whether outcomes were being achieved it was important to evaluate the delivery of the plan and its impact.

The Chairperson thanked the Cabinet Member and Officers for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson writes on the Committee's behalf to the Cabinet Member to convey their comments and observations.

15 : HEALTH AND SOCIAL CARE BUDGET SAVINGS PROGRESS REPORT 2015-16

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member Health, Housing & Wellbeing, Tony Young Director Social Services, Sarah McGill Director Communities Housing and Customer Services, Amanda Phillips Operational Manager Learning Disabilities and Stuart Young Operational Manager Resources and Performance to the meeting.

The Chairperson welcomed Tony Young and congratulated him on his new position as Director of Social Services.

The Chairperson invited Councillor Elsmore to make a statement in which she said that the key messages for the meeting were that everyone understands the challenges facing the Council today and going forward. There was a need to share with Community and Adult Services Scrutiny Committee, in real time, progress or not and reasons why. The Cabinet Member stated she had tasked Officers to a step change in ability to improve and that she would be held to account for transparency and visibility.

New arrangements were in place, and the Cabinet Member congratulated Tony Young on his new position as Director of Social services, which being a massive role,

she gave her full support; there was a clear join up with her portfolio with Sarah McGill for change management and Tony Young for Adult Social Services.

Members were provided with a presentation on the Health and Social Care budget savings progress report 2015/15, which included information on: Current Position; 2014/15 savings; 2015/16 Savings; Linked Savings; Mental Health; Savings on target and Next Steps.

The Chairperson invited questions and comments from Members.

- Members asked which budget lines the Directors were responsible for as that would help with accountability going forward. Officers stated that the vast majority would lie with Tony Young, the exception being Occupational Therapists; Contact Officers for hospitals; equipment services and possibly reablement services which were currently being considered. It was added that there was connectivity between the Change agenda and delivery of savings. Tony Young stated that the key issue is making progress with current work and Identifying new savings.
- A Member considered the figures in the report and stated that they had been assured by officers previously that the savings that were put forward had been achievable and realistic and therefore voted on by Council. It was added that he was grateful for the honesty in bringing the report forward now but some savings had obviously been unachievable as with such huge proposed savings and only a small amount of it achieved, the proposals could not have been realistic. The Member asked whether officers could now get a sense of what could be realistic and what was not and give assurances that savings proposals that go to the next budget Council would be realistic and achievable.

The Cabinet Member responded saying that Scrutiny was not the place to be political; however it was noted that statements were made about savings being achieved and they were not. It was added that looking at the past 10 years, 7 of those years had seen considerable overspends. Now transparency and visibility was needed; officers would challenge and deep dive into where we are, this has been required for a long time and the Cabinet Member provided absolute assurances going forward with regard to transparency and visibility to understand the position.

The Director stated that the figures were projected figures and that its only three months into the year; it is important to be clear and not to bring optimism bias, looking at the position as it currently stands; lots of savings were deliverable but the question was when they could be delivered, some take longer than anticipated, the situation would be continually monitored with activities taken to measure outcomes; with challenging budgets transparency was imperative.

- Members expressed concern over the time taken to recommission Direct Payments support provision. Officers stated that it was legally possible to extend the time, the commissioning process would take approximately 18 months as the right specification for the service to be delivered was essential; it needs to be done properly and robustly so there is no

challenge. The Cabinet Member added that she had visited Diverse Cymru who are the provider until the tender process is complete; it was important to increase the number of people in receipt of Direct Payments to self determine how care is arranged.

- Members asked about demographic challenges and assumptions/demand trends and operational budgets. Officers explained that demographic pressures had led to re-alignment of the base budget of £7.5 million for 2015/16. Officers also stated that operational budgets are currently on target. Officers confirmed alternative savings would be identified.
- Members were concerned about the impact on the vulnerable adults that the service area is delivering to; and members sought assurances that they would get the same level of service as previously. Officers stated that the market hasn't changed and therefore services provided have stayed the same; there was a need to stimulate the market going forward to get better competition.

The Chairperson thanked the Cabinet Member and Officers for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson writes on the Committee's behalf to the Cabinet Member to convey their comments and observations.

16 : RCF ICF QUARTER 4 PROGRESS REPORTS

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member Health, Housing & Wellbeing, Tony Young Director Social Services, Sarah McGill Director Communities Housing and Customer Services and Amanda Phillips Operational Manager Learning Disabilities to the meeting.

The Chairperson invited Councillor Elsmore to make a statement in which she said the report reflects the good work being delivered on the ground, providing a platform to shape bids going forward; the fund now rests with Health, at a recent Health and Social Care Governance Board, bids were approved to continue due to the valuable work it enables particularly with collaboration.

The Director added that there had been significant progress made in the development of new models of working and it had informed the development of new bids for future years. This was recurring funding that comes through Health, it was important to see the success through the integrated board as this shows confidence.

The Chairperson invited questions and comments from Members.

- Members commended the huge amount of progress made on the ground so far by Officers.
- Members asked for clarification on Cardiff Based examples. Officers explained that they had found very different ways of working in Cardiff and the Vale; with preventative bids there were different aspects of future working, that would fit together eventually; A wider preventative approach existed in Cardiff

that the Vale wanted to develop; and Cardiff could learn from the integration of Health and Social care in the Vale. Officers added that with regards to Day opportunities, the demographic and needs were very different in Cardiff and the Vale; the Pilot would be in Cardiff and adopted in the Vale.

The Cabinet Member added that she had visited the Vale Contact Centre to learn from them and that it would be a stronger team together going forward.

- Members sought clarification on the main referral mechanism into the Gateway. Officers advised that there had been a join up of services and stage 2 would bring more services. It was evident from the case studies and experience from perspective of people trying to assist is very powerful; referrals are from many places; there is a lost connectivity from hospitals, delayed transfers of care and a single point of access to the gateway was needed. Very good results had been seen from Whitchurch Hospital housing resettlement workers. The Cabinet Member stated that the work will be very important going forward on how delayed transfer of care is managed, and for getting 'Act' ready for next year.
- Members asked how the Vale's Hub/single point of contact would fit with C2C in Cardiff. Officers explained that currently there were several routes into social care and health, eventually they would want a single phone number/route/platform/ that everyone uses. With regard to the Customer relationship management system in Cardiff, the technology needed to be in place first.

The Chairperson thanked the Cabinet Member and Officers for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson writes on the Committee's behalf to the Cabinet Member to convey their comments and observations.

17 : WELFARE REFORM AND UNIVERSAL CREDIT: UPDATE

The Chairperson welcomed Councillor Susan Elsmore Cabinet Member Health, Housing & Wellbeing, Sarah McGill Director Communities Housing and Customer Services and Kate Hustler Operational Manager, Assessment & Support to the meeting.

The Chairperson invited Councillor Elsmore to make a statement in which she commended officers for the work done to date and hoped that it would continue in challenging budget times.

The Chairperson invited questions and comments from Members.

- The Chairperson read out a question from the Cardiff and Vale Parents Federation, which had been emailed to the Corporate Director in advance of the meeting. Officers advised that there is provision to assist people with completing forms and there has been a high success rate in doing so. It was added that officers work with carers to ensure children get the correct entitlement to benefits; and

officers also provided advocacy on the child's behalf. Where needed, referrals can be made to the Money Advice Service, which is Council funded.

- Members commended Officers for the work they had already done.
- Members added they had been impressed with what they had seen from Officers and had been surprised about the number of people who had difficulty obtaining bank accounts.
- Members asked how confident Officers were that people would be able to manage the processes themselves when they are not used to managing their own money and bank accounts. Officers stated that Universal Credit was 2/3 years old and currently only 43,000 people use it; 4,300 of those receive Universal Credit with housing costs, there wouldn't be any financial impact in this financial year; there would be a whole series of information and help for people available at the Hubs, including digital inclusion training and bank account support.

The Cabinet Member added that she had visited Marland House and seen the excellent work done by Officers; providing services to people who need support.

The Chairperson thanked the Cabinet Member and Officers for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson writes on the Committee's behalf to the Cabinet Member to convey their comments and observations.

18 : WORK PROGRAMME REPORT

Members discussed and agreed the approach to take to scrutinising quarterly performance reports, namely to establish a performance panel consisting of Cllrs McGarry, Lomax and Sanders but open to other Committee Members on an ad hoc basis. The performance panel will trial the approach of scrutinising corporate and community safety performance reports (which they will receive ahead of Committee Papers being circulated), undertaking deep dives into areas of concern and reporting back to the whole Committee on these, in order to ensure transparency. The corporate and community safety performance reports will be shared with all Committee Members.

Members discussed and agreed to task the Principal Scrutiny Officer to liaise with Resources officers to deliver monthly budget monitoring reports that include details of actual and profiled operational budget spend and progress on achieving savings.

Members discussed and agreed to the approach to take to scrutinising the impact of previous Inquiries, namely that Inquiry progress reports are shared by email with Committee Members, who will then decide whether there is need to schedule for committee meeting scrutiny.

Members agreed to hold a joint meeting with the Children and Young People Scrutiny Committee in order to scrutinise the Care and Social Services Inspectorate Wales annual evaluation

Members agreed to hold a joint meeting with the Environmental Scrutiny Committee in order to scrutinise implementation and delivery of the Regional Regulatory Services.

Members discussed the proposed work programme attached at Appendix A, and agreed to it with the following amendments:

- That the Neighbourhood Partnership review item scheduled for September 2015 be removed as a Committee item and replaced with a briefing report
- That the Internal Supported Living Services item be scheduled for October 2015 for pre-decision scrutiny
- That the Cardiff Alcohol and Drugs Team review be scheduled for October 2015 for pre-decision scrutiny
- That the following items, as set out in Appendix A, be scheduled for policy development and review scrutiny at an appropriate time: Housing, to include preparations for the Housing Act (Wales) 2014, homelessness (including the use of private rented sector for discharging homelessness) and work to improve the condition of the private rented sector ; Cardiff Partnership Board to include What Matters refresh and the Council's support to partnership working; Older People, to include the Ageing Well Plan, Health and Social Care Older People Commissioning Strategy and Older Persons accommodation; Communities First; and Reshaping Adult Social Care to include the review of adult social care commissioning being undertaken as part of the Organisational Development programme, changes in Assessment and Care Management and Domiciliary Care.
- That a briefing report be brought on the state of preparedness for implementation of the Social Services and Well Being (Wales) Act 2014, followed by bi-monthly progress reports.
- That the Corporate Safeguarding report be scheduled and work undertaken to progress scheduling of the Local Safeguarding Adults Board Annual Report.
- That briefings reports on the following be scheduled as appropriate: Health and Social Care demographics; the issues raised by the Parents' Federation with regard to community and wellbeing issues; the issues raised by Vision 21 with regard to Changing Places toilet facilities; and the commercial opportunities strategy and trading company.

Members agreed to prioritise scoping of the suggestions received regarding Night Time Economy Crime and Disorder and, separately, Anti Social Behaviour and tasked the Principal Scrutiny Officer to undertake the necessary work and report back to Committee on 16 September 2015, where Members will decide whether to hold inquiries into these areas.

Members agreed the following nominations for the scoping of the prioritised task groups: Night Time Economy Crime and Disorder – Cllrs McGarry, Lomax and Sanders; Anti Social Behaviour: Cllrs McGarry, Ahmed, Carter and Graham Thomas. Members also agreed the following nominations for the LDP joint task group: Cllr McGarry and Cllr Graham Thomas.

Members approve the work programme as amended by the decisions above.

19 : CORRESPONDENCE REPORT

This report provided the Committee with the latest update on correspondence. The Committee received copies of correspondence sent and received in relation to matters previously scrutinised by this Committee.

AGREED – That the report be noted.

20 : DATE OF NEXT MEETING

The next meeting of the Community & Adult Services Scrutiny Committee is scheduled to take place on Wednesday 16th September 2015 at 5.00pm in Committee Room 4 County Hall.

The meeting terminated at Time Not Specified