

## COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

16 MAY 2018

Present: Councillor McGarry(Chairperson)  
Councillors Ahmed, Asghar Ali, Carter, Kelloway and Lent

### 63 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Goddard.  
Councillor Jenkins had previously advised that he would be 30 minutes late attending.  
Councillor Lent had advised that she would be late attending due to another meeting over running.

### 64 : DECLARATIONS OF INTEREST

None received.

### 65 : MINUTES

The minutes of the meeting held on 18 April 2018 were agreed as a correct record and signed by the Chairperson.

### 66 : SOCIAL SERVICES/ADULT SERVICES DIRECTORATE BUSINESS PLAN

The Chairperson welcomed Councillor Susan Elsmore (Cabinet Member – Social Care, Health & Well-Being), Councillor Lynda Thorne (Cabinet Member – Housing & Communities) and Sarah McGill (Corporate Director for People and Communities) to the meeting.

The Chairperson invited Councillor Susan Elsmore to make a statement in which she said was pleased to introduce this report which showed an important emphasis on delivery and how the Council is putting words into action. It was noted that Social Services was now part of the new People and Communities Directorate, the Cabinet Member was pleased to see the great work undertaken on empowering people to remain independent in their own homes for as long as possible, reducing reliance on intensive interventions and accelerating safe hospital discharge. The Cabinet Member also noted the work undertaken on Assisted Living and Day Opportunities providing support and respite for carers. Members were advised of the Cabinet Member's recent visit to Minehead Road and encouraged Members to visit to see the affirmative work there. Finally, the Cabinet Member reiterated her commitment to consolidating the City's status as a Dementia Friendly City.

Members were provided with a presentation on the Social Services/Adult Services Directorate Business Plan after which the Chairperson invited questions and comments from Members.

- Members considered that it was a positive document but the challenges section was short and asked if the document was as robust as it could be. Members noted there was no mention of the challenges a new directorate

would face, such as keeping up savings, stretching targets etc. and wondered of there was an overly positive spin on a complex area. The Cabinet Member stated that it was fair to say that since 2015 they had been transparent in their information, including when things were not going well. The Cabinet Member added that it was the first time in a generation that Adult Services had an underspend and she wanted to formally recognise and pay tribute to the work of the former Assistant Director of Adult Services Amanda Phillips in achieving this. It was noted that lots of areas were in progress, there are a lot of things to report, the service area wanted to provide the best services and stretch targets with realism and support for the staff. The Corporate Director added that there were 2 delivery plans in the overall directorate and there are areas for development across the directorate and therefore there is a chance of duplication, i.e. Complaints should feature in the plan and this can be worked on as transparency was needed. Areas of challenge mainly around process would be highlighted going forward. Members were advised that this plan reflects the huge journey that Adult Services has been on and the approach so far has had huge beneficial impact on outcomes.

- Members referred to risks, and noted that co-dependencies rely on partners to deliver. Members asked if there was confidence that these partners were in place and wouldn't hold up the process. The Cabinet Member for Social Care, Health & Well-Being noted that engagement does already take place and gave the example of housing and health and social care, stating that relations are so much better than they were and the Regional Partnership Board is driving integration. The Cabinet Member for Housing & Communities added that she had recently attended a Regional Partnership Board meeting and was very impressed by the way partners are working together and the plans that are in place, however it takes longer to see what differences these plans make to people's lives.
- Members made reference to mitigation of risk in relation to carer/family breakdown. Officers advised that they would ensure support is given to carers, including grandparents; not just assessing needs of individuals but also family networks, providing support and respite care.
- Members discussed savings and the fragility of the Domiciliary Care market. Officers stated that a few years ago the market was in control and the prices were huge, the service had done fantastic work, the system now allocates care placements, there are 63 providers, the competitive element is there and the number of care packages are reducing; it is a much better position than in the past.
- Members noted that the loss of Amanda Phillips had left a gap and there is still a huge issue of vacancies with social workers. Members asked how Cardiff compared to Welsh average figures and what were the consequences of Cardiff not meeting its 18% target. The Cabinet Member stated that there was a time when the reputation in Cardiff was not great, now the reputation is climbing all the time, people are talking about Cardiff in a very different way. Officers added that there are some vacancies particularly lower level social workers, but there was a target to develop a comprehensive recruitment and

retention strategy which was ongoing, and this could be shared with Committee.

- Members asked in relation to the Community Services Review, why there was slow progress with Community Mental Health and asked for more information about pilots. The Cabinet Member stressed the importance of the service and that they wanted to ensure that the Vale of Glamorgan is implemented effectively, learn from them and undergo an appropriate pilot in Cardiff. It was added that it was a learning culture, it was better to take longer to implement it and do it better so the service was fit for the citizens.
- Members referred to the Red risk 'Marketplace is not able to meet the care and support needs of the population' and were advised that it is about getting the right models of care to meet the needs of the citizens.
- Members discussed residential care and asked about contingency plans if there are concerns. The Cabinet Member explained that now it was mainly people in their last 12 months of life that were going into nursing homes, this was down to the success of people being independent in their homes for longer. Officers added that the development of the Older Persons Housing Strategy and Independent Living provided more resilience going forward. The target would be kept as Red as it was reliant on more mixed accommodation going forward.
- Members asked if the Child Sexual Exploitation Strategy would be extended to Adults and renamed and were advised that it would.
- Members asked if it would cover all forms of sexual exploitation and were advised that Officers would come back to them on 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.

## 67 : WINTER PRESSURES - REPORT OF SERVICES ACROSS PEOPLE & COMMUNITIES

The Chairperson welcomed Councillor Susan Elsmore (Cabinet Member – Social Care, Health & Well-Being), Councillor Lynda Thorne (Cabinet Member – Housing & Communities), Sarah McGill (Corporate Director for People and Communities), Lisa Wood (Operational Manager, Locality Services - First Contact & Assessment) and Jane Thomas (Assistant Director, Housing & Communities) to the meeting.

The Chairperson invited Councillor Susan Elsmore to make a statement in which she said that she was pleased to introduce the item, as Committee had previously stated they wished to focus their efforts especially since the snow events over the Winter and how services fared. There was now positive partnership working in place, and there had been effective responses to the recent Winter pressures, including officers across the Council and members of the public supporting doctors and nurses enabling them to get to work in the most severe weather.

The Chairperson invited Councillor Lynda Thorne to make a statement in which she said Cardiff has excellent provision for Rough Sleepers and Homelessness. The Cabinet Member added that she was very proud of the outreach teams and the work they did over the winter months, including providing support for those rough sleepers who refused to come into accommodation; 240 rough sleepers were brought into accommodation over the Winter.

Members were provided with a presentation on Winter Pressures after which the Chairperson invited questions and comments from Members.

- Councillor Elsmore wished to pay tribute to the staff in the Lisa Wood's team based at Llandough Hospital for their enthusiasm in their work which they undertook in complex and challenging situations.
- Members noted the incredible work that had been carried out across the Directorate. With reference to rough sleepers and the 13 who chose not to go into accommodation, Members asked what the rationale was behind this and whether their reasons had been analysed. Officers explained that the 13 people had been offered a variety of accommodation types and they just didn't want to take up the offer, the reasons were varied and complex.
- Members referred to winter accommodation and noted that people who may have taken up this accommodation have to leave during the daytime and could be back on the streets in the summer months when it come to the phased ending of the winter accommodation. Members asked if there was an argument for investment in summer accommodation. Officers explained that there are day centres open including one at the Huggard Centre, stating that it was important to provide support along with accommodation. Officers added that there are schemes such as Housing First, which had brought in 4 people, but this was a very complex area and the people involved have very complex needs and reasons.
- Members asked how much work goes into planning for the winter months. Officers explained that they have years of experience in preparing for the winter months but currently levels are high, however there was always enough space for every rough sleeper if they chose to accept it.
- Members noted that the Delayed Transfer of Care figures were very impressive but noted that there were various different sets of data provided. Officers explained that they provide data to Welsh Government from across Health Boards so when they send it, it is a snap shot of the situation that day.
- Members asked if there was ever a dispute of responsibility such as whether the care needed was social care, palliative care etc. Officers stated that cases such as this would be very low, they don't often have disputes as responsibility is taken. There is a good relationship between partners and they meet regularly, this was the only way to get credibility.

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.

## 68 : BUILDING RESILIENT COMMUNITIES THROUGH THE FURTHER DEVELOPMENT OF COMMUNITY HUBS

The Chairperson welcomed Councillor Lynda Thorne (Cabinet Member – Housing & Communities), Sarah McGill (Corporate Director for People and Communities) and Jane Thomas (Assistant Director, Housing & Communities) to the meeting.

The Chairperson invited Councillor Lynda Thorne to make a statement in which she said that this was an exciting proposal built on the previous commitment given to protect libraries; the proposal also enables the protection of some library buildings. The Cabinet Member emphasised the importance the Hubs bring to the community and also help to prevent loneliness and isolation. The Cabinet Member added that she had a very positive meeting with friends groups from Whitchurch and Rhiwbina.

Members were provided with a presentation on Building Resilient Communities through the further development of Community Hubs, after which the Chairperson invited questions and comments from Members.

- Members noted that hubs across the city provided different services and asked what the plans for consistency were. Officers explained that they weren't aiming for consistency, they wanted to provide services that are right for the area and the example of Llanishen hub being housed in the police station was given stating that for the services needed in the area that location works well. The Cabinet Member added that hubs all do different events and have a different focus, there was no one size fits all, it was important to look at the demographic, undertake consultation and provide what is right for the area; mapping is important to not duplicate what is already provided.
- Members asked for more information about librarian and assistant librarian posts being lost. Officers explained that in relation to library standards, what Cardiff had previously performed poorly on was the qualifications of its staff, this qualification had now been introduced so staff will be well trained. The grades of staff has not come down but they are expected to do more and a wider range of activity.
- Members emphasised the importance of community engagement in what services are delivered and officers provided assurances of their key commitment to that.
- Members could see the correlation between Hub provision and the Welsh Government Resilient Community agenda and asked what the Council's definition of a resilient community was. Officers stated that they have had several conversations in different settings about this but essentially it is about getting people to do more for themselves, the inclusion officers will have a key role here. Officers added that it was about a strength based approach, look at the strengths and what makes people resilient going forward.
- Members asked if Officers considered that hub provision was just as important in the North of the City as the rest of the City and was essential to the community. The Cabinet Member agreed it was and stated that the proposal

being brought forward showed the commitment to that, noting that needs are different but need to be addressed.

- Members asked for a guarantee that libraries will become hubs and were assured that they would.
- Members noted that the Cabinet Report stated that Capital Programme funding had been approved for Butetown but no other Capital funds were shown. Officers stated that investment in buildings would certainly be needed, the position of available resources was difficult, it was important to identify grant opportunities, and some buildings may enable development opportunities and redelivery of hubs in other buildings. There was more work to be done, any proposal would be subject to a future Cabinet Report if change of use of a building was required. The Cabinet Member added that she had seen factory built units in London where there were flats built on top of community facilities and this was another possibility.
- Members asked about the funding for the Inclusion Officers and were advised that they would be funded from the Communities First Legacy Grant which was around £500k. There were also Health and Wellbeing grants from that legacy grant which would be city wide.
- Members noted the confirmation of job losses and asked why this was the case if services were increasing and whether staff affected could be retrained. Officers advised that there would be around £200k of staff savings, which was not very many posts, those affected would be redeployed where possible. There are a number of staff who want to take voluntary severance and there are also vacancies that would not be filled, Members were assured there were not very many people being displaced.
- Members referred to Central Library and asked if staff efficiencies would impact on current library stock/book space, or if current stock and book space was at risk to enable more community use. Officers stated that they are not envisaging a decrease in books but there may be a change to the layout whereby books will flow through the building and services are provided throughout the building rather than in one area. There would also be an increase in digital and electronic media to meet demand.
- Members referred to Penylan library where part of the building is run by a company and asked how this would work if it became a well-being hub. Officers stated that they would work with them to use the space creatively.

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.

## 69 : HOMELESSNESS & HOUSING NEED STRATEGY DEVELOPMENT

The Chairperson welcomed Councillor Lynda Thorne (Cabinet Member – Housing & Communities), Sarah McGill (Corporate Director for People and Communities) and Jane Thomas (Assistant Director, Housing & Communities) to the meeting.

Members were provided with a presentation on Homelessness & Housing Need Strategy Development after which the Chairperson invited questions and comments from Members.

- Members asked about the correlation between private landlords leaving the market and the introduction of Rent Smart Wales. Officers stated that they did not know this was the case, questions needed to be asked, landlords so fill in a form when they evict a tenant but not much detail is given. There were also issues such as the level of housing rent had been frozen and it was increasingly complicated to get benefits, therefore more and more landlords were selling their properties and leaving the market altogether.
- Members asked if there were any examples of longer term Dry/Wet residential settings with intensive support in Wales as the Compass project only covered a very small percentage. Officers explained that there was a lot of provision, including 50 beds for Wet residential settings, this was specific accommodation for those people who did not want to give up their addiction. The Compass project was a complex scheme providing intensive support and officers were looking at intensive targeted support for hostels too. Officers added that it was important to have a range of accommodation types to offer people as sometimes it is not appropriate to house people in flats for example, straight from the street; there were pilots ongoing with this currently which could be expanded at a later date.
- Members asked if there was any information on why parents and friends are withdrawing help and people are presenting as homeless. Officers explained that it could be overcrowding issues but they did need to look more at why this is happening. Officers were concerned that the Policy could be driving people to present as homeless to get housing and this needed to be addressed.
- Members asked what support was available for family breakdowns and to help families become more resilient. Officers explained the Craft scheme which had been hugely successful, which supports families with people with alcohol and substance misuse, stating that evidence shows that more people are able to kick their habit with the support of their family. Officers considered there needed to be more links with Doctors too and added that there were a variety of schemes out there but there needed to be an audit of them and they should be brought together. Officers added that there was also the issue of Adverse Childhood experiences and preventative activity/early intervention even if someone had not reached the stage for a normal trigger for intervention.
- Members noted that rough sleeping seems more visible then ever and asked if the ambition to end rough sleeping was a realistic one. Officers stated that the teams had been told they have until the end of the year to end it but realistically more people will keep coming onto the streets even if all the ones currently rough sleeping are housed.
- Members noted that currently it seems like a different type of homelessness with more substance abuse and more people refusing help and asked how this could be combatted. Officers explained that people have the choice to not

take the offer of help. Officers agreed that it used to be mainly alcohol dependent people but now substance abuse far outweighs alcohol, this made it very challenging as they are influenced by the substance misuse when making their decisions.

- Members asked if every rough sleeper in the City had been offered support even if they rejected it and have any requested service that couldn't be met. Officers explained that rough sleepers from out of County were different but they would attempt to reconnect them or offer help with bonds etc. All rough sleepers had been offered accommodation of some sort but not always a range of accommodation types. Officers added it was important to catch people at the right time to make sure they have the help they need.
- Members asked if there was any help available for people to buy their own homes and were advised that there are low cost ownership schemes and Welsh Government schemes too, and considered these needed to be publicised more.

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.

70 : DATE OF NEXT MEETING

6<sup>th</sup> June 2018 at 4.30pm.