

JOINT SCRUTINY COMMITTEE

4 JULY 2018

Present: Councillor Bridgeman (Chairperson)
Councillors Ahmed, Carter, De'Ath, Goddard, Jenkins, Lent,
McGarry, Molik, Phillips and Singh

Carol Cobert, Rebecca Crump, Karen Dell'Armi,

1 : CHAIRPERSON

AGREED – That Councillor Bridgeman be appointed as Chairperson of the Joint Committee.

The Chairperson welcomed Gary Jones as the new Head of Democratic Services.

2 : APOLOGIES FOR ABSENCE

Apologies were received from Councillors Philippa Hill-John, Heather Joyce, Linda Morgan, Jim Murphy and Rhys Taylor.

Apologies were also received from Patricia Arlotte.

3 : DECLARATIONS OF INTEREST

None received.

4 : LOCAL AUTHORITY SOCIAL SERVICES ANNUAL REPORT 2017/18

The Chairperson welcomed Councillor Susan Elsmore, Cabinet Member, Social Care, Health and Wellbeing, Councillor Graham Hinchey, Cabinet Member, Children and Families, Sarah McGill (Corporate Director, People and Communities) and Irfan Alam (Assistant Director, Children's Services) to the meeting.

The Chairperson advised Members that this meeting was being held to enable Members to scrutinise the draft Local Authority Social Services Annual Report, which should give a clear view of the effectiveness of the Council's Social Care Services. The Report would be considered by Cabinet on the 12 July 2018.

The Chairperson invited the Cabinet Members to make a statement.

The Cabinet Member for Social Care, Health and Wellbeing stated that she had great pleasure to present the 9th Annual Report, which was the second report since the implementation of the Social Services and Well Being Act. From an Adults Services perspective, the Act has spurred the service on in terms of making lots of progress, this report reflects that and also how Social Services is integrating across services with a focus on families and individuals to be independent at home for longer.

The Cabinet Member was pleased to report that the preventative agenda is delivering the results that were anticipated when the Independent Living Service was established.

Members were advised that the service has been able to reduce the number of Delayed Transfers of Care (DToC) for social care reasons from 123 in 2016/17 to 110 in 2017/18. Work done so far is making it easier to think about what is really important for people leaving hospital.

Safeguarding for adults has been further strengthened by enhancing effectiveness of Regional Safeguarding Boards and safeguarding systems.

Dementia Friendly City status is progressing, with plans in the coming year to consolidate the status.

The service is now better meeting the complex needs of older people and people with learning disabilities in their local community by developing Day Opportunities that has enabled more people to remain as independent as possible in their own homes through a reablement approach to care and support; Minehead Road Day Centre was completed last year and Grand Avenue work has started and will soon be completed.

The Strategic Improvement Board for Adult Services facilitated a review of key priorities in order to improve financial sustainability and service effectiveness, which is a fantastic result in terms of budget management.

Finally, the Cabinet Member wished to pay tribute to the work of Tony Young, the previous Director of Social Services, Amanda Phillips the previous Assistant Director of Adult Services and of Sarah McGill the Corporate Director of People and Communities for the extensive work that has been done in the service. The Cabinet Member was looking forward to welcoming the New Director of Social Services in the coming week.

The Cabinet Member for Children and Families stated that he too wished to recognise the work of Tony Young over recent years and also of Councillor Sue Lent as the previous Cabinet Member with responsibility for this area. The service was in a much better position and was positive in identifying where gaps were and addressing them.

The Cabinet Member stated Members would be aware that there was an ageing population and increased numbers of children coming into care, and this was the situation bringing pressures across Wales.

Notable achievement in the services were outlined including MASH, Early Help Front Door and Signs of Safety. It was noted that there was no quick fix and these interventions need time to embed.

The Cabinet Member stated that that it was important to continue to invest in Social Services, to do the best for the children in Cardiff. With this in mind the future focus would be Homes for Children, Foster Care and Child Sexual Exploitation.

The Cabinet Member was pleased that the report showed the turnaround from 2012 to 2017 as over the last 14 months he had spoken to a number of service users and staff and had found it warming that there had been such positive feedback on how Children's Services have been so supportive and focused on what's best for the children, and the report now reflects that.

The Director of People and Communities addressed Committee saying that ordinarily she would deliver a presentation on the report but this year it was an interesting position in that the report was of the previous Director of Social Services. She considered it was a well written and comprehensive report which includes fascinating information giving a clear foundation on which to build focus and themes for the forthcoming year. Prevention would be one of those themes and locality focus is starting to come through. There would also be focus on person centered approach, strength based approach and integration of services around the need of the individual.

The Director wished to pay tribute to Kim Brown for the huge amount of work she had contributed to the report.

The Chairperson invited questions and comments from Members;

Members noted that Adult Services have a surplus budget and look at their budget on a monthly basis and asked if Children's Services do the same. Members were advised that the pressures in children's services include spiraling costs of across county placements, reliance on agency staff and work on recruitment and retention; there was a plan to increase placements in Cardiff and to bring children back into County if appropriate, this along with a plan to increase fostering places would hopefully balance the deficit. The Cabinet Member added that at the last Council meeting, 11.88% extra was agreed to go into Children's Services to recognise the pressures. There were approximately 300 more looked after children in Cardiff than in 2014, which was a higher gradient than the increase in population growth, however Cardiff Children's Services were on the right trajectory and the hope was to balance the deficit in the next couple of years and there would be an increase from 1 to 6 Homes for Children in the next 18 months.

Members wished to thank Tony Young and Amanda Phillips for all their hard work. Members asked with regard to Workforce Planning, what new strategies were in place to incentivise people to stay in Cardiff or to persuade them to come. The Cabinet Member stated that it was important to grow our own workforce and encourage people to develop in worthwhile jobs that make a difference to people's lives. He considered that people are happier working in Cardiff now than they were previously as the numbers of people leaving Cardiff have reduced dramatically. Members were advised that there were currently social media campaigns for foster carers and social workers which was clear on the offer to staff, including a stable management team and clear supervision policy. The Cabinet Member explained that the adverts close this week and he would report back on the responses received. He added that the Universities are saying that they are not getting the candidates through so there are Cardiff Council stalls at Universities, Graduate Fairs and recruitment events and Social Care Wales are also actively involved.

Members noted that supply is fragile and asked if there was an option to pump prime and offer a bursary or financial incentives such as offered in nursing. The Assistant Director stated that in Cardiff, 6 staff are seconded each year, with the commitment to stay in Cardiff for 2 years following qualification; he explained that he wished to grow this scheme, and added that Social Care Wales offer a bursary.

In relation to Prevention, Members asked why the increase in numbers was occurring and whether this was being assessed. Officers stated that Cardiff was not an outlier in looked after children numbers. Looking at core cities there were some interesting trends that needed to be explored but the position was not unusual in terms of the rest of the UK. Looking at preventative services, there were approximately 200 different services, it was not possible yet to assess how effective they are as they are not joined up at present. It was possible to look at individual services but this wouldn't show who is not accessing the services and doesn't capture referrals; there are resources out there that need to be integrated, but this is a huge piece of work. A whole Council/partnership approach to prevention would help with recruitment, retention and performance measures. The Cabinet Member added that in line with comparative cities like Newcastle, Liverpool and Nottingham, Signs of Safety was seeing progress. In relation to all Wales, Cardiff was 9/22 right next to Swansea as would be expected.

Members asked if there were any plans for any more Integrated Children's Centre's and Officers advised that they would come back with a firm answer on Integrated Children's Centre's but stated that more broader models were being looked at such as Hub and Youth Centre models with 6 day opening and sustainable, larger range of services.

Members asked, with reference to the 6 secondees that go to University each year, whether they all pass and if any of them leave the service area. Officers advised that they all pass and they remain in the service area for a significant amount of time. Officers added that there are 140 full time social workers and only 13 have left in the last year and all for legitimate reasons.

Members asked where the new Homes for Children would be situated and how big they would be. The Cabinet Member stressed that he wanted them to be proper family homes with community wraparound and local schools. There were 4 new ones currently on stream which are across Cardiff but the locations cannot be made public as yet. Members added that the north of the City should not be forgotten and officers agreed stating that identified needs translate to delivery, noted the new build in Cardiff North and stressed the importance of the Council owning any new facility then commissioning the services delivered.

Members asked if there was any work underway with Higher Education and Further Education providers in developing courses to fit need, courses that are flexible for older students and collaboration with the Open University. Officers considered this was a very good point not just for social work courses but also for family support roles at different levels.

Members asked if there were any specific examples of how the Social Care and Wellbeing Act had impacted the way services were delivered. The Cabinet Member gave an example in that she had visited the Independent Living Service due to a

compliment that had been received about a staff member. All the team had been there and they had shared all the compliments that they had received. When the ILS had come in line with the Act there was greater voice and choice and a more active offer. It had started at 1 team and now there were a number of teams and there was a major shift from 1 in 4 to the totality of people receiving a service. Members asked why it takes a broad sweeping legislation to re-energise a service as continuous improvement within the service area should enable this anyway. The Cabinet Member considered that both things help, in the case of the ILS, the service began then the introduction of the Act provided added impetus even though legislation takes time to turn into good service delivery. Members considered that it may be premature to conclude that the Act had made a difference the services, Officers stated that the statutory framework in which you operate is very important, a permissive environment to operate in was needed and this needed a new approach, the Act has enabled this to happen.

Members discussed whether the service actively explores the redeployment of staff and were advised that there was a new traineeship whereby people could get a feel for the service and then apply for a post. When asked about apprenticeships, Officers advised that this was not offered as social work was a degree qualification.

Members referred to the top challenges for Adult Services and specifically 'Sustainability of the domiciliary and nursing care market – working with providers to implement the requirements of the Regulation and Inspection of Social Care (Wales) Act 2016'. Members noted that they were told last month that this was no longer a top risk. The Cabinet Member explained that the risk is reducing but it will always be a risk due to the reliance on market providers. Amanda Phillips had grown partnership arrangements there were good relationships in Cardiff now; previously there had been only 13 providers who could bid, now there were over 60, it was considered a challenge but a manageable one.

Members noted the partnership work with Health and asked if the services communicated more with each other now. The Cabinet Member stated that there was visibility of it happening now whereas previously it hadn't been apparent. Strategic partnerships were driving forward integration and the impact was better delivery on the ground. There was a need for true co-located services with Health, it would take time to filter down to operational level. There were now regular Director meetings across local authorities for the first time.

Members referred to the ILS service and asked how hard to reach people who need the service but are not accessing it could be reached. Members were advised that the service was not public as yet as there was concern over managing access. The services are working, keeping people at home independently for longer, the wish was to grow the service and then it would be made known to the public. Officers added that there was a key programme of work on Improving Services for Adults which involved working with GP's on social prescribing as there was a significant number of people attending GP surgeries with non-medical needs. The Cabinet Member added that CASSC had received a presentation earlier in the year on the review of community services, making them more person centered and removing the eligibility bar.

Members referred to the Social Services and Wellbeing Act, particularly in relation to mental health and asked if there was any way of looking at the impact on loneliness and isolation. The Cabinet Member explained that the Area Plan in relation to the Regional Partnership Board shows what will be done in terms of loneliness, a societal shift was required in terms of family, friends and neighbours and more onus on community support. Members were reminded of the Good Gym project which was funded through the Integrated Care Fund, the work of Age Connect and Day Opportunities and the high need for Day Centre's.

Members asked how young carers are identified in schools and what support and advice is given to schools. Officers advised that there was a dedicated team working on finalising the Young Carers Strategy, work was also being done with the YMCA. It was noted that there was more to do but it was a priority.

Members asked what was happening with the CAHMS waiting list and were advised that there were a number of significant issues/challenges including working towards a medical model. The Health board was moving CAHMS to the UHB and it will be aligned with the Children's Services equivalent in Health. A new service will be created that will include emotional needs.

With reference to the performance of looked after children in education, Members noted that performance at key stage 2 had dropped from 18.4% to 12% and asked why this had happened. Officers said they would come with a reply to this, a response had been prepared for the Corporate Parenting Advisory Committee. Officers had been told that the tests had changed so the report needed to be checked. Members were told that the results were the same across the country.

Members noted that the percentage of care leavers who experience homelessness each year was between 17-21% and asked what was being done to address this. Members were advised that work was being done on how homelessness was reported. There are people in temporary training flats and in terms of Performance Indicators these are still included in the Homelessness statistics, so the statistics look worse than they are. Members were advised that this won't change unless the how Performance Indicators and how they are recorded and captured changes. Officers added that information needs to be real and a breakdown of the statistics could be brought to another committee, officers considered that as long as they know what they are doing is right and sensible then they were confident. Officers also added that there were no people housed in Bed and Breakfast accommodation and Cardiff was the only local authority in that position. Members were pleased to hear this and considered that the breakdown could be brought to a future CASSC meeting.

Members made reference to the Performance Indicator relating to people exiting prison and considered that this should be planned for. Officers explained that a young person in prison has to be classed as homeless and it does skew the figures. When they are ready for release there would be a plan in place to integrate them into the community.

Members asked how older care leavers 'sofa surfing' could be monitored. Officers advised that this was a very small number, people do make choices and some do not want tenancies. These people would still be supported and have access to a PA and

the youth gateway. When they are ready to take on a tenancy they would receive support.

Members noted that care leavers remain Council responsibility until they are 21 and 25 if still in education.

Members asked if there would be an executive summary of the report made available to the public and were advised there would be and it would be developed with the help of young people.

Members noted the poor response to the survey and asked what could be done to address this. The Cabinet Member agreed it was a challenge to get the process right, but that stakeholders, staff and citizen panel are all involved in the report and it does tell the real story/position of social services in Cardiff.

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.

The meeting terminated at 6.55 pm