

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

8 JANUARY 2020

Present: Councillor Jenkins(Chairperson)
Councillors Ahmed, Gibson, Philippa Hill-John, Lent and
McGarry

59 : APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillor Carter. Councillor Philippa Hill-John had advised that she would be late attending Committee.

60 : DECLARATIONS OF INTEREST

Councillor Ali Ahmed declared a personal interest in Item 4 as his mother had applied for Home Care Benefit.

61 : MINUTES

The minutes of the Community & Adult Services Scrutiny Committee Meeting held on 6 November 2019 were approved as a correct record and signed by the Chairperson.

62 : RECOMMISSIONING OF CARE AT HOME

Members were advised that this item enabled them to carry out pre-decision scrutiny on the two year plan for recommissioning care at home which will be considered by Cabinet on the 23rd of January.

The Chairperson welcomed Cllr Susan Elsmore Cabinet Member for Social Care, Health and Wellbeing, Claire Marchant, Director of Social Services and; Angela Bourge, Operational Manager for Strategy, Performance and Resource.

The Chairperson invited Cllr Elsmore to make a statement in which she said that she was delighted to introduce the report. There were lots of technical arrangements required and it was about a new approach to commissioning future delivery of care at home. The Cabinet Member anticipated that colleagues would be pleased with the arrangements such as locality based care which compliments a strength based practice; a move away from time and task, with more flexibility, person centred and outcome focused but promoting long term stability of the care sector. It had been a long process to get to this point, it had been co-produced with individuals and providers which will play to its strengths.

The Chairperson invited Angela Bourge to make her presentation to Committee, after which he invited questions and comments from Members;

Members noted the fragility of the market and the significant challenges faced and considered that there was considerable changes at the moment. Members asked if this plan added to uncertainty and if there was a risk of causing more issues than it would solve. Officers noted that there were lots of issues in domiciliary care which are beyond the Council's control, such as Brexit, Workforce Issues etc. The

contracts end on 3rd November and they have to go out to tender. The way they have mitigated this is to work with providers and taken them on this unprecedented journey with the Council. Officers have heard from IPC and other providers across local authorities in the UK and there are huge benefits having the providers on-board. The proposals have been shared with Cabinet and they were not considered as contentious. Originally there had been a view to have a locality worker but this has changed along the way. A phased approach would be implemented by 4th November to avoid any further fragility.

Members noted this was ground-breaking but that there had been no opportunity to test it and it could cost the Council money. Members asked about the risk assessment process. The Director stated that they have had discussions with the Corporate Director of Resources and his team throughout the whole process. The reality was that there was no cost certainty and that currently the bids differ widely. Committing to cost of care will mean committing to an uplift to include the National Living Wage etc. The Cabinet Member stated that they want to achieve better outcomes from individuals, this will involve high levels of trust between Officers and Providers over the next 2 years.

Members made reference to finances and the potential for providers to vary the number of hours and asked if this was a risk. The Director explained that the number of hours in an individual care plan is driven by the care plan; needs will fluctuate over time and there was no need for social workers to constantly re-assess as care workers will know the individual's needs.

Members asked how the quality of providers is measured. Officers explained that there is currently a quality score, with self – assessment and then the Council validating this. Going forward Officers will look at how they monitor outcomes of the individual and the provider as a whole, then the whole sector. They will look at an outcome framework for providers; ask to improve outcome tools; look at overall agency performance and have systems that support quality performance.

Members referred to different cultural needs and asked how the Council finds out the needs of the BAME communities. Officers explained it was a work in progress, one way is to link into groups that already engage well with the BAME communities. There are already some providers who deliver care to BAME communities, so Officers are speaking to them and learning lessons; they will also facilitate direct conversations with individuals, but noted that it will take time to earn the trust.

Members sought clarity on the Price/Quality split. Officers explained that the cost would be determined, then a robust process followed to look at quality. Providers will need to demonstrate sufficient quality to get onto the APL and then to get specific packages or blocks.

Members expressed concern that there were only 4 providers for Children's Domiciliary Care. Officers stated that there are 4 active providers, 1 which is Children specific and 3 that are for Adults and Children. Officers have identified from a cohort of Providers who would be interested to deliver to Children also. There are different regulations and training requirements to deliver Children's domiciliary care and Officers would support Providers to do this and they were encouraged by the response to date.

Members noted the possible shortfall that could be generated by people not wanting to be registered and asked what was being done to mitigate this. Officers explained that this was a huge risk factor for the Council; it was being managed as a sector and as a Council. The Assistant Director of Adult Services regularly meets with Officers to track data on who has started the registration process.

Members noted the interdependencies and asked if there are any issues with any of them, does this mean that the whole process falls apart. The Director stated that there were a range of issues already happening that were being managed and resources had been brought in to help with this. There are 2 Providers in Adult Services who are very active in management and migration and there are some Providers who do not want to register and there are a range of actions in place to mitigate this. Other risks are all mitigated too. Officers explained that they have no choice but to recommission, and they are taking the opportunity to set out a transformational approach.

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.

63 : CHARGING POLICY

Members were advised that this item enabled them to carry out pre-decision scrutiny on the draft proposals for the Social Services Charging Policies which will be considered by Cabinet on the 23rd of January.

The Chairperson welcomed Cllr Susan Elsmore Cabinet Member for Social Care, Health and Wellbeing, Claire Marchant, Director of Social Services and; Angela Bourge, Operational Manager for Strategy, Performance and Resource.

The Chairperson invited Cllr Elsmore to make a statement in which she said that this was an important but technical report. It speaks to the commitment to give people a stronger voice and control over the support they need and at the same time breaking down barriers.

The Chairperson invited Claire Marchant to take Members through the report, after which he invited Members questions and comments;

Members noted that in the non-residential charging policy there was a review and complaints section; but they couldn't see this section in the residential charging policy and sought clarification on this. Officers stated that this was an oversight and it would be included and explained that the same process would be available.

In relation to financial assessments, it was noted that the Council does this and Members wondered whether this should be done independently. The Director stated that it was the Council's Statutory Duty set by law to carry out the financial assessment and that there are safeguards in the Complaints and Representation Process.

Members asked if this was the first policy for residential charging and were advised that it was; the Council has always acted by Statute and Law but the Director felt it was important to put it into a policy, especially due to top up of fees. The Cabinet Member stated that it provides clarity and makes it transparent for people.

Members asked how they could ensure that people understand the policy. The Director explained that it a requirement on the Council that the policy is accessible and there would be easy read versions available. The financial inclusion Officers and the First Point of Contact etc. would also be able to assist people.

Members noted the Review frequency as being every 3 years and considered that as it is a new policy it should be reviewed after the first year. The Director explained that the policy states it can be reviewed as required, and maybe by Welsh Government Legislation; but Officers would certainly monitor it.

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.

64 : FEAR OF CRIME WITHIN CARDIFF AND ITS EFFECT ON CARDIFF'S COMMUNITIES

The Chairperson advised Members that this item focuses on the fear and perception of Crime in Cardiff, its effect on Cardiff communities and the effectiveness of the Community Safety Partnership in addressing these issues.

Members were advised that the item would be considered in three parts – firstly, officers and the Chairs of the Community Safety Leadership and Delivery Board would provide Committee with a short presentation; then witnesses from FOR Cardiff would be called to provide the Committee with their thoughts on this issue from a business community perspective. This would then be followed by a Q&A session with all of the witnesses.

The Chairperson welcomed the Chairs of the Community Safety Leadership Board - Councillor Lynda Thorne and Police & Crime Commissioner Alun Michael, Chairs of the Community Safety Delivery Board, Chief Superintendent Stephen Jones and Sarah McGill; he also welcomed officers, Gareth Newell, Alison Jones and Lee Patterson.

The Chairperson invited PCC Mr Michael, as Co-chair of the Community Safety Leadership Board to make a statement in which he said that Community Safety had become the responsibility of local partners; responsibility lay jointly between the Police and Local Authorities. He stated that Cardiff was ahead of the game and in advance of legislation in having a Community Safety Partnership Board. However he noted that austerity had had a devastating impact on the long-term work and that once Cardiff had 90 people working in community safety and now there were 2 or 3 people and they also have other responsibilities. The Police have lost a third of its grant from the Government and the impacts are being felt across England and Wales. Despite that there is strong leadership from Superintendent Stephen Jones in Cardiff, and Cardiff has also been recognised for the improved quality work on intervention and prevention.

He stated that Fear of Crime needs to be considered in context along with the reasons for this perception; a huge issue is County Lines and escalating reports of knife crime. South Wales Police have developed new initiatives of intervention and prevention and have been taken a public health approach for the last 7 years. He added that it was important to distinguish between public experience of crime and perception of crime. The Crime Survey of England and Wales was a very important document and Cardiff was better at undertaking this.

It was also important to look at victims; in 2008 South Wales Police rated 43/43 in victim satisfaction, this has been maintained and was now recognised as one of the top few Police Authorities.

Members were told that everything relates to everything else and it was impossible to tackle one issue without understanding all the other issues such as Drugs/Crime etc. More work was being undertaken on drug dependency/adverse childhood experiences/homelessness/tackling violence against women and girls, all being done alongside the principles of the Future Generations Act.

Community Safety is a priority for all responsible authorities and needs to be tackled in a joined up way.

The Chairperson invited Cllr Thorne, as Co-chair of the Leadership Board to make a statement in which she said that she was grateful for the opportunity to address the Scrutiny Committee today and that she does so as both Cabinet Member for Housing and Communities and as co-Chair – with the Police and Crime Commissioner - of the Community Safety Leadership Board.

Cllr Thorne assured the committee that addressing Community Safety issues and the impact that both crime and the fear of crime has on our communities – particularly our most deprived communities – is at the top of her and the administration's agenda. These are often complex issues that the Council cannot hope to deal with through acting alone, she was pleased to be at committee alongside partners from South Wales Police and from the Business Improvement District, because these complex issues require effective partnership working.

Over the past 12 months the partners have worked together – alongside colleagues from the Health Board, Probation and the third sector to significantly strengthen their approach to Community Safety and they have identified and agreed a number of priorities aimed at tackling some of the key challenges, and in turn, addressing the fears and perceptions of crime across the City.

In addition, they are improving links with the Safeguarding Board, Youth Offending Board and Area Planning Board to have a more joined up approach to addressing some of the very complex issues they face in tackling crime and fear of crime. Cllr Thorne wished to draw Member's attention to the progress being made in the locality based working priority.

The data that Members will have seen on perception of crime shows quite clearly that the fear of crime is highest in our city's poorest communities. It is for this reason that the Community Safety Partnership has chosen to focus on developing a locality

approach in wards with particularly pronounced community safety issues – beginning in 2019 with Butetown and Splott/Tremorfa areas. In these two wards locality based working groups are working across partners and with the community to identify the issues that matter most to the communities and to develop and implement a range of initiatives to not only tackle crime, but provide opportunities for communities (and young people) to make their areas better places to live.

There was still lots to do, but Cllr Thorne assured Members that they are all committed to working together to address crime and perceptions of crime in Cardiff and that there are now strong partnership arrangements in place to make sure that this commitment gets turned into action and, in the end, improve the safety of our city's communities and the lives of the people of Cardiff.

Members were provided with a presentation by Officers after which the Chairperson welcomed Adrian Field, Executive Director & Ian Tumelty Business Crime Reduction Manager from FOR Cardiff to the meeting. And invited them to make their statements to Committee.

Adrian Field advised Members that FOR Cardiff was business approved, City Centre Purple Flag accredited, they have looked at standards of Night Time Economy with partners and also looked at Crime and the Perception of Crime. Cardiff is seen by the business community as safe.

Ian Tumelty discussed the information he collates for the Purple Flag accreditation and also information from the perception survey. He stated that it was clear that the main concerns were homelessness and begging.

It was noted that the main issue is aggressive begging and anti-social behaviour especially in St Mary Street and Queen Street. There was very little else in terms of crime.

Another issue raised was retention of staff in higher footfall area; staff having to open up in the early morning were witnessing drug use etc. and whilst not necessarily criminal activity people were scared; people were also reluctant to use 101 or call the police, however people are encouraged through ambassadors to report incidents.

Issues with the BT/Link Machine Cubicles being misused were being looked into. Also trying to open up areas such as St Johns Gardens for public use was proving difficult to manage and balance. Issues with car park staff being physically and verbally abused were also being addressed by the big operators.

To reduce the fear of crime, the media needs to report positively and there are also a number of projects underway such as: 2 Police in the FOR Cardiff area for increased visibility; Supporting Street Pastors; Drink Less Enjoy More Campaign; Street Bus; Drink Aware Training via Licensees; 228 radios on the City Net Safety Radio; Violence and Vulnerability training; Night Marshalls; Work with the Wallich Centre and City Centre exclusion zone for repeat low level offenders.

The Chairperson invited questions and comments from Members;

The Chairperson thanked witnesses for the interesting insight at a strategic level. Members were concerned that the further away from the strategic vision and the closer to the citizen you get, the worse it seems. Members asked how Drug Dealing, as a major issue, could be addressed. PCC Alun Michael stated that Cardiff has always been a safe city yet the perception is that it is getting worse; there are fewer serious incidents but they are always reported; combatting people's perceptions is extremely difficult. In relation specifically to drug dealing Superintendent Stephen Jones explained that drug dealing is an opportunistic crime, it goes where the market is and exploits vulnerable people. The Southern Arc of Cardiff is an example of where drug dealing follows deprivation and employment opportunities have a significant impact on this. With regards to tackling drug dealing there are 2 organised crime teams and since June, Operation Crater has made 200 arrests and seized £400k worth of drugs and £100k in cash, resulting in a combined 123 years in custody sentences; 60% of offenders are waiting for trial. In relation to County Lines, Cardiff is the 19th worst city affected by knife crime. Knife crime is linked to the drug trade, there have been 83 arrests mainly in the Southern arc of the City; stop and search has seen targeted activity from public intelligence; the police are working exceptionally hard to tackle drug dealing in the Cardiff's communities. PCC Alun Michael added that all this happens in the context of people being drawn into the use of drugs; it's a society wide issue and Cardiff needs to be innovative; more needs to be done about vulnerable people being drawn into this, with more interventions and treatments offered after custodial sentences. The Cabinet Member added that the Multi Disciplinary Team, which includes Health, is starting to make a difference; intervention from a Health perspective is having an impact.

Members noted that partnership work is essential but that people want the Police to be Police and to arrest the drug dealers in the City. Members were advised that there had been a significant increase in activity in tackling organised criminality and that it was not an alternative to deal with the causes, you have to do both; react and prevent it growing.

Members considered that there had been a remarkable number of arrests and asked how many individual drug dealers, not related to organised crime, this figure included. Members were advised that there had been 200, across a widespread supply of drugs. Police Officers were targeting those higher up in the food chain. It was noted that some years ago when the Police started mapping County Lines, people were coming from Birmingham and Bristol to Cardiff and exploiting vulnerable people; these have now moved on and 80% are now local people with local connections.

Members noted that the statistics indicate that both people's perception and experience of crime had increased. PCC Alun Michael stated that there had been an increase in the last few years and gave the example of the increase in domestic violence; he explained that reporting this had been encouraged. He added it was more useful strategically to compare to say the mid 90's than year by year. Superintendent Stephen Jones added that 15/20 years ago there was a difference in how the Police recorded Crime; South Wales Police had an excellent record and reflects what out there, there was minimal under-reporting.

Members referred to the low statistics relating to prosecution. Members were advised that headlines and news articles have an impact on this; South Wales Police are more likely to arrest for instance, domestic violence; however there were many

complex reasons why people don't want to enter the Criminal Justice system. There are approximately 9000 incidents of domestic violence each year and over 60% don't want to take it any further; however when reported South Wales Police feel they need to follow it up. PCC Alun Michael added that South Wales Police was well above average for prosecutions for rape; the UK average has dropped and South Wales Police has remained parallel. National Statistics are worrying but South Wales Police records stand scrutiny.

Members asked how citizens/residents could be included in the Intelligence Sharing Network. Officers advised that it was primarily for organisations sharing data strategically and how individual pieces of work relate and impact. The Cabinet Member added that frontline workers can feed into it and the role of the PCSO would be strengthened to connect at a local level.

Members discussed reporting of Crime, and that people can find it difficult to report when they see statistics that show low prosecutions. Members also noted the difficulty of reporting a crime using 101 and asked if such issues go to the PCC strategically. PCC Alun Michael stated that yes they do and that it was local Councillors who highlighted the issues with the 101 service. Members were advised that issues arise with 101 when lots of people are reporting the same incident; it was now important to increase the use of online reporting and explain to people when there has been a problem and that it has already been reported, to avoid blocking up the system.

Members asked if businesses feel that Cardiff is becoming more like America where the City Centre is unsafe and whether they feel like violent crime is impacting on businesses. Ian Tumelty advised that no, Cardiff is way ahead with violence reduction; it is more about perception and that Cardiff is very safe. PCC Alun Michael referred to the engagement with licensees and the WRU about the Drink Less Enjoy More campaign, as an example of business and licensees having joint responsibilities. Superintendent Stephen Jones added that Cardiff is a capital City but isn't funded as one by the Home Office; there are major events, a dense population of licensable activity, yet there has only been a 1% increase in violent crime whereas other areas in the UK have seen a 15/20% increase. PCC Alun Michael reiterated that it was people's perception of crime and that it was important to deal with the things that make people uneasy. The Cabinet Members added that there were measures in place in relation to aggressive begging.

Members noted that the murder rate in the UK has decreased, apart from in London and South Wales where it has slightly increased and asked if there was confidence in this rate coming down soon. Superintendent Stephen Jones explained that the numbers are so small that any variation is significant, however statistics won't impact on people's perceptions of crime.

AGREED: that the Chairperson, on behalf of the Committee, writes to the Chairs of the Partnership conveying the observations of the Committee when discussing the way forward.

65 : URGENT ITEMS (IF ANY)

None received.

66 : DATE OF NEXT MEETING

The next meeting of the Community & Adult Services Scrutiny Committee is scheduled for 17 Feb at 10:30am in Committee Room 4, County Hall, Cardiff.

The meeting terminated at 7.40 pm