

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

18 JULY 2022

Present: Councillor Molik(Chairperson)
Councillors Ahmed, Boes, Lent, Lewis, Littlechild and McGarry

1 : APPOINTMENT OF CHAIRPERSON AND MEMBERSHIP OF COMMITTEE

Noted.

2 : COMMITTEE TERMS OF REFERENCE

Noted.

3 : APOLOGIES FOR ABSENCE

Apologies had been received from Cllr Saleh Ahmed

4 : DECLARATIONS OF INTEREST

None.

5 : MINUTES

The minutes of the 9 March 2022 Community & Adult Services Scrutiny Committee meeting were agreed as a correct record and signed by the Chairperson.

6 : ADULTS, HOUSING & COMMUNITIES 2021/22 QUARTER 4
PERFORMANCE REPORT

Members were advised that this item provided an opportunity for Committee Members to consider and explore the service areas performance levels.

The Chairperson welcomed:

- Cllr Peter Bradbury, Cabinet Member for Tackling Poverty and Supporting Young People.
- Cllr Norma Mackie, Cabinet Member for Adult Social Services
- Cllr Lynda Thorne, Cabinet Member for Housing & Communities and;
- Sarah McGill, Helen Evans, Angela Bourge & Carlyne Palmer from the People & Communities directorate.

The Chairperson invited the Cabinet Members to make opening statements, after which Members were invited to make comments/observations and ask questions.

Members noted that the VAW/DASV level 1 training had a take up of 50% by staff. Members wondered if this was considered as low and asked if the training was mandatory as it could be a way of addressing some of the safeguarding failings. Officers advised that the PI was 51% at the year end but there were some issues with recording the training as officers are aware that more than 51% have completed the training. Officers advised it is a mandatory training course for all staff. Officers are working hard on making compliance as straight forward as possible, using different approaches for non-office based workers such as workbooks etc. and improvements should be seen going forward.

Members referred to DFG equipment, noting that there had been shortages last year and asking if equipment was now being returned and whether the shortage had been addressed. Officers explained that they had had to change the provider list and there was no shortage at the moment. Members were advised that the situation can change due to external factors such as issues in China's ports as well as increases in demand. Members were assured that the next day delivery service has a 100% success rate.

Members asked for an update on progress of the Care Academy. Officers explained that this had been set up to support internal care services and the external care sector. It works closely with providers across the care sector and has ambitious targets set initially by the Into Work Services.

There have been challenges attracting people into the care sector and the academy promotes the sector and gives an honest view of what it entails. Individuals are supported through mandatory training and safeguarding checks, DBS checks etc. so that the individual is presented to the care sector job ready. Other support is also offered such as help with the cost of driving lessons. Members asked for evidence of the positive impact this had had on retention. Officers explained that the initial objective was to recruit new workers. It will go on to help with development and registration and hopefully there will be less turnover of staff.

Members discussed the Community Resource Team target not being met. Members were advised that the main issue was capacity, there was a 35% vacancy rate currently but Officers were doing all they can to address this through job fairs etc. It was noted that the team are taking more complex needs people though the service then concentrating on re-ablement.

Members referred to the temporary accommodation pods that were built for families, but had had to be used for homeless individuals during the pandemic. Members asked if these were going to be used for families going forward. The Cabinet Member advised that that was the intention but as Covid was still around, some were being used for single people to isolate.

Members discussed the targets within the report relating to Council House Building, Rough Sleepers and Sickness, and asked for more information on these and whether there was confidence in meeting these targets. The Cabinet Member stated in relation to Council House Builds that there had been delays due to Brexit and Covid but she was fairly confident they would meet or even exceed the target, depending on external circumstances. In relation to getting rough sleepers into accommodation, Officers stated that the target was 160, which was far more achievable. During Covid rough sleepers were more willing to go into accommodation, now we are coming out

of the pandemic, they are less willing. However, there are less rough sleepers so the target is more reflective of that. In relation to Sickness, Officers explained this was better than the previous year. They are using trends data which ensures the data you have is useful. Members were advised that targets are set to be as challenging as possible and useful to scrutiny. Members were urged to read the stories behind them and to see the work that is going around the targets as there is always more to it than the Red/Green status.

Members asked about the success rate on breaking the cycle of homelessness (93%) and Housing First. The Cabinet Member explained that they have come a long way since the tents on Queen Street and the revolving door of homelessness. There has been real progress in this area and it has been a huge success.

RESOLVED: That the Chairperson writes to the Cabinet Member on behalf of the Committee expressing their comments and observations during the Way Forward.

7 : ADULTS, HOUSING & COMMUNITIES DIRECTORATE DELIVERY PLAN
2022-23 & PERFORMANCE & PARTNERSHIPS DIRECTORATE
DELIVERY PLAN 2022-23

Members were advised that this item enabled them to explore both the Adults, Housing & Communities, & Performance & Partnerships Delivery Plans.

Members were reminded that in terms of the Performance & Partnership Delivery Plan, it is the detail relevant to community safety, community cohesion and prevent that fall into the Committee's remit.

The Chairperson welcomed the additional witnesses joining the panel for this item:

- Cllr Julie Sangani, Cabinet Member for Public Health & Equalities and;
- Gareth Newell & Sian Sanders from the People & Communities directorate.

The Chairperson invited the Cabinet Member to make an opening statement after which she invited questions, comments and observations from Committee Members,

Members asked for an update on services for male victims of domestic abuse. Officers advised that they did not have that information to hand, but they would bring it back to a future meeting.

Members asked for an update on the Domiciliary Care Quality Assurance Framework and the Care Home Quality Assurance Framework. Officers explained that there had been delays due to Covid but they were working with external organisations and providers and will take feedback from service users, self-assessments and validation. Officers are working with the Vale of Glamorgan on escalation of care concerns.

Members were pleased to see the commitment to peri-natal mental health and asked how these services would be accessed. Officers imagined it would be through the GP but would clarify that. Officers added that they work with Health across the board with the aim of ensuring primary care. Members were advised that officers are

looking at bringing services into Hubs too and are working with the Cardiff and Vale Health Board to implement this.

Members asked for an update on the review of commissioning services. Officers explained that they did some work last year identifying priorities and developing a market stability report which will set out the key priorities. Consultation with providers had identified that a review needed to be done, including looking at the stability of the sector which was currently quite fragile. Going forward there needed to be mixed types of contracts to provide more flexibility. There was an increased need for dementia care. All will be reviewed and brought back to Scrutiny later in the year.

Members asked about how good the Council is at engaging with the diverse communities it is trying to reach. The Cabinet Member that there is a lot going on with communication, including lots on social media and in Hubs. There is always room for improvement through more communication channels, more languages, using local Councillors and also making access to information easier.

Members referred to locality-based programmes asking what is guiding the programmes and what engagement is being carried out with residents in devising the programmes. The Cabinet Member explained that they have to look at what is already out there and bring services/programmes together. The programmes will be delivered in local Hubs, there will be a combination of services and an easy referral route.

Members referred to Population Needs Assessment and noted that there are always silent groups. Members asked what mechanisms were in place to engage with this cohort. Officers explained that they have community forums and use advocates who support people. There are questionnaires to see what the communities want in terms of engagement and consultation. Community Hubs are used as some people feel comfortable using these and connecting people with GP's etc who have not previously engaged. All these mechanisms mean that reaching harder to reach communities is improving.

Members asked about targets for Delayed Transfers of Care. Officers explained that the report covers the pandemic. There was work to prevent hospitalisation and if hospitalisation was required, then there was work for a faster route out of hospital. Previous reporting had been flawed, there was a need to look at the whole length of the hospital stay. There was no target at the moment and Offices considered that this was the right thing to do. There was a need to be reflective on what is going on. There are changing systems and services, a new coding structure and lots of adapting to do initially to see how effective the changes are. Members were assured that Officers meet Health colleagues weekly and proactively review DTOC cases.

Members referred to the Renting Homes Act and asked if the two posts had been recruited to and if the website had been updated to show the changes. Members were advised that there had been a delay. The posts were in place but Welsh Government had decided to push things back until December 2022 which gives more time for implementation. All tenants would be communicated with.

RESOLVED: That the Chairperson writes to the Cabinet Member on behalf of the Committee expressing their comments and observations during the Way Forward.

8 : URGENT ITEMS (IF ANY)

None received.

9 : DATE OF NEXT MEETING - TO BE CONFIRMED.

The meeting terminated at 4.05 pm