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AGENDA

Committee	COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE
Date and Time of Meeting	WEDNESDAY, 19 JULY 2023, 4.30 PM
Venue	CR 4, COUNTY HALL - MULTI LOCATION MEETING
Membership	Councillor Taylor (Chair) Councillors Ahmed, Ahmed, Ash-Edwards, Boes, Lent, Lewis, Littlechild and McGarry

*Time
approx.*

1 **Chairperson & Committee Membership**

The Council at its Annual Meeting held on 25 May 2023 appointed Councillor Rhys Taylor as the Chair and the following Members to this Committee:

Councillor Ali Ahmed

Councillor Saleh Ahmed

Councillor Mike Ash-Edwards

Councillor Claudia Boes

Councillor Sue Lent

Councillor Margaret Lewis

Councillor Peter Littlechild

Councillor Mary McGarry

2 **Terms of Reference (Pages 5 - 6)**

3 **Apologies for Absence**

To receive apologies for absence.

4 Declarations of Interest

To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.

5 Minutes (Pages 7 - 14)

To approve the minutes of the 24 April 2023 and 15 May 2023 Community & Adult Services Scrutiny Committee.

6 Hospital Patient Discharge in Cardiff for those with Care Needs 4.40 pm

To Follow

7 Urgent Items (if any)

8 Way Forward 6.40 pm

9 Date of next meeting

18th September 2023 at 4.30pm.

Davina Fiore

Director Governance & Legal Services

Date: Thursday, 13 July 2023

Contact: Andrea Redmond, 02920 872434, a.redmond@cardiff.gov.uk

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Community & Adult Services Scrutiny Committee Terms of Reference

The role of the Committee is to scrutinise, measure and actively promote improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of community and adult services, including:

- Public and Private Housing
- Disabled Facilities Grants
- Community Safety
- Neighbourhood Renewal and Communities Next
- Advice & Benefit
- Consumer Protection
- Older Persons Strategy
- Adult Social Care
- Community Care Services
- Mental Health & Physical Disabilities
- Commissioning Strategy
- Health Partnership

To assess the impact of partnerships with and resources and services provided by external organisations including the Welsh Government, joint local government services, Welsh Government Sponsored Public Bodies and quasi-departmental non-governmental bodies and health services on the effectiveness of Council service delivery.

To report to an appropriate Cabinet or Council meeting on its findings and to make recommendations on measures which may enhance Council performance and service delivery in this area.

To be the Council's Crime and Disorder Committee as required by the Police and Justice Act 2006 and any re-enactment or modification thereof; and as full delegate of the Council to exercise all the powers and functions permitted under that Act.

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COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

24 APRIL 2023

Present: Councillor Molik(Chairperson)
Councillors Ahmed, Ahmed, Ash-Edwards, Boes, Lewis,
Littlechild and McGarry

55 : APOLOGIES FOR ABSENCE

Apologies had been received from Cllr Lent and Jenny Rogers.

56 : DECLARATIONS OF INTEREST

Cllr Littlechild declared a personal interest in Item 4 as he is a community worker in the third sector and works with homeless people.

57 : MINUTES

The minutes of the meeting held on 20 March 2023 were agreed as a correct record and signed by the Chairperson.

58 : ADDRESSING AND PREVENTING STREET HOMELESSNESS IN
CARDIFF

The Chairperson extended a warm welcome to everyone present and explained that the purpose of the meeting, was to explore the council's arrangements for those with complex needs and to have candid discussions, on what is going well, but also areas where the council could improve its offerings.

Cllr Thorne was invited to make a statement, in which she said:

'It is good to see so many partners represented here today and I would like to start by thanking all those who work in the homeless sector – they are doing an amazing job in these very challenging times

Much progress has been done over recent years in developing both our services and our accommodation offer, including:

The development of the Homeless MDT - and more recently the young persons MDT, bringing services directly to the individuals who need them most.

We now have a number of Housing First schemes in place in the city, and while still limited in the numbers, these schemes are helping some of the most complex individuals into accommodation.

The development of the Single Assessment Centre, Ty Ephraim, Adams Court and permanent accommodation in our new managed blocks – have provided an additional 360 units of good quality accommodation for single homeless people.

Improvements have also been made to the low needs pathway by the YMCA and extended services are now offered by the Huggard, ensuring we have a wide range of provision in place.

I have to say I do not recognise our services from the comments of the people interviewed – our Outreach Team, working together with the Wallich and The Salvation Army, brought 92 rough sleepers into accommodation last year, and the number of people sleeping rough are still well below pre-pandemic levels

Despite all this good work however - due to the current housing crisis which is being experienced across Wales - services remain under great pressure.

In just one night more than 90 people sought help with emergency accommodation. To ensure we could meet this demand we have unfortunately had to resume the use of shared sleeping spaces.

This has also meant that placements are often being made based on the accommodation available rather the needs of the individual.

So, there is clearly still more work to be done and I am pleased to say we have plans to open more move on schemes later this year, providing settled good quality accommodation for single homeless people.'

The Chairperson thanked Cllr Thorne for her statement and advised all those present that to help ensure the meeting remains focused, the Committee's lines of inquiry had been split into three parts. The first part is pathway of support, The second is services on offer, and the third is addressing challenges.

The Chairperson invited questions, comments and observations from Members.

Members noted that the council follows the eligibility criteria outlined in the Housing (Wales) Act and goes beyond its statutory duty to ensure a compassionate approach. However, Members were concerned that legislative parameters may still hinder individuals' access to support. Members considered it is crucial for local authorities to collaborate in managing demand and capacity pressures.

Members also acknowledged the unintended consequences of the Renting Homes Wales Act, which can affect property availability. Members considered that a national review of the eligibility process and the repercussions of the Renting Homes Wales Act was needed and encouraged engagement with relevant sectors and Welsh Government.

Members recognised the value and effectiveness of MDT & Outreach Services, and the importance of their growth and investment. Additionally, Members encouraged efforts to enhance the pathways connecting these services to mainstream community services, with a particular focus on mental health.

Members noted that Diversionary Activities (DA) play a crucial role in engaging individuals, safeguarding their well-being, and providing a positive alternative to street-based lifestyles. Members were encouraged to hear the positive impact of these activities from partners like the police and health services.

Regarding access to emergency provision, Members appreciated the recognition that queuing systems are not ideal, and welcomed the efforts being made to address this issue.

Members understood the reasons for time-limiting emergency provisions in extreme circumstances, but expressed concerns that such limitations may not offer individuals

a long-term, secure solution. Members acknowledged the pressures on services and the need for more trauma-informed spaces.

Members noted that due to the significant increase in demand and the council's commitment to supporting all individuals, there has been a temporary reliance on shared spaces. Members shared the concerns expressed by the Cabinet Member and partners regarding shared spaces, and noted the confirmation that future accommodation provision being developed by the council will focus on self-contained flats or rooms.

Members commended the efforts made to provide an additional 360 self-contained accommodation options since the pandemic.

Regarding the safety of provisions, Members understand that individuals seeking support may have genuine concerns about their safety. These concerns can be complex and interconnected with the trauma they have experienced, as well as the complexities of their needs.

A discussion took place around defining 'home' for many service users, which brought to light a concept that may not be immediately apparent to those outside the sector. Members agreed with and supported the view presented at the meeting that there are numerous intricate aspects involved in helping individuals feel safe and secure, which are prioritised in the approach. Members agreed that it is important to recognise individual dynamics, as some individuals may choose not to access provisions due to concerns about encountering unwanted individuals or being drawn back into street-based lifestyles and that a shift away from shared space accommodation could help address this concern.

Members acknowledged the need to change the perception that accommodation provisions are unsafe, noting that significant efforts are being made by council services and providers to build relationships and offer tailored support to address this.

Regarding the use of SIA trained safety officers, Members agreed that it is crucial that their deployment is done sensitively and in a trauma-informed manner, with support workers working alongside them.

Members agreed with the comments about reducing or preventing instances of anti-social behaviour (ASB) within provisions and noted that steps are being taken to foster a sense of community, identify risks early, implement effective risk management plans through supportive and restorative practices, and provide high-quality accommodation. Members encouraged the council to continue these efforts and offer support to external providers as needed. Members also considered that it may be beneficial for the council, in partnership with providers, to review their eviction policy.

Members noted that the council's homeless services are experiencing improved staff recruitment and the emphasis placed on providing effective training for staff. Members encouraged the commitment to offer trauma-informed training to staff and suggested considering extending trauma-informed training to council staff who may not directly work in the sector but have roles closely linked to supporting individuals with complex needs.

Regarding the location of provisions, Members acknowledged the council's plans to distribute future accommodation across the city. Members welcomed this approach

as it can contribute to safeguarding individuals, supporting their well-being, and fostering positive community connections.

Discussing Housing First, Members noted that the committee's performance monitoring work highlights its effectiveness in addressing the issue of recurrent homelessness but were unaware of specific criteria that may limit an individual's access to such schemes. Members urged that this issue is raised with Welsh Government.

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.

59 : URGENT ITEMS (IF ANY)

None received.

60 : DATE OF NEXT MEETING

15 May 2023 at 2.00pm.

The meeting terminated at 4.40 pm

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

15 MAY 2023

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

61 : APOLOGIES FOR ABSENCE

No apologies had been received.

62 : DECLARATIONS OF INTEREST

None received.

63 : MINUTES

The minutes of the meeting held on 27 Feb 2023 were agreed as a correct record and signed by the Chairperson.

64 : REVISED CARDIFF & VALE VIOLENCE AGAINST WOMEN, DOMESTIC ABUSE & SEXUAL VIOLENCE STRATEGY

Members were advised that this agenda item allows them to consider and provide their views on the proposed strategy.

The Chairperson welcomed:

- Cllr Lynda Thorne, Cabinet Member for Housing & Communities
- Jane Thomas, Director for Adults, Housing & Communities
- Natalie Southgate, Partnership Delivery Manager and;
- Dawn Jeffrey, Director of Business Development and Operations for Welsh Women's Aid.

The Cabinet Member was invited to make a statement, after which Officers provided a presentation.

Following the presentation, the Chairperson invited the representative from Welsh Women's Aid to make an opening statement, sharing their views of the proposed strategy.

Following the third sectors opening statement, the Chairperson invited questions and comments from Members.

Members considered that an analysis of the lessons learned from previous strategies and how they have informed the revised strategy would be valuable evidence for the

Welsh Government and the public. They suggested incorporating this analysis into the strategy document.

Members agreed with the emphasis on strong partnership working but expressed concern about the financial and resource challenges faced by partners and providers in implementing the strategy. Members considered that the strategy and implementation plan should clearly detail the financial and resource requirements for partners to effectively address the issue of violence against women, domestic abuse, sexual violence (VAWDASV).

Members raised concerns about distinguished organisations, including statutory partners, experiencing VAWDASV-related issues within their own workforce. Members felt that the strategy and/or implementation plan should encourage organisations to conduct self-examinations and assess their internal reporting frameworks and support systems for VAWDASV. Members also suggested that the council should conduct its own self-examination and audit of internal processes.

Members referred to the statistic mentioned in the strategy that 4 in 5 women in Wales have experienced sexual harassment in the workplace, and considered that there should be formal partnership arrangements with trade unions to address this issue. Members acknowledged that trade unions are briefed as part of the council's Workplace Strategy but felt a dedicated partnership relationship for addressing VAWDASV would be beneficial.

Members noted that the number of incidents that are charged are very low according to the strategy's statistics and they wished to emphasise the importance of building trust and confidence among victims and survivors to engage with the criminal justice system. Members acknowledged that there are various reasons why cases may not be pursued. Members welcomed the commitment in the strategy to raising the profile of the police and strengthening links with the Community Safety Partnership to address these issues.

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.

65 : ADULT SERVICES AND HOUSING & COMMUNITIES Q4 PERFORMANCE 2022/23

Members were advised that this item provided them with the opportunity to explore the service areas performance levels.

Joining Jane Thomas & Cllr Thorne, the Chairperson welcomed:

- Cllr Peter Bradbry, Cabinet Member for Tackling Poverty and Supporting Young People
- Cllr Julie Sangani, Cabinet Member for Public Health & Equalities
- Cllr Norma Mackie, Cabinet Member for Adult Services and;

Helen Evans; Assistant Director for Housing & Communities

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

Members were pleased to hear of the focus on robustly gathering and utilising feedback from service users to drive future service development.

The use of Occupational Therapist resources in the First Point of Contact (FPOC) teams, specifically for prescribing care under the Trusted Assessor model, was discussed and Members found this particularly interesting. Concerns were raised about the exclusion of data on calls handled by the social work element of the FPOC team, but assurance was given that waiting lists and demand for this team will still be monitored.

The below-target performance of the Community Resource Team (CRT) was discussed and was attributed to their involvement in tasks beyond their scope during the pandemic and potential delays in hospital discharges. Members were assured that as the team focuses on reablement and implements the new Electronic Call Monitoring System, CRT results should improve.

Ahead of Committee's upcoming deep dive into the hospital discharge process, data was requested on the number of individuals requiring social care support during hospital discharge and the wait time for a social worker allocation to initiate the process, preferably over a two-year period.

The implications of the "Home First" principle on care homes and the domiciliary market were discussed. Members acknowledged the additional demands and strains and mitigation efforts, such as the use of Direct Payments and appropriate adaptations, were noted.

Members noted the efforts to address outstanding jobs, follow-up jobs, and increased complaints in the Responsive Repairs Unit, including the upcoming soft launch of the Repairs Online Service, the establishment of a dedicated damp and mould team, and increased resources within the in-house team and contractors.

Regarding recruiting bowel cancer screening champions from ethnic minorities, the cessation of funding for the dedicated post by Public Health Wales was acknowledged by Members. Members noted that partnerships with Public Health Wales and community centres, as well as gathering knowledge about groups with low engagement, would continue to sustain this work.

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.

66 : URGENT ITEMS (IF ANY)

None received.

67 : DATE OF NEXT MEETING

To be confirmed.

The meeting terminated at 4.00 pm