
**CABINET RESPONSE TO REPORT OF COMMITTEE RE:
'INFORMATION, ADVICE AND ASSISTANCE SERVICES (IAA) SERVICES FOR
MENTAL HEALTH SERVICE USERS IN CARDIFF'**

Purpose of Report

1. The purpose of this report is to provide Members with an overview of the Cabinet response to the recommendations from this Committee's scrutiny of 'Information, Advice and Assistance Services (IAA) Services for Mental Health Service Users in Cardiff'.

Background

2. At its meeting of 3 September 2014, the Community and Adult Services Scrutiny Committee agreed a Task & Finish group to investigate 'Information, Advice and Assistance Services for Mental Health Service Users in Cardiff', in light of the new requirement of the Social Services and Well Being (Wales) Act 2014 for local authorities to ensure provision of IAA services.
3. The IAA duties apply to all social services client groups. In order for an Inquiry on IAA to be achievable and timely, Members decided to focus on one client group. Members chose mental health service users, given the increase in numbers in recent years in this client group and because people in other social services client groups have a higher likelihood of needing mental health services.
4. This report provides background information about the Inquiry and outlines the next steps in the process.

5. The Committee agreed the following Terms of Reference for the task group:

- To investigate the work underway by statutory, voluntary and third sector organisations, regarding:
 - Existing provision of information, advice and assistance services (IAA services) to existing and potential mental health service users in Cardiff.
 - Preparing for the implementation of the information, advice and assistance requirements of the Social Services and Well Being (Wales) Act 2014 (The Act).
- To gather stakeholders' views with regard to existing provision and implementing The Act.
- To commission Scrutiny Research to undertake primary qualitative research with existing and potential mental health service users in Cardiff to gain their perceptions and views on the provision of these services.
- To explore relevant best practice in external organisations and other local authorities, which is transferable to Cardiff.
- To make evidence based recommendations to improve the way information, advice and assistance services for mental health service users are provided in Cardiff.

6. Members of the Task & Finish group were:

- Councillor David Groves¹
- Councillor Mary McGarry²
- Councillor Chris Lomax
- Councillor Eleanor Sanders.

7. As part of this inquiry, Members commissioned Scrutiny Research to undertake a survey and two focus groups to gather evidence of the current experiences of mental health service users and carers of mental health service users with regard

¹ Cllr David Groves chaired the Task Group from its inception until his departure from the Committee in May 2015.

² Cllr Mary McGarry chaired the Task Group following the departure of Councillor Groves, from May 2015 to the end of the Inquiry.

to IAA services. There were over 250 participants in the research, with support from Cardiff & Vale Action for Mental Health (CAVAMH) and Diverse Cymru to design and run the research activities.

8. The task group Inquiry was informed by evidence from the relevant Cabinet Member and senior officers as follows:

- **Councillor Susan Elsmore** – Cabinet Member (Health, Housing and Well Being)
- **Sarah McGill** - Director of Communities, Housing and Customer Services
- **Tony Young** – Director of Children’s Services & overall Director of Social Services
- **Andy Cole** – Operational Manager Mental Health Services
- **Sue Schelewa** – Operational Manager Assessment and Care Management
- **Kate Hustler** – Operational Manager Assessment and Support
- **Nichola Poole** – Regional Lead Sustainable Social Services.

9. The task group Inquiry also heard from the following external witnesses:

- **Melanie Andrews** – Alzheimer’s Society
- **Dawn Walters** – Alzheimer’s Society
- **Roger Bone** – Cardiff Mind
- **Linda Newton** – Cardiff and Vale Action for Mental Health (CAVAMH)
- **Jasmin Choudhury** – Sefyll, CAVAMH
- **Helen Joy** – Nexus, CAVAMH
- **Service User** - CAVAMH
- **Ian Wile** – Cardiff and Vale University Health Board.

10. Members invited written submissions and received responses from the following:

- **Age Cymru**
- **Care and Social Services Inspectorate Wales (CHMT report)**
- **Diverse Cymru**
- **Gypsies and Travellers Wales**
- **Riverside Advice Centre**

- **South Wales Police**
- **YMCA.**

11. Evidence from all of the above was used to identify suitable findings and recommendations from the Inquiry. The Inquiry Report was agreed at Committee in December 2015 and was presented to Cabinet in January 2016. The full Inquiry report and research report are available at:

<http://cardiff.moderngov.co.uk/ieListDocuments.aspx?CId=151&MId=2360>

Cabinet Response to Recommendations

12. Overall, the Committee made ten recommendations to the Cabinet, some of which contained multiple parts labelled a, b, c and d etc. as appropriate.

13. The Cabinet agreed their response at their meeting in May 2016. The full response is attached at **Appendix A** and shows that:

- 0 - of the recommendations are accepted.
- 3 - are partially accepted – R3, R4, R5.
- 6 - are not accepted – R1a, R1b, R2, R7, R8, R9, R10.
- 1- where it is unclear whether it is accepted or not – R6 – states that it is partially accepted but narrative under this heading states that it cannot be accepted.

Way Forward

14. Councillor Susan Elsmore, Cabinet Member (Health, Housing and Well Being), Tony Young, (Director of Social Services) and Sarah McGill (Director of Communities, Housing and Customer Services) have been invited to present the Cabinet Response and answer Members' questions on this.

Legal Implications

15. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are

implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

16. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATION

The Committee is recommended to receive the Cabinet response and agree the way forward for receiving progress reports on the work required in response to the recommendations in the report.

DAVID MARR

Interim Monitoring Officer

1 June 2016