

COUNCIL: 20 OCTOBER 2016

HEALTH, HOUSING & WELLBEING STATEMENT

Partnership with Health – Wales Audit Office (WAO) Thematic Review

The work undertaken to strengthen our partnership with health is making a difference. This is evidenced by the WAO Report, '*Review of Delayed Transfers of Care in the Cardiff and Vale Health and Social Care Community*'. One of the main findings was that "partners are working well together to manage delayed transfers of care whilst realising their plans for a whole systems model".

As chair of the Regional Partnership Board, I was pleased at only our second board meeting to share the following messages with partners that, in reaching their conclusions, the WAO found:

- ~ independence of older people is being prioritised through joint working and the implementation of an integrated service model
- ~ there is a maturing, dynamic partnership in place with strong governance, performance monitoring and evaluation arrangements:
- ~ performance is steadily improving though delayed transfers of care remain high

As a partnership, we recognise that much is required of us to build on the improvement rates in delayed transfers of care across the region, and that this needs to be accelerated. I am reassured that the work thus far to strengthen partnership working has provided a strong platform for sustainable improvement.

Unaccompanied Asylum Seeking Children

Members will be aware that the UK Government has been working with the French authorities to facilitate the urgent transfer to the UK of asylum seeking children from the camp in Calais. This is in the context of the First Minister's statement last Friday that Wales is "ready to support the UK government in welcoming greater numbers of vulnerable children."

Councillor Lent and I wish to ensure that Cardiff plays an appropriate role in response to this humanitarian crisis. Over the past week officers have been working intensively with the Home Office, WLGA and partners to put in place a Council-led, multi-directorate and multi-agency response to facilitate the immediate reception of a number of unaccompanied children from the Calais camp.

The safety and wellbeing of the children is our primary concern. We understand that most of these children will have relatives in the UK. It is expected that they

will be placed with relatives as soon as possible in other local authority areas across England and Wales, once those local authorities have completed the necessary arrangements.

Golden-Oldies Cymru

On Monday, 17 October I attended the launch by the Right Honourable Lord Mayor of Cardiff of a celebratory event at the All Nations Centre, in my capacity as the Older People's Champion.

The event followed a three year academic study on the work of the Golden-Oldies Charity, now more often referred to as 'Goldies'. They have worked with older people and have underlined the value of social singing for those who are most at risk of loneliness in society. The charity has a focus on encouraging communication and engagement between schools and older people living in local communities. The value of these collaborations was well-evidenced on Monday.

The release of this study comes as the Golden-Oldies Charity in England and Wales celebrates its 10th birthday.

Second Annual Tenant Participation Conference

I was delighted to host the second Annual Tenant Participation Conference which took place in City Hall on Tuesday, 4 October.

It was really encouraging to see over 80 tenants attend the conference, and with both familiar and new faces. There were a number of stallholders who attended, including Hubs/Money Advice, Credit Union, Ian Williams and Waites Contractors, officers from Tenancy Management and Anti-Social Behaviour teams, PCSOs, the ARC with telecare and locality wardens, Greener City and Waste Management. The stalls proved extremely popular with tenants.

There were seven well-attended workshops on:

- Volunteering at a local Hub/Library
- Becoming a mystery shopper for council services
- Information about training and jobs
- Money Advice
- Energy tips from the NEA (National Energy Action),
- RNIB
- TPAS (Tenant participation Advisory Service)

A series of short presentations interspersed the day to provide important information to tenants, which included the Passport to Work scheme and the Regeneration works already completed throughout Cardiff. Tenants were also updated on the work begun in relation to the new building maintenance framework.

Tenants who had won a category in the "Blooming Marvellous" competition run during the summer were presented with their prizes, with the winning gardens, spaces and hanging baskets, projected onto a large screen for all to admire.

And, at the end of the day there was a raffle, including prizes donated by contractors Ian Williams and Waites. The feedback from tenants has been really positive, with comments such as:

“I have once again had a brilliant day, and have found out lots of useful information.”

“It was good to see what the Council spends the money on, in other parts of the City.”

“I was surprised how different some of the areas looked after the Council did the new works, and the areas were very improved”.

“I loved the information about reducing my energy bills and found all the staff from money advice and the Hubs really helpful. I am going to tell my neighbours to go and see them as well”.

“I can’t wait to do some mystery shopping, I never thought the Council did anything like this, as I didn’t think they wanted to know if they could improve, or were doing things wrong.”

“I love these events as I find it really helps to talk to Council staff and see that they really do care about tenants. It shouldn’t be us against the Council, we should be working together to improve”.

“I also found all the information really good. I think it should be held twice a year.”

Preventative Services

Preventative Services is a new service area within Cardiff Council which aims to help service users regain and retain their independence, allowing them to live at home more independently, thus reducing pressures on Adult Services.

What began as a project consisting of one team, independent Living Services, has grown into a full service area consisting of 8 teams working together to meet its goals to help prevent people getting into crisis. Preventative Services consists of:

- First Point of Contact
- Independent Living
- Accommodation Solutions
- Joint Equipment Store
- Occupational Therapy
- Disabled Facilities
- Day Opportunities
- First Point of Contact Enhancement (from September)

Underpinned by the Social Services and Wellbeing Act, Preventative Services work with our citizens to provide them with 'voice and choice' to achieve “what matters” to them, so they are enabled to live independently and improve their

wellbeing. Through the provision of early advice, support and information, as well as offering a wide range of alternative solutions to meet their independent living needs, Preventative Services are able to help prevent or delay the need for social care or unnecessary hospital admissions.

Preventative Services takes a whole systems approach by providing a wide range of services under one roof, meaning information, best practice and solutions for a citizen's wellbeing can be shared. The services work in partnership with colleagues in Health, Adult Services, and the third sector to enable improved service outcomes that truly matter to people. Managers who have joined the service have stated that this new way of working has made it "so much easier to discuss client cases with a great range of available knowledge". That Preventative Services "has provided us with a clear vision and direction". It's not only working practice and the environment that has benefitted; client feedback has also demonstrated how beneficial it is to helping people live more independently, with comments such as "help to me has been invaluable and has opened up my world, I cannot thank you enough".

Councillor Susan Elsmore
Cabinet Member (Health, Housing & Wellbeing)
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