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**OLDER PEOPLE: Access to Information, Advice and Services**

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**Purpose of Report**

1. During work programming for 2019/20, Members considered a range of source documents to assist in identifying and prioritising appropriate areas for scrutiny. During deliberations, Members confirmed they would like Scrutiny to support policy development on older people's access to information, advice and services.
  
2. During September's Committee, Members confirmed they wished for an update on how the Council is accommodating the need of the older person in accessing services, focusing on:
  - How the development of the Council's digital strategy is being aligned with the needs of an ageing community.
  - An overview of how the hubs are specifically accommodating the need of older people accessing information, advice and services.

**Scope of Scrutiny**

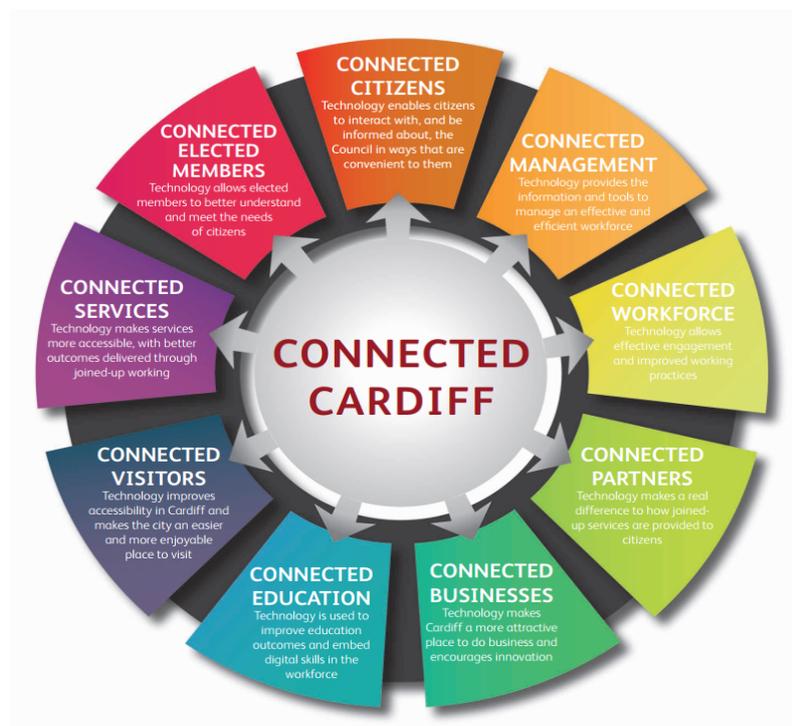
3. The scope of this scrutiny is to use the evidence presented to Committee to judge whether the Council's commitments, and the digital inclusion of the elderly, are being delivered effectively.
  
4. Relevant Cabinet Members and Cardiff Council officers will be in attendance to brief Members and answer questions.

## Background

- As detailed in the Council's Corporate Plan (2019-22), the number of people living in Cardiff aged between 65 and 84 is expected to rise 40% in the next twenty years<sup>1</sup>. As such, with the development of a digital agenda and digital services, the inclusion of the elderly and their needs must be at the forefront of service developments.

## Cardiff Council's Digital Strategy

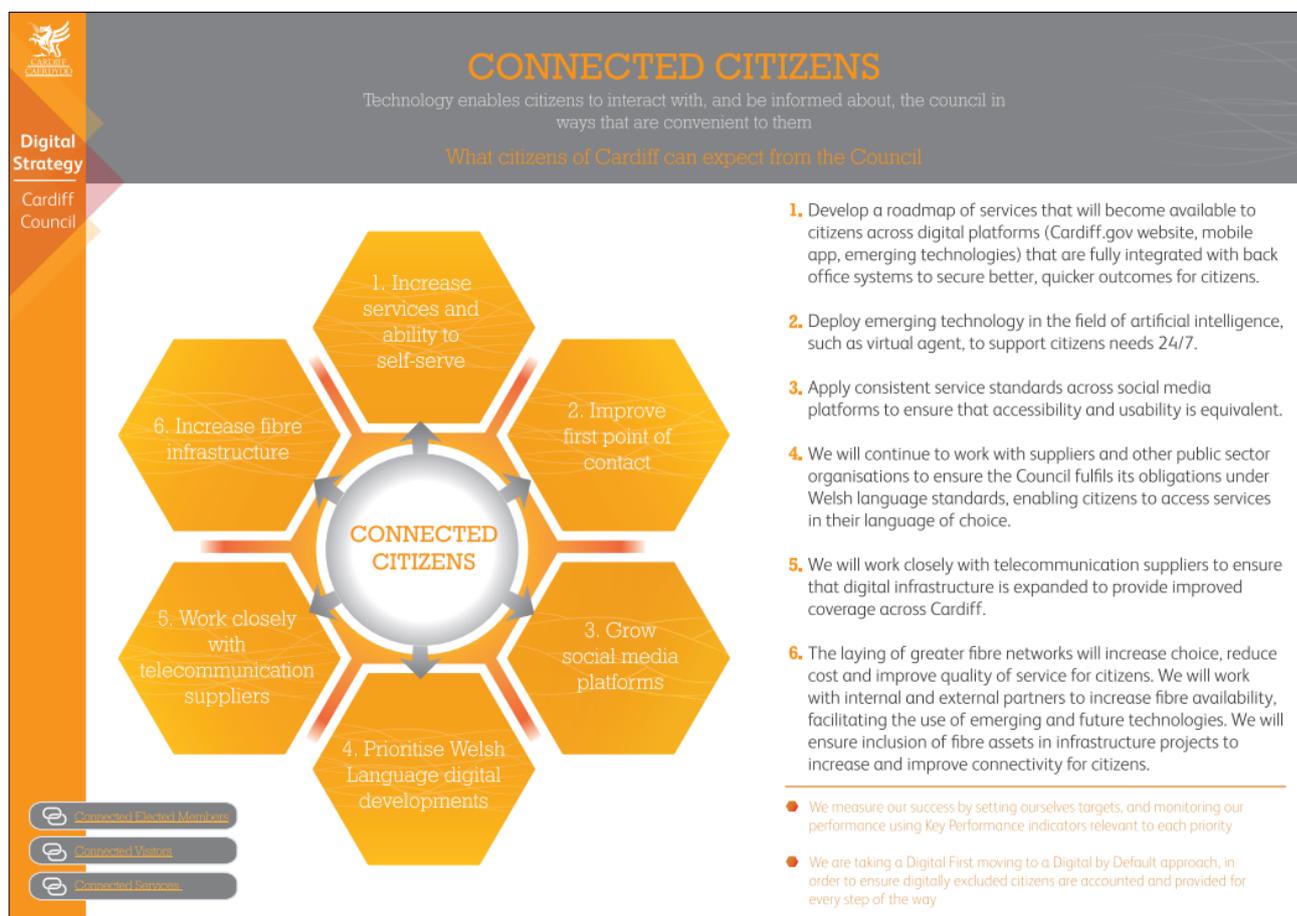
- Cardiff Council's Digital Strategy (attached at **Appendix A**) has been established in order to provide guidelines which support the Council's Capital Ambition commitment to adopt a 'Digital First' approach; making the best use of new technologies to run the Council's services as efficiently and effectively as possible.
- The digital vision for Cardiff is a Connected City. There are 9 strands that make a 'Connected Cardiff.'



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<sup>1</sup> Cardiff Council's Corporate Plan is available at: <https://www.cardiff.gov.uk/ENG/Your-Council/Strategies-plans-and-policies/Corporate-Plan/Documents/Corporate%20Plan%202019-22%20FINAL%20ENG.pdf>

8. Action Plans were developed for each 'Connected Cardiff' strand which sets out current positions and future aspirations. The remit of this committee allows for scrutiny into the Connected Citizens, Connected Partners and Connected Services strand; the Action Plan for which is attached at **Appendix B**.



9. During the meeting, Members will be briefed by officers from the Resources and People & Communities Directorate about how the relevant strands meet the need of an elderly population and how it is being implemented (See **Appendix C**).

## Dewis Cymru

10. Dewis is a gateway service providing information and advice about health and well-being in Wales. Its aim is to provide quality information, from a network of social care, health and third sector organisations within one online resource directory.
  
11. Dewis Cymru was established following the Social Services and Well-being (Wales) Act 2014 which put in place the requirement for individuals to get the help they need in order to lead healthy, happy lives.
  
12. Council officers from Social Services Directorate who are responsible for the delivery of Dewis Cymru across the region in providing information, advice and assistance to the elderly will be in attendance to brief Members on the progress Dewis has made within this field, how they tie into the agenda of digital inclusion for the elderly along with an update on their outreach work. See **Appendix D**.

## Directorate Delivery Plan

13. The Council's Directorate Delivery Plans detail how each Directorate is working to deliver the commitments set out within the Council's Corporate Plan. The People & Communities Directorate Delivery Plan, 2019-20 contains the following commitments relating to digitalisation of public facing services:

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2019-2020	Link to Equality Objective	Link to Child Friendly Cities
DDP	Improve the digitalisation of housing services.	April 2019	March 2020	Laura Garvey	<p>Q1: Scope out timescales for key projects and develop Housing Digitalisation action plan, consulting with key partners and stakeholders.</p> <p>Q2: Develop project plan for moving rent accounts online. Consult with key individuals affected and establish working groups for project.</p> <p>Q3: Continue to progress project plan for moving rent accounts online. Scope out timescales and plan for launching the housing waiting list online.</p> <p>Q4: Progress the rent accounts online project to testing and implementation phase. Develop working groups and finalise action plan for launching the housing waiting list online.</p>	5. Provide support to those who may experience barriers to achieving their full potential	1. Every child and young person is valued, respected and treated fairly.

Ref	Headline Actions	Start Date	End Date	Responsible Officer	Key Milestones during 2019-2020	Link to Equality Objective	Link to Child Friendly
DDP	<p>Deliver a new Hubs and Library Services Strategy. The strategy will ensure that the Universal Offers are fully delivered to citizens and will focus on the following key aims:</p> <ul style="list-style-type: none"> <li>• Encouraging Reading</li> <li>• Promoting Health, Well-being and Community Inclusion</li> <li>• Supporting Children and Young People</li> <li>• Providing Information and Advice &amp; Promoting Digital Inclusion</li> <li>• Tackling Poverty by helping people into Work &amp; Encouraging Learning</li> <li>• Celebrating Heritage and Culture</li> </ul>	April 2019	March 2020	Bev King	<p>Q1: Finalise Hubs &amp; Libraries Strategy and put forward for Cabinet approval</p> <p>Q2: Undertake training with staff to ensure key strategic aims are communicated and embedded within team</p> <p>Q3: Publish and promote strategy to Cardiff's communities.</p> <p>Q4: Evaluate effectiveness of strategy through use of performance assessment indicators (including the Welsh Public Library Standards) as well as customer feedback</p>	7. Build strong and cohesive communities where people feel safe, and able to celebrate Cardiff's diversity.	1. Every child and young person is valued, respected and treated fairly.

## **Way Forward**

14. Members are invited to consider the information set out within this report, the attached Appendix's along with the verbal briefing they will receive at Committee and consider how effective, and inclusive, the digital development of Council services is in recognising and meeting the needs of Cardiff's elderly population.
  
15. Councillor Susan Elsmore (Cabinet Member for Social Care, Health and Well-being) and Councillor Lynda Thorne (Cabinet Member for Housing and Communities) have been invited and may wish to make a statement. Officers from both the Resources, People & Communities and Social Services Directorate have also been invited to take Members through the current work in this field.

## **Legal 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 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**

17. 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.

## **RECOMMENDATIONS**

The Committee is recommended to:

- I. Consider the contents captured within this report and subsequent Appendixes', note the information received at Committee and provide the Cabinet Member and Directorates with any comments, concerns or observations.

**DAVINA FIORE**

**Director of Governance and Legal Services**

26 September 2019