

## COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

3 JULY 2019

Present: Councillor Jenkins(Chairperson)  
Councillors Ahmed, Carter, Lent, McGarry and Philippa Hill-John

### 12 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Gibson and Goddard.

### 13 : DECLARATIONS OF INTEREST

None received.

### 14 : MINUTES

The minutes of the Community & Adult Services Scrutiny Committee Meeting held on 5 June 2019, were agreed as a correct record and signed by the Chairperson.

### 15 : CARDIFF & VALE OF GLAMORGAN AREA PLAN FOR CARE & SUPPORT NEEDS 2018 - 23.

The Chairperson advised Members that this item provided them with an update on the implementation of the Cardiff & Vale Area Plan for Care & Support Needs 2018 – 2023 subsequent to its initial consideration at Committee on 14 March 2018.

The Chairperson welcomed Councillor Susan Elsmore, Cabinet Member for Social Care, Health & Well-being; Claire Marchant Director Social Services; and Meredith Gardiner Programme Manager, Cardiff & Vale of Glamorgan Integrated Health & Social Care Partnership to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she said that the area plan is the founding document that is worked to; there is a five-year plan and she was pleased to be at Committee to present an update on progress in implementing the priorities of the Area Plan. As Chair of Cardiff & Vale Regional Partnership Board (RPB) it's important that all partners work together to deliver outcomes that people want and in particular, because these are some of the concerns that have been raised by Committee in the past, the regional partnership board are committed to working with Public Services Boards in Cardiff and the Vale of Glamorgan to ensure the effective delivery of all elements of the area plan; it focuses the work on ensuring that an effective range of preventative services are in place to maintain the independence of citizens for as long as possible and seek to provide services as close to people's homes as possible.

The Cabinet Member was pleased to say that they would be bringing clarity on the governance arrangements that exist between the RPB and the Public Services Boards in Cardiff and Vale and will then provide an update on the implementation of plans for our priority population groups across the region which include older people, Children and Young People, people with learning disabilities and autism and finally Carers.

The Cabinet Member also wanted to update the Scrutiny Committee on progress against key priorities to enable integration and these include work with housing colleagues, the development of a social value forum and the regional commissioning programme.

In response to Committee's specific request there was also an update on the work to support Migrants, Refugees and Asylum seekers and an update on how we continue to streamline consultation and engagement methods.

The Chairperson invited Meredith Gardiner to make a statement in which she said that scrutiny members received the Area Plan and corresponding action plan in March 2018; the report provides an update on the progress of the Regional Partnership Board and implementing the priorities of that plan overall we can provide assurance that substantial progress has been made across all areas of the plan but today the focus would be upon the key issues on which Committee Members requested an update in particular.

In relation to governance arrangements the RPB has sought to develop closer links with the Public Services Boards across both Cardiff and the Vale of Glamorgan, minutes of the formal meetings are now shared between the boards on a regular basis to ensure alignment of our plans. It is anticipated that a joint meeting will take place between the two public Service Boards imminently, after which it may be possible to convene a dialogue which includes RPB members.

Moving on she was very pleased to demonstrate progress in implementing priorities for key population groups identified within the area plan. In relation to older people our key focus has been upon delivering services around the needs of individuals within their own homes there are a range of services funded through the Integrated Care Fund and transformation monies which are being implemented across the region. In particular she wanted to highlight the work of the independent living service which has assisted around 5000 Cardiff residents in the last year alone, to live more independently. This service is now being extended to hospital inpatients and is already demonstrating a very positive impact on hospital length of stay, overall recovery rates and ongoing requirements for social care services.

The dementia friends' programme continues with Cardiff becoming a dementia friendly city in May 2018; with nearly 26 thousand dementia friends across our region.

In April this year new ICF and transformation funding was received for children on the edge of care, a really exciting development providing a platform on which to develop a shared framework with agreed common approaches to working with children and young people across the region. To support the development, there has been a review of governance arrangements and agreement to establish a regional board to drive a forward looking approach to service change and enhance the level of influence for children and their families. Work to bring together integrated services for children with complex needs, adults with learning disabilities and those with autism, continues apace in line with the Area Plan priorities as you would expect.

Finally in relation to carers the RPB now has a region wide partnership forum through which a variety of carers work streams are co-ordinated. Committee Members will see that were in the process of tendering for a new carers Gateway, a service which has been requested by carers from across the region to provide streamlined access

to information and support. Resource has also been secured to drive forward a region wide strategy for carers and consultation on this has just been completed.

She also wanted to highlight work to enable partnership development in other key areas identified in the area plan; this includes housing, where all registered social care landlords from across the region have agreed to form a new Housing and Care Board with responsibility for informing new cluster care models which promote asset based community development and two of those and registered social landlords are also now part of our regional partnership board which has very warmly welcomed.

The social value forum, which incorporates Third Sector representatives from across the region is also working well having delivered a local Toolkit for commissioning which will now be tested over the coming year.

The regional commissioning programme continues to oversee a transactional pooled budget for care home accommodation for older people, similarly a commissioning strategy for learning disability services was launched in a user led event in late June.

Committee Members also requested an update on work to address the needs of asylum seekers and refugees. The report references the work led via the regional refugee leadership committee to take forward local plans. It's particularly welcome news that the region has recently received funding for three community cohesion workers to provide grassroots support over the next two years.

Finally, Committee's attention was drawn to the update on consultation and engagement highlighting the various consultation exercises which have been undertaken across the region, it is the intention to formalise this work via an engagement framework in the coming months and again some support is now in place to take that forward.

The Chairperson invited questions and comments from Members;

Members thanked witnesses for the concise and helpful overview.

Members referred to Dementia Friendly and noted that the Plan makes reference to Cardiff being declared a Dementia Friendly City but that the Vale of Glamorgan was not as yet. Members asked whether having half of the partnership not yet a Dementia Friend would cause any issues. Members were advised that this had been discussed fully at a recent RPB meeting and it was explained that the Vale are taking a different approach, looking at citizens and from grassroots upwards. It was noted that there was no one size fits all and that it would be beneficial for the region to have as deeper understanding of Dementia as possible.

Members discussed Governance arrangements and noted the sharing of minutes but wished to know more about the responsibility of each body to deliver the plan to ensure its effective delivery. Members were informed about the Welsh Government's upcoming review of partnership arrangements. The Cabinet Member stated that she is comfortable with Cardiff's arrangements, and even though there has been a change in political arrangements in the Vale, she was positive that this wouldn't derail arrangements going forward to ensure alignment of agendas, resources etc. Members were also informed that the RPB would evaluate the impact of all Governance arrangements on citizens, always looking to see if they are effective, not

overloaded and that working groups etc. are focused on that impact and delivering on the priorities set out in the Area Plan. It was added that there are nuances in different localities but there is a common Health board.

Members noted the reference to Adults with complex needs being able to access day opportunities where they had been previously excluded from doing so and asked why this was. Members were informed that this would have been due to services in their area not meeting their needs, this would have been reviewed, changes incorporated, and ensuring that there were local services to meet their needs, and service users being introduced to these with support.

Members referred to the Carers Gateway and a consultation that had taken place, and asked what bodies had been included in the consultation and how they had been chosen. It was explained that there are numerous stakeholder groups across the region and all are consulted with. A full list of consultees would be provided to Members outside of the meeting. The Cabinet Member added that there were also Carer and Young Carer representatives on the RPB.

Members asked how far the service goes in so far as walking the customer path with the ILS and return home and gaining a review of the customer's experience of the service. Members were advised that previously the ILS would contact people who had phoned the first point of contact and where appropriate offered an ILS officer to meet them at their home and have a person centred conversation with them on what matters to them, how they cope etc. with the aim of trying to maintain and strengthen a very specific individual focus. This same conversation is now taking place earlier at the hospital and an individual focussed plan is developed. There are also quality assurances in the service through a follow up on customer experience and satisfaction.

Members noted the support for Asylum Seekers and Refugees in the report but noted that there was no detail on whether host communities are supported during resettlement. The Cabinet Member stated that she would prefer an in-depth scrutiny on this, as it involves Community Safety, Community Cohesion Officers etc., but assured Members that lots of work is done to support local communities. The Chair asked that a briefing paper be provided to Members.

Members were pleased to see the work with Registered Social Landlords, but noted the challenge of Older Persons Accommodation and asked if there was an opportunity to involve the private sector in this provision. The Cabinet Member said there was, the RPB's planning arrangements have developed over time with regard to housing, including regional housing arrangements; they are looking across portfolio on how to meet the accommodation needs of the older population. Officers also stated that the Older Persons Strategy had been to Committee and made reference to the private sector.

Members asked what provision was being planned for the BAME older community to ensure that it meets their cultural and religious needs. The Cabinet Member stated that a cross party meeting was planned with the BAME community, to determine how their needs can be met culturally and sensitively and work was in development.

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.

## 16 : SOCIAL SERVICES DIRECTORATE DELIVERY PLAN 2019/20 (ADULT SERVICES)

The Chairperson welcomed Councillor Susan Elsmore, Cabinet Member for Social Care, Health & Well-being; Claire Marchant Director Social Services; and Louise Barry, Assistant Director Adult Services to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she said that she was pleased to introduce the plan, which provides a brief self-assessment. There has been significant progress in the last financial year however there are challenges to face moving forward. There is a focus to set out what to do over the next year to meet Capital Ambition and Corporate Plan ambitions. The Cabinet Member made reference to the 4 key priority areas and the focus on various issues going forward such Get me Home and Get me Home Plus; New day opportunities for people with learning disabilities and health issues; improved opportunities for Volunteering and Into Work Services; New Model of the Community Resource Teams and continuing work with Dementia.

Members were provided with a presentation on the Social Services Directorate Delivery Plan 2019/20 (Adult Services) after which the Chairperson invited questions and comments from Members;

Members made reference to the KPI's, noting some had remained stable, some had decreased and asked if the 2019/20 KPI's were ambitious as by looking at the current statistics it was difficult to conclude whether the culture of continuous improvement was an issue or that the KPI's were not relevant. Members made reference in particular to dip in 2017/18 and 2018/19. Officers explained that the dip was due to the Adult Safeguarding Improvement Plan and related systems issues with the 7 day enquiries, this was able to be put right quickly. Generally in relation to KPI's, in contrast to Children's Services, Adult services statistics only tell a small part of the story; Quality Assurance is properly embedded, triangulated with internal systems to get a rounded judgement of performance; KPI's give a flavour but there is much more to it.

Members noted the top 5 Challenges referred to in the Social Services Annual Report and had assumed that they would be well reported in the delivery plan. Members found they had to really look for the information and asked if this was a presentation issue and whether there was confidence that the Directorate Delivery Plan is focussed on these challenges. Officers said there was absolute confidence, it was what they will spend their time on in the coming year; all the top 5 challenges were reflected. Officers considered that in future years it may be useful to scrutinise the Director of Social Services Annual Report and the Directorate Delivery Report together.

Members referred to the Community Service Review and asked for an update on the current position. Officers stated that they found the Committee's letter very helpful in

identifying that there was no clear strategy or way forward but focussed on accommodation issues. There was a need to develop the strategy in an integrated way with Health Board colleagues and bring back to a future committee, with witness from both Local Authorities and the Health Board. Members hoped there would be a push for the Health Board action plan too.

Members noted there was no new target for the reablement service and the move to Get me Home plus. Members also noted the new models in Domiciliary Care and asked for more detail on what this means for services users. Officers explained that they are repurposing Community Resource Team and Get me Home Plus with a focus on the new model so that all people who need domiciliary care have reablement. They were at the stage to pilot this with colleagues and they would need to determine what the measures are. Interconnected with this was the recommissioning of Domiciliary Care to provide a locality based, Dementia specialist and outcome based approach. A bid was in with the Welsh Government to trial the new ways of working.

Members noted that in relation to young people, including disabled young people, so not have the skills/support to transition to Adults; the risk was Red/Amber and asked for more information on this. Officers stated that they have reshaped how they will manage Children to Adults. Now there was an all age disability approach under 1 manager; robust procedures in place; greater continuity for families, empowering/supporting them to live as independently as possible. Risks are mitigated moving forward.

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.

## 17 : PEOPLE AND COMMUNITIES DIRECTORATE DELIVERY PLAN 2019/20

The Chairperson welcomed Councillor Elsmore, Cabinet Member for Social Care, Health & Well-being; Councillor Lynda Thorne, Cabinet Member for Housing & Communities; Sarah McGill Corporate Director for People and Communities and Jane Thomas; Assistant Director Housing & Communities to the meeting.

The Chairperson invited Councillor Elsmore to make a statement in which she said that pleased to introduce this plan with Councillor Thorne. The plan includes Housing and Communities, Housing Development and Regeneration and developing Provision for Older people through the Older Persons Strategy. There was lots on addressing social isolation and enhancing the quality of life for older people, including intergenerational works, hubs etc. There was more on continuing to build on Dementia Friendly City and growing the number of Dementia Friends. Finally she referred to ILS and First Point of Contact and noted the excellent work being done.

The Chairperson welcomed Councillor Thorne to make a statement in which she said that the delivery plan shows how the 7 wellbeing goals will be met. The plan flags up risks and challenges associated with the roll out of Universal Credit in late 2020. The Cabinet Member stated she is proud of the ongoing support that is already provided to those affected by Universal Credit and they would continue to work to mitigate the

effect, especially for vulnerable people and families affected. Homelessness and Rough Sleep was highlighted as another risk and the Cabinet Member explained that they are making progress and are continuing to work to address Rough Sleeping with excellent partnership working, with plans to build on the existing multi-agency team to further address complex issues. The Homelessness Strategy also works with partners to prevent homelessness and meet housing needs, through a variety of channels including work with private sector landlords to develop more focussed and targeted prevention services. Further development of the Community Wellbeing Hubs is progressing; there are also plans to progress Youth Hubs and work is ongoing with the Health Board. The Cabinet Member reiterated the commitment to develop 1000 new Council Homes by the end of the Administration, this was progressing well and the Council have also identified land to develop at least 2000 overall.

Members were provided with a presentation on the People and Communities Directorate Delivery Plan 2019/20 after which the Chairperson invited questions and comments from Members;

With reference to the delivery of Council Homes, Members noted that 15 were delivered in 2017/18 and 60 in 2018/19; Members also noted that the target for the current year was 340 and asked if this was achievable. Officers stated that it was and noted the nature of development and the issue of time; stating that it takes a very long time to get through the planning process to delivery, but there was confidence that as more sites come through, the target would be delivered. The Cabinet Member added that she shares the concerns, she has looked at innovative schemes and even these have proved to take longer than anticipated; lessons had been learned along the way the process should be quicker going forward.

Members asked if they should have access to KPI's on the sale of houses; Officers said they would be delighted to provide those figures, most were sold off plan and were hugely popular and all had been sold.

Members noted the target of 70% of households avoiding homelessness and that 77% was hit this year. Members wondered if the target was too low. Officers were cautious to increase the target as numbers are rising all the time, last year there was a 10% rise. Officers stressed that the real target was 100% but recognising the increase in numbers and pressures felt it was better to stay with 70%.

Members referred the numbers of people supported into accommodation and asked if this should be percentage rather a number. Officers explained that they don't use a percentage for this as it was difficult to know what it was a percentage of; the number of people on the streets is very fluid and changes day to day. There is more work being done on tracking rough sleepers as they move around and use services so there would be more information on individuals. Officers confirmed that the numbers related to incidents not individuals, with work being done to see of people are in and out of accommodation.

Members discussed voids and issues with contractors; noting that 56 properties had been completed and were waiting to be let. Members noted that previously Committee had recommended that work is done to get tenants ready for when the

properties are completed. Officers stated that this is what they had tried to do, but due to issues they did not know when the properties had been completed, this had meant a lot of disappointed people. If they could have been sure of completion dates they could have let them in advance. The Cabinet Member shared the concerns and those of the timescales of going back out to tender for a new contractor, she had written to the Chair of PRAP to look into this and also raised it at Cabinet.

Members asked about the relationship with private landlords and how they could be incentivised to provide accommodation. Officers explained that they offer more and more incentives to private landlords to provide accommodation for benefit recipients, including money bonds, agency fees, rent in advance, smoke alarms, tenant finder and the Council acting as a guarantor; however the bar continues to rise and more incentives are asked for.

Members asked if the Council needs to prove to landlords that it will support people with complex needs when in accommodation. Officers said yes and they have succeeded in doing that with Housing First, even though it is very resource intensive.

Members asked for more information on the satellite pods for rough sleepers. Officers explained that it was a pilot initially for those people who did not want to engage with support workers and hostels; the pods were out in the community on a very fluids basis. The intention was that they would settle and then engage with services and move on. A level of engagement would be needed initially with an outreach worker to get access to the pods. Officers agreed it was a difficult balance on how people are supported on the street or to move on.

Members asked for more information on the issues faced with contractors and the Cabinet Member advised that her issue was the time it takes to appoint a new contractor. Officers stated that initially they had 3 contractors, 1 dropped out straight away, 1 is performing well and 1 is not. Issues faced were return dates that did not happen, properties not completed as stated, saying a property had been started but on visit it had not and refusal to take work. Officers stressed that the issue is being monitored carefully but is very challenging.

Members asked if there has been success stories with satellite pods elsewhere and were advised that Glasgow and Finland have had great success although the offer is slightly different, there are similarities such as multi-agency approach, emergency accommodation straight to independent living with Health support. It was considered that further information be provided to Committee in a briefing report.

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.

The Chairperson advised Members that this item enabled them to consider correspondence sent and received since the last Committee meeting.

RESOLVED: to note the report.

19 : URGENT ITEMS (IF ANY)

None received.

20 : DATE OF NEXT MEETING

The next meeting of the Community & Adult Services Scrutiny Committee is scheduled for 11 September at 4:30pm in Committee Room 4, County Hall, Cardiff.

The meeting terminated at 7.00 pm

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