

SOCIAL CARE, HEALTH AND HOUSING SCRUTINY COMMITTEE

(Committee Rooms A/B - Neath Civic Centre)

Members Present:

15 September 2016

Chairperson: Councillor Mrs.D.Jones

Vice Chairperson: Councillor Mrs.A.Wingrave

Councillors: Mrs P.Bebell, A.Carter, J.S.Evans, H.N.James, Mrs.S.Paddison, J.Miller, C.Morgan, L.M.Purcell and D.Whitelock

Officers In Attendance N. Jarman, A.Jarrett, Mrs.A.Thomas, G. Evans, Ms.S.Jenkins, Ms.L.Livingstone and Ms.C.Gadd

Cabinet Invitees: Councillors P.D.Richards and J.Rogers

1. DECLARATION OF INTEREST FROM MEMBER

The following Member declared an interest at the commencement of the meeting:

Cllr. Mrs.P. Bebell	Report of the Director of Social Services, Health and Housing on the Remodel of Care and Support and Older Person Day Services, as she is a member of the Community Health Council.
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2. MINUTES OF THE PREVIOUS SOCIAL CARE, HEALTH AND HOUSING SCRUTINY COMMITTEE HELD ON 14 JULY 2016

The Minutes were noted by the Committee.

3. SCRUTINY FORWARD WORK PROGRAMME 2016/2017

The Forward Work Programme was noted by the Committee.

4. **QUARTER ONE PROSPERITY FOR ALL HIGHLIGHT REPORT - IMPROVING OUTCOMES IMPROVING LIVES**

The Committee received the Improving Outcomes, Improving Lives Highlight Report for Quarter 1 2016-17, which provided an update for one of the six Corporate Improvement Plan objectives which falls within the remit of this Committee, as detailed within the circulated report.

Members were informed that overall the Service was on track and the focus remained on ensuring compliance with the Social Services Well-being Act 2014 promoting choice and independence and developing community based models. It was highlighted that work on direct payments continued in order to enhance the take up. Negotiations with Grwp Gwalia contracts continued, including remodelling of the Guaranteed Bed Commitment. It was noted that in managing safeguarding responsibilities a dedicated team of Designated Lead Managers was being established to manage safeguarding referrals. Work had also begun on developing a new protocol on meeting the requirements of the Act in terms of Adults at risk. It was noted that some of the performance indicators for the Service were not on the same level as last year and officers explained that the Service had been through huge change as part of the modernisation programme and this was to be expected.

Members noted the work that had been undertaken on direct payments and that it had an impact on a lot of areas for Adult Social Services. Members highlighted the number of people accessing direct payments and asked if it was as expected. Also what was the percentage of service users as only numbers had been included in the report. Officers explained that the target that had been set over the next few years was 40% of those accessing services to use direct payments and there had been fewer people than anticipated this year. However, it had been counterbalanced by the fact that they have been higher cost cases and had resulted in value being ahead of target. It was noted that there had been some resistance in it being offered by some homecare staff. It was highlighted that it was a requirement of the Act.

Members requested more detailed information on direct payments that included which protected groups were affected. Officers confirmed that this information was collated and breakdown would be reported to the Committee at a future meeting. It was noted that due

to the type of service delivered it automatically included at least two protected groups of age and disability.

An example was given where a resident had not been given enough information regarding direct payments and was then told that they would be contacted over the phone, which was not acceptable. It was highlighted that due to the change homecare had undergone there were pressures on the service, however, it was recognised that this was not suitable and to make officers aware of any such incidents. Members asked if there was any guarantee that people could receive care from the provider of their choice. Officers explained that different service providers provided different levels of care, which would impact on which provider could be used. The only way to ensure who delivered the service was to take up the direct payment option as it gave people more control over their own care. Members highlighted that there had been cases where residents had been told they could not use direct payments for transport and was this correct. It was explained that it would take time for the new systems to embed and for officers to agree what was acceptable, however, in principle there was no reason why direct payments could not be used for transport.

It was noted that there were lots of options available of how to use direct payments and if it was to employ a personal assistant then the Council would be able to assist them to find the best match to meet their requirements. People do have the option to use other providers and this mainly happens in specific areas such as education and learning. There had been a lot of interest from people wanting to be recruited to the list of personal assistance and those recruited would undertake training to ensure they were suitable for the role. It was noted that there had been concerns about how people were employed and it was explained that the Council offered a brokerage service that managed employment terms on behalf those people with direct payments.

It was asked what the processes was if someone was interested in taking up direct payments. There were a number of ways, for example, if someone had a Social Worker then they could put them in touch with the right person or they could call the main number for the team.

Members noted that the Service was still in development and asked if officers were confident that the service would see improvements. Officers confirmed that they were and noted that a lot of the change had happened quickly as a result of the savings that had to be made

to contribute to the Forward Financial Plan. Officers were positive that any resistance and negativity over the changes would be overcome and the benefits of the new systems would be seen.

Members asked if the Service was on track to complete assessments on time. It was highlighted that due to the major projects undertaken in the Service, which had a knock on effect and there had been unacceptable delays in assessments. It had taken up to six to seven weeks to complete assessments and the target was two weeks. However, it was expected that these targets should be met by the beginning of 2017.

Members noted that there were delays in people being discharged from hospital due to waiting for assessments and in that time the person can often deteriorate which can prevent them from returning home. It was recognised that there were better systems that could be put in place and it was being considered how best to do that.

Members requested clarity on the scoring of the risk section of the report. Officers explained that it was the corporate style that had been followed and that one column referred to likelihood and the other impact. Scoring ranged from 0 (lowest) to 5 (highest). The letters "H" and "M" in the table referred to "High risk" and "Medium risk" respectively. It was agreed that this would be fed back to Corporate Strategy team as they manage this process and it would be requested that a key was included in future reports.

Members asked if there were systems in place to manage the risk of external providers being unable to fulfil their commitments for home care. Officers highlighted that external organisations were regularly risk assessed and the Council had contingency plans in place if this did occur.

Following scrutiny, it was agreed that the report be noted.

5. **PRE-SCRUTINY**

The Committee scrutinised the following matters:

Cabinet Board Proposals

6.1 Update – Remodel of Care and Support and Older Persons Day Services

The Committee received the report on progress achieved in delivering a remodel of the Care and Support and Older Persons Day Services, as detailed within the circulated report.

Members were informed that a new model for the Service had been approved in May 2016 to provide support in a more responsive way and to help meet the financial savings that had to be made. The services that had been remodelled had not been reviewed for some time and Day Services was one of the last areas in Adult Social Services to be addressed. Following the review of the Service three options had been put forward and the current model was chosen. The report summarised the progress that had been made since then.

Members noted that during the consultation process referral to the service was suspended and asked what happened to potential service users during that time. Officers explained that a logical approach had to be taken and there would have been no point in referring people to a service that was not available.

Members highlighted that when the proposals for the changes to the Service had been put forward, assurances had been requested that changes could be undertaken in a timely manner. Members had concerns that the report refers to significant pressure being placed on social work teams. It was explained that social workers had been stretched during this time but it had not been unmanageable and they had risen well to the challenge. It was noted that there were some assessments that were outstanding and measures had been put in place to address this. Members raised that some assessments had not been completed before the facilities closed. It was explained that in some cases assessments had not been completed due to the person's own circumstances and them being unavailable for assessments. Members were informed that by mid-August there had 45 assessments outstanding and they were all due to be completed within the next fortnight. Officers requested that if Members were aware of anyone who would be left vulnerable by a lack of service to inform them. It was highlighted that there had been a lot of consultation around the changes and any feedback received had been considered by the service.

Members recognised that workload and budget had to be balanced. Officers highlighted that there was only one outstanding element of adult social care to be reviewed. It was noted that the process had been demanding and meticulously planned. The new Social Services and Well Being Act 2014 obliged the Council to design services around what people want and historically services were taken up because that was all that was on offer and the changes that had been made addressed this. Members asked that if budget savings did not have to be made then would changes have been undertaken in the same way and at the same pace. Officers highlighted that the changes had been driven by a demanding financial climate and where there has been change different options had been considered. It was noted that it would not necessarily have been at a slower pace as once change was required then the more efficiently it was undertaken caused less pressure. Officers confirmed that their advice to Members would have been the same.

Members asked if social workers were trained to understand that people wanted different services and outcomes. Officers highlighted that historically there had been a paternalistic approach and now the discussions tended to be more about personalised support.

The Committee highlighted that under complaints section there were figures missing and officers provided them with the correct figures. There had been one complaint that was on going and all other concerns had been resolved before the formal complaint stage.

Following scrutiny, it was agreed that the report be noted.

6.2 Quarter 1 Performance Management Data 2016-17

The Committee received the quarter 1 performance management data for the period 1 April 2016 to 30 June 2016 for Social Services, Health and Housing Directorate, as detailed within the circulated report.

Members were informed that from April 2016 there was a statutory requirement for Adult Services to collect 14 new performance indicators and six new Social Services Well-being

Act measures. Guidance and clarity was required on some of the indicators and measures and systems had to be put in place to collate the information, therefore not all data has been able to be reported in quarter 1. Systems were now in place to capture this information and it would be included in future reports.

Members highlighted that the percentage of carers of adult service users who were offered an assessment or review of their needs in their own right during the year (SCA/019) was at 100%. It was queried what was the difference between those offered and those received. It was also noted that there were some carers who were not aware of what an assessment was and what it entailed. Officers explained that the indicator had been set by Welsh Government and the Committee may wish to ask for further details and other figures. It was commented that there was a lot of information explaining about carer assessments and the Service would like to be informed of anyone who was not aware of it. The Service aimed to provide clear information to the public and they would want to know the reasons why this was not getting through. Members also requested the correlating percentage figure for the 96 number of assessments of need for support for carers undertaken during the year. Officers would find out this information and circulate it to the Committee.

Members noted that there were concerns regarding homelessness and was it going to increase and what pressure this put on services. Officers highlighted that the Welsh Government Homelessness Grant Transitional Fund allocation was significantly reduced for 2016/17. This could result in deterioration of performance and so far there had been a slight decline in performance this year. The Council still had to meet its duties but with less money. There was an annual national data set which included a much larger set of indicators, which were reported to Members periodically and this information would help to iron out some of the problems. Members asked if there had been any increase in need for services following the changes to the benefit system. Officers explained that they had not seen a change in the number of people that presented as homeless, however, the amount of work required with those people had increased.

Members asked if there was anyone homeless at the moment in Neath Port Talbot. Officers explained that if anyone was

“roofless” at the moment then that was their choice as they would have received intervention and offered accommodation.

Following scrutiny, it was agreed that the report be noted.

6. **URGENT ITEM**

Because of the need to deal now with the matter contained in Minute No. 7 below the Chairman agreed that this could be raised at today's meeting as an Urgent Item pursuant to Section 100B (4) (b) of the Local Government Act 1972.

7. **COMMUNITY CARE BUSINESS PLAN 2016/17**

The Committee received the Community Care Business Plan 2016/17, as detailed within the circulated report.

Members were informed that Community Care in Neath Port Talbot had made significant changes over the past three years in line with the modernisation programme and had also contributed significant savings to the Council's forward financial planning. It was noted that there a number of change programs that did not fall within the scope of this plan. It was highlighted that the plan was in the corporate style and some of the information was not able to be included and this information would be circulated to the Committee. It was noted that there had been a loss of a number of senior managers in the Service and this would have had a knock on effect. However, some experienced managers had been brought in to manage the changes in the interim period. It was noted that there was a revised structure for Community Care Services which changed the number of work streams from eight to three.

It was highlighted that the rate of Delayed Transfers of Care had slightly increased during 2015/16. The Service needs to ensure that they were supporting health to enable them to discharge patients with social care needs from acute hospital settings and they would continue to monitor this closely.

Members highlighted that that over the last year there had been a sudden and dramatic increase in new cases of people with significant mental ill health accessing services. Changes to service provision in health had resulted in an increase in people with significant mental ill

health living in the community. Members queried how this was being addressed. Officers explained that the Social Services and Well-being Act resulted in more people with mental ill health being managed in the community, which put more pressure on Social Services. A Panel had been established to help manage this in partnership with Health to ensure that resources were best utilised.

Members noted that in regards to the Amount of Forward Financial Savings at risk (CM03) that work was ongoing to achieve the £1.3mil reduction of placement costs. Officers explained that it was still possible to meet this target and the establishment of the tactical panel.

Members noted that part of the work of the three new Local Area Co-ordinators was to develop relationships within their community. It was asked what the definition of community was. Officers explained that there was no clear definition and it could be their immediate environment, but it could also include faith and other groups that people associated themselves with. Members queried whether there were going to be more Co-ordinators to cover other areas. Officers highlighted that the project had been very successful and they would like to roll it out further, however, additional funding would be required. It had been raised at multiagency meetings to promote support across all agencies and any part funding of the posts would be considered. It was noted that it had been requested that the Local Area Co-ordinators attend a future meeting to discuss their work.

Following scrutiny, the Committee was supportive of the proposal to be considered by the Cabinet Board.

CHAIRPERSON