

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

HEALTH & WELLBEING SCRUTINY COMMITTEE

MINUTES of the meeting of the Health & Wellbeing Scrutiny Committee held at the County Borough Council Offices, The Pavilions, Cambrian Park, Clydach Vale, on Wednesday, 11th November 2015 at 5.00 pm.

Present:

County Borough Councillor R W Smith – in the Chair

County Borough Councillors:

(Mrs) A Calvert	W J David	C Davies
(Mrs) M E Davies	S M Evans	I Pearce
(Mrs) S Rees	G Stacey	L G Walker
D H Williams		

Officers:

Mr G Isingrini – Group Director, Community & Children’s Services
Mr N Elliott, Service Director, Adult Services
Mr C B Jones – Service Director, Legal & Democratic Services
Mr P Griffiths – Service Director, Performance and Improvement
Ms L Bridgman – Head of Service, Short Term Intervention
Ms M Warburton – H R Advisor, Equality & Diversity Team
Ms E James – Equality & Diversity Officer
Mrs A Edwards – Scrutiny Support Officer

In attendance:

County Borough Councillor C Willis – Scrutiny Performance Co-ordinator

26 . APOLOGIES

Apologies for absence were received from County Borough Councillors (Mrs) J Cass, J Davies, A S Fox, (Mrs) M Tegg and D W Weeks.

27. DECLARATIONS OF INTEREST

There were no declarations of interest in relation to the agenda.

28. MINUTES

The minutes of the meeting of the Health & Wellbeing Scrutiny Committee held on 14th October 2015 were approved as a correct record.

In relation to minute 21, Cwm Taf Carers Information & Strategy Annual Report, the Vice Chair asked officers whether Members could expect an improvement in performance in Quarter 2 in relation to the percentage of carers offered an assessment.

The Service Director, Adult Services reported that the percentage now stood at 75%. He explained that a process was underway to ensure those missed from the statistics were picked up at the assessment review stage and that by the end of 2015/16 there should be a marked improvement.

29. PRESENTATION – EQUALITY IMPACT ASSESSMENTS

Following the request of the Committee at its meeting held on 14th October 2015 (Minute 23 refers), Members were provided with a presentation from the HR Advisor, Equality & Diversity Team to provide an understanding of the Equality Impact Assessment process.

The HR Advisor reported that in the past, Equality Impact Assessments (EIAs) had received bad press being regarded as a 'tick box' exercise. However, as more local authorities have been subject to Judicial Reviews as a result of service change brought about by economic pressures, their importance is now being appreciated.

The HR Advisor reported that an Equality Impact Assessment allows the Authority to assess and record the likely impact of initiatives on individuals and groups of people in the workforce or in the community. It includes identifying the key drivers for change, who is affected by the change, what is already known about the service area and its users and includes engagement with the public.

The HR Advisor advised that as well as being good practice to undertake EIAs, there are statutory obligations and they also form part of the Cabinet report process. She explained that they should be undertaken as soon as possible to inform the business case and should not be seen as an add on or a one off process. There was a need to collect and review evidence determine the impact of any service change.

Members were informed that even if the EIA did determine that there would be an overall negative impact on certain groups, it did not necessarily mean that the proposal could not go ahead. It might be possible to introduce other measures which would mitigate the problem. What should not happen is for an EIA to be undertaken and the findings ignored.

In conclusion, it was explained that the draft guidance recently published by the Commissioner for Older People, and considered by the Committee at its last meeting, was recommending that EIAs should take a Human Rights approach.

Following her presentation, the HR Advisor responded to Members questions and explained that the Welsh Government would undertake their own EIAs if proposing new frameworks or strategies. She also explained that the service did work closely with the 3rd Sector and reported that there was a Cwm Taf Consultation Strategy within which they operated.

The Group Director, Community & Children's Services remarked that the EIA process was useful in enabling people to make a judgement on new processes and he confirmed that his service areas would undertake an EIA in relation to any proposed changes to a service or if a new project was planned.

Following discussion the Committee advised officers on the importance of ensuring that the information gathered in respect of the EIA process should be as comprehensive as possible so that a proper assessment of any situation can be made.

30. PRESENTATION: SUPPORTING PEOPLE AT HOME – THE ADULT SERVICES SHORT TERM INTERVENTION SERVICE

In conjunction with detailed presentation slides, the Head of Service, Short Term Intervention reported on the Short Term Intervention Service and responded to Members' questions. She informed Members that the service acted as the front door to Adult Social Care and that the access point to the service is through the Customer Contact Centre by using the 'golden' number 01443 425003. Those making enquiries are provided with information, advice and assistance and a triage system ensures that the service provides a proportionate response dependent on what the enquiry is. The Head of Service explained that all enquires were triaged within 24 hours.

The service provides early intervention via preventative services to support independence and minimise the need for ongoing services. Only those people whose needs cannot be met in any other way are managed by long term social care services. The outcome of this work has allowed the numbers of adults referred to a statutory service for assessment to be manageable and Reablement and Intermediate Care have reduced the demand for long term services.

The presentation also highlighted the range of community support/activity which those making enquiries can be signposted to. At this point the Chairman took the opportunity to inform Members that the Finance & Performance Scrutiny Committee had recently considered a report assessing the impact of service change on the Meals on Wheels Service. He explained that the Finance & Performance Scrutiny Committee had requested future update reports and he had requested that the Health & Wellbeing Scrutiny Committee be provided with these to inform its work in relation to Supporting People at Home.

The Head of Service provided Members with activity data for the service during quarter 1 and comparative key performance data. It was noted that performance in relation to the provision of aids and adaptations had dipped markedly during the second quarter of the year and Members were informed that this was due to staff sickness but that measures had now been put in place which should see the waiting times reduce by the end of the year. The Chairman commented on the good work undertaken by Vision Products and the supported employment opportunities the unit provides. In response to questions the Service Director, Adult Services confirmed that there was a

slightly different process for those in Social Housing requiring adaptations than those in private accommodation and that there could sometimes be delays due to pressures on the capital budget of the housing provider.

The Head of Service reported that the Council's Reablement Service had the best performance figures in Wales. She explained that 81% of clients were independent of services at the end of the intervention in quarter 1. Members questioned whether there were any checks made to ensure that people were not struggling at the end of the service period. The Head of Service reported that all clients were assessed at the conclusion of the service and she explained that each client was given a unique identifier which enabled future contact with Adult Services to be tracked. Analysis had identified that of the clients who have left the service independent of services, 50% remained independent of services 12 months later. This degree of success has a positive impact on the service user who is able to continue as previously without reliance on formal services and also lessens the financial pressure on the Council in having to commission services. It also lessens the number of case reviews in the system.

In addition to performance data, the Head of Service also provided an overview of the management and quality assurance processes which were in operation to ensure that service users were dealt with in a timely and appropriate way and she reported that the CSSIW had not issued any regulatory requirements in relation to the service over the past 3 years and customer satisfaction data portrayed a positive picture. The Council was also the first in Wales to introduce a re-ablement service for those with dementia.

In concluding her presentation, the Head of Service reported on how the service could be further improved highlighting the need to understand and evaluate the impact of the new Social Services and Wellbeing (Wales) Act; continuing the work underway to change the culture within Rhondda Cynon Taf to develop more community resilience; the continued need to monitor performance and refine service provision; evaluate the effectiveness of equipment provision over a 1 year period; build on the current model of service provision and establish a formal partnership agreement with Cwm Taf University Health Board for an integrated 'at home' service.

Members questioned the relationship with the Local Health Board and also suggested that the link to Primary Health Care appeared to be missing from the chart depicting the proposed Integrated At Home Service. The Head of Service explained that it was likely to take some time to get to that position which is why it was left out of the slide.

In conclusion, the Chairman thanked the Head of Service, Short Term Intervention for the interesting presentation.

31. SUPPORTING PEOPLE AT HOME: DRAFT SCOPE

Having considered the information within the presentation, the Scrutiny Support Officer provided members with a draft terms of reference and scope for their intended work in relation to Supporting People at Home.

Following consideration and amendment, the Terms of Reference and Scope of the Committee work in relation to Supporting People at Home was **RESOLVED** as:

Terms of Reference

- (i) To consider the effectiveness of adult social services, health care services and the voluntary sector in supporting people to maintain their independence and remain at home.
- (ii) To assist the Council in safely reducing the number of people that are placed in residential care homes by making recommendations on how services can be improved to the Cabinet, Local Health Board and other applicable partner agencies.

Scope:

- To consider and examine the services already provided or commissioned by the Council and determine whether they are meeting the needs of the local population;
- To consider and examine the access to other support services including Primary Health Care and 3rd Sector;
- To obtain the views of service users through representative organisations such as the Older Person's Advisory Group and customer feedback;
- From the information gathered, to identify specific areas for more in-depth scrutiny with the aim of formulating recommendations for improvement which will be passed on to the Council's Executive or relevant partner boards/agencies for consideration.

Methodology;

- Receive reports/presentations from Council officers in respect of:
 - Early Intervention and enablement services including aids and adaptations and telecare;
 - Assessment and direct services
- Meet with appropriate representatives from the Cwm Taf UHB and Third Sector. Consider whether these services are being delivered in an integrated way;
- Meet with appropriate Cabinet Member(s);
- Consider the range of community support available;
- Consider the adequacy of information, signposting and accessibility in relation to community based services;

- Desk top research/performance monitoring data/best practice;
- Consider relevant reports from the regulators ie WAO, CSSIW

32. WORK PROGRAMME

The Chairman reminded Members that the next meeting of the Committee would take place on Wednesday, 16th December 2015. Rather than overload the agenda for that meeting, he proposed that the work in relation to Supporting People be moved to the following month ie the meeting shcduled for 20th January 2016.

It was **RESOLVED** to accept the revision to the work programme.

R W Smith
Chairman

The meeting closed at 6.35 pm