



**VALE OF GLAMORGAN LOCAL SERVICE BOARD**  
**MEETING**

**16 August 2012**  
**Cadoxton House, Barry**

**Present:**

Cllr Neil Moore - VoGC  
Sian Davies – VoGC  
Peter Greenhill – Probation Service  
Liane James – South Wales Police  
Steve Hodgetts – Cardiff Airport  
Miles Punter – VoGC  
Gareth Powell – VoGC (item 6)

John Harrison – Environment  
Agency  
Clive Teague - VoGC  
Shelley Best – VoGC  
Helen Moses – VoGC  
Rachel Connor – Vale Centre for  
Voluntary Services

**Apologies:**

Huw Isaac - VoGC  
Kay Martin - Cardiff & Vale College  
Sonia Reynolds – Welsh  
Government  
Alex Howells – ABM UHB

Anne Wei – Cardiff and Vale UHB  
Sharon Hopkins – Cardiff and Vale  
UHB  
Glyn Cox – Aberthaw PowerStation

	<b>Action</b>
<p><b>1. Tour of Cadoxton House</b></p> <p>Gareth Powell, Families First Practitioner Manager gave the group a tour of Cadoxton House. Gareth introduced the staff who are based in the building and explained the services they provide.</p>	
<p><b>2. <u>Minutes of Local Service Board Meeting 26 April 2012</u></b></p> <p>Agreed as an accurate record.</p>	
<p><b>1. <u>Minutes of Local Service Board Implementation Group Meeting 19 July 2012</u></b></p> <p>Noted.</p>	
<p><b>2. <u>Matters Arising</u></b></p> <p><b>LSB Intelligence Base</b> Helen Moses informed the group that Mike Jones has received a</p>	



<p>positive response to nominations for representatives on the LSB Business Intelligence Group and the first meeting of the group will be in September.</p> <p><b>PCSOs in Communities First areas</b> Following discussions in a previous LSB meeting Liane James has liaised with Rob Thomas, Director of Development Services, to discuss the deployment of additional PCSOs to Communities First areas in Barry. The PCSOs will help to support community work in these areas.</p> <p><b>Sustainable Development Bill</b> John Harrison said that responses are still being collated from the consultation on the Sustainable Development Bill.</p>	
<p><b>3. Families First Presentation – Gareth Powell</b> Gareth Powell, Families First Practitioner Manager provided an overview of the Families First prevention and early intervention service.</p> <p>The service is being promoted as FACT (Families Achieving Change Together) This name was chosen by families in the local community at a consultation event.</p> <p><b>Aims of the service</b> The service will aim to identify and coordinate support to enable families to make positive changes to their lives and therefore preventing the need for specialist or statutory services at a later date. The service takes a whole family approach to improving the outcomes of children young people and their families, coordinating services to provide a holistic approach and a focussed support package around the family.</p> <p>Gareth explained that one of the key tasks for staff right now is promoting the service to partners and agencies in the Vale who are in contact with families in need of assistance to ensure they are aware that they can make referrals to the Families First team.</p> <p>The service can provide varying levels of assistance from quick one off assistance to longer term packages of help. Multi-agency meetings are arranged for all agencies who can provide help for the family to attend. The families are also invited to attend the meetings. The delivery of services to the families is then staggered so as not to overwhelm the family.</p>	



<p>Gareth said that each case worker would be expected to have 25 open cases on average of varying needs. The average length of support a family needs is 6 months.</p>	
<p><b>Eligibility Criteria</b></p> <p>The service is open to all families living in the Vale of Glamorgan with children and young people aged 0-18 and the needs of the family should be such that they cannot be resolved by one service alone in relation to wellbeing, development, learning, social interaction and family environment. Parental consent is required before the team can begin to work with a family and they cannot work with families who have an open case with Social Services.</p> <p>Gareth explained that although the service is Vale wide it works predominantly in Barry. There is a base for the team in the Western Vale Integrated Children's Centre (WVICC) for outreach services and there are plans for links to Flying Start in the western Vale also.</p>	
<p><b>How to refer</b></p> <p>Gareth explained that referrals are accepted from any organisation. There is an initial referral form which captures all the details of the child plus comments on the family environment, education and the community. These forms will be available on the Vale of Glamorgan Council website from September when the service officially launches.</p>	
<p>Peter Greenhill will make contact with Gareth to discuss developing links to the probation service.</p>	<p>PG / GP</p>
<p>Neil Moore would like the presentation to go to the Social Care and Health and the Housing and Public Protection Scrutiny Panels for information.</p>	<p>SB / GP</p>
<p>Liane James invited Gareth to present at a management team meeting to raise awareness of the service and how to refer.</p>	<p>LJ / GP</p>
<p>Neil Moore asked who the manager of the building was for Cadoxton House and Gareth explained that it was currently being decided. Neil requested that once appointed the building manager liaise directly with him if there are any issues or complaints from residents in the area.</p>	<p>GP</p>



<p><b>3. <u>Housing discussion – Miles Punter</u></b></p> <p>Miles Punter introduced himself as the new Director of Visible Services and Housing for the Vale of Glamorgan Council and said that the Council's Housing service is keen to have more links to the LSB. Housing are already engaged in partnership working and are working with Cardiff Council on a new Supporting People project and there is also a memorandum of understanding between the Vale and Bridgend Councils.</p> <p>Miles explained that as the Council's housing tenants have voted to stay as tenants of the Council work is now needed to improve opportunities for tenant participation and engagement and for the service to have more of a customer focus.</p> <p>Mike Ingram, Operational Manager for Public Housing Services, said that the Council continues to deliver a Housing Strategy which will underpin all collaborative and development work as well as assessing housing need in the Vale. The work of the housing authority impacts on the work of partners LSB and the service would like to reinforce their links with the LSB.</p> <p>One of the key priorities for Public Housing Services is that some families are currently in temporary accommodation for up to 12 months which has potential knock-on effects for partner organisations.</p> <p>Sian Davies noted that Miles Punter is now a member of the LSB Implementation Group and so there is an established link for Housing Services to the LSB.</p>	<p>MP</p>
<p><b>4. <u>LSB Annual Report – Helen Moses</u></b></p> <p>Helen Moses explained that the LSB annual report had been drafted. The report contains achievements for the past year against the priority outcomes of the Community Strategy.</p> <p>Performance management arrangements for the partnerships have now been established and performance graphs created using the Ffynnon performance management system are used throughout the report with the graphs on page 8-9 providing a context for the report. Helen explained that the data used in the report is the most up to</p>	



<p>date and the best available and provides a context.</p> <p>Helen said that the report has been to all the partnerships for approval and asked for the views and approval of the LSB.</p> <p>Liane James said that there were more good news stories that could be included in the section on community safety including serious and acquisitive crime figures which have decreased by 19%. Liane to liaise with Helen to provide some further information.</p> <p>John Harrison congratulated the LSB team on the work undertaken to write the report. Peter Greenhill asked if the static performance for some of the measures should be accepted by the group or if this should be focused on to achieve improvements in performance.</p> <p>Helen advised that the LSB would continue to receive progress reports through the year and each of the partnerships would be regularly reviewing their performance.</p> <p>Any additional comments or data can be sent to Helen Moses. <a href="mailto:HMoses@valeofglamorgan.gov.uk">HMoses@valeofglamorgan.gov.uk</a></p>	<p>LJ / HM</p> <p>All</p>
<p><b>5. <u>Local Service Forum Event</u></b></p> <p>Helen Moses explained that a Local Service Forum Event is planned for Friday 5 October 2012. This is an annual event and the Forum in 2011 was a consultation event for the Community Strategy. This year the day will be about celebrating successes and getting together to discuss key issues for 2012/13 and beyond.</p> <p>Helen asked the group for any suggestions for presentations or workshops that they would like to see on the day. Suggestions from the meeting included:</p> <ul style="list-style-type: none"> <li>• a presentation on the developments at Llandough and what they could mean to partners</li> <li>• a presentation on the Annual Report</li> </ul> <p>Workshop suggestions:</p> <ul style="list-style-type: none"> <li>• Housing needs strategy and WHQS workshop</li> <li>• Valuing our environment workshop (John Harrison to facilitate)</li> <li>• Wyn Campaign</li> </ul>	



<ul style="list-style-type: none"> <li>• Making Every Contact Count</li> <li>• Families First</li> </ul> <p>Helen said that volunteers would be needed for the day to facilitate workshop discussions and to let her know if people were interested in helping in this way.</p> <p>Sian Davies and Neil Moore gave their apologies for the day as they have a WLGA finance meeting to attend.</p>	
<p><b>6. <u>Welfare Reform – Clive Teague</u></b></p> <p>Clive Teague, Head of Financial Services for the Vale of Glamorgan Council spoke to the group about the Welfare Reform Act which was enacted in March 2012 and the impact it will have on partners.</p> <p>The Act introduces the Universal Credit System which replaces many existing benefits. It will mean benefit recipients will receive one payment per month to make benefits more like receiving a monthly wage.</p> <p>It is anticipated that there will be a big learning curve for people in receipt of these benefits who are not used to managing their money in this way. Housing Benefit will be paid directly to the person and rent collection issues are anticipated. There is the expectation from central government that 80% of people in receipt of these benefits will claim online. Clive explained that this is not likely to be the case and that it is anticipated that people will still want to deal with a member of staff face to face.</p> <p>Clive explained to the group that the Act introduces a benefits cap of £25,000 so that people who are in receipt of benefits do not earn more on average than those in work. Disability Living Allowance will be replaced by independent assessment and a 20% reduction in eligibility is expected with all working age claimants being reassessed.</p> <p>Clive said that there is work currently being undertaken to promote the use of bank accounts with those in receipt of benefits. There is a social fund available for crisis loans with the amount advanced being deducted from the following month's credits.</p> <p>Other changes introduced by the Act include unfreezing the non dependent deduction which will also lead to a reduction in income for some.</p>	



<p>A discussion took place regarding the numbers of tenants in the Vale who could see their benefits reduced if they are deemed to have more bedrooms than needed under the new Act. It could leave some tenants with not enough benefits to cover their rent. Mike Ingram said it will take time for the Council to reconfigure its housing stock to minimise the number of residents who will be affected in this way.</p> <p>The Act is also going to make it more difficult to ensure there is a mix of people in housing areas to avoid instances of anti social behaviour which could occur if there is a high volume of young single people being located in the same area.</p> <p>Rachel Connor said VCVS are anticipating a large number of enquiries as the people affected by these changes often do not possess the financial skills to manage money over a month. Door step lenders and loan shark issues are also anticipated. VCVS also anticipate extra demand on food banks in Barry as families run out of money towards the end of the month. Neil Moore asked Clive to liaise with Trading Standards and Scambusters with regards to payday loans.</p> <p>Clive explained that pilots of the new proposals will take place in April 2013. From October 2013 all new claimants will automatically go on the universal credit system and existing claimants will be migrated over as and when they have a change in circumstances. A fast movement onto the new system is anticipated with final manual migration of remaining claimants from the old to new system in April 2014.</p> <p>Liane James asked if there was potential for the LSB to approach the banks and ask them to provide some financial training sessions for those individuals who will be affected by the changes as they often have money available to support community causes.</p> <p>Sian Davies said more coordination is needed with the banks to ensure that direct debit payments for rent are taken out on the same day the credits go into the bank accounts to maximise the chances of rent being paid.</p> <p>The group agreed it would be useful for Clive to speak to the key LSB partnerships about the changes.</p>	<p>CT</p> <p>CT</p> <p>CT/ SB</p>
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<p>Clive said work was being undertaken to develop a communications plan and to determine how many residents in the Vale will be affected by the changes. The Department of Work and Pensions has written to people who will see a drop in their benefits.</p> <p>It was also agreed that there would be a workshop at the Local Service Forum event in October.</p>	CT / HM
<p><b>7. <u>Any other business</u></b></p> <p>Rachel Connor thanked the LSB for the letter of support for the Community Voices Bid which has now been submitted to the Big Lottery Fund.</p>	
<p><b>8. <u>Date of Next Meeting</u></b></p> <p><b>Thursday 18 October 10am – 12.00 pm, Civic Offices, Barry</b></p>	