

## HEALTHY LIVING AND SOCIAL CARE SCRUTINY COMMITTEE

Minutes of a meeting held on 22<sup>nd</sup> November, 2016.

Present: Councillor R.L. Traherne (Chairman); Councillor Dr. I.J. Johnson (Vice-Chairman); Councillors Ms. J. Aviet, R.J. Bertin, Ms. R.F. Birch, S.C. Egan, E. Hacker, H.C. Hamilton, J.W. Thomas and S.T. Wiliam.

Also present: Councillors Mrs. V.M. Hartrey and P. King.

### 546 MINUTES -

RECOMMENDED - T H A T the minutes of the meeting held on 10<sup>th</sup> October, 2016 be approved as a correct record.

### 547 DECLARATIONS OF INTEREST -

Councillor H.C. Hamilton declared an interest in relation to Agenda Item No. 6 - Annual Report of the Vale, Valleys and Cardiff Regional Adoption Collaborative. The nature of the interest was that Councillor Hamilton was a Member of the Adoption Panel. Councillor Hamilton remained in the room for the Agenda Item.

### 548 CHILDREN'S COMMISSIONER FOR WALES - INTRODUCTION (DSS) -

The Committee welcomed the Children's Commissioner for Wales, Sally Holland, who had been invited to provide an overview of the role as Commissioner and to detail her work programme.

The Commissioner began by outlining that her main role was around promoting and safeguarding the rights of children and young people. She advised that she was responsible for three individual teams, these being the 'Policy and Public Affairs Team', an 'Investigation Team' and a 'Participation Team'.

With regard to the Policy and Public Affairs Team, she advised that this team's purpose was to examine key service areas and to lobby Public Sector organisations on behalf of children and young people, an example of this being; the need for greater advocacy support, work in relation to promoting safeguarding in cases of physical and mental health abuse and around curriculum reforms in schools in order to promote the wellbeing of children and young people. This team would work to gather evidence which would be reported to Welsh Government and would be responsible for responding to new legislation to ensure that the rights of young children were at the heart of any new Acts or Bills.

The Commissioner stated that there was also an 'Investigation Team'; its role related to individuals accessing their rights, for which, officers from her team would engage with Public Sector organisations. Children were able to contact this team directly.

The third team was responsible for greater participation of children and young people at a strategic level. This related to areas such as the development of youth panels within Local Authorities. The Commissioner highlighted that the Vale of Glamorgan had a good record in the area of participation and she referred to the Vale's Youth Cabinet and the level of training on children's rights. She also cited the example of St. Joseph's Primary School, where the rights of children had been well embedded in the school.

In terms of going forward into the forthcoming year, the Commissioner highlighted some of the key priority areas. The first related to mental health with a particular focus on bullying around which a lot of work was ongoing with schools. The Commissioner was also keen to promote access to play and culture in order to enhance children's social opportunities and she would also be focusing on care leavers. The Commissioner also highlighted her residential care report and she was pleased with the response provided by Welsh Government and the Care and Social Services Inspectorate for Wales (CSSIW). She advised that she was keen to see improvements in the way that planning for Looked After Children was implemented, particularly in terms of cross-border work between English and Welsh Authorities.

In outlining some projects of interest, the Commissioner referred to the work being undertaken following the introduction of the Well-being of Future Generations Act. For this, the Commissioner and her teams were working closely with Public Service Boards and Local Authorities to ensure that there was a cohesive approach in which children's rights were fully embedded into the process. The Commissioner advised that some Local Authorities had formally adopted the United Nations Convention on the Rights of Children, although this did not necessarily mean that those Local Authorities were fully following them. It was therefore important for the Commissioner to look at how Local Authorities were implementing the UN Convention and whether children's rights were fully embedded into their plans.

Another key project related to the transition into adulthood of care leavers. The Commissioner advised that her widespread consultation had highlighted that transition was a key issue. For this, an important consideration was the change in legal status when a young person turned 18 years of age, but it was also important to recognise that the young person would still be the same individual whose care needs would continue. The Commissioner also referred to the ongoing engagement project with care leavers in order to understand what worked and what did not. She advised that a key element to come out of this was the number of care leavers who were not in education, employment or training (NEET). The Commissioner outlined the importance of meeting the holistic needs of these young people, which related to having a stable place to live and having emotional support available. She added that many young people found it difficult to interact socially or hold down a college place if they were worried about paying rent, which was why a lot of care leavers returned to their birth parents.

Furthermore, the Commissioner also highlighted the importance for a whole Council approach and she hoped that by Spring next year she would be able to outline to all Councils her aspirations for care leavers. Welsh Government was keen for this and had proposed that additional resources should be allocated. The Commissioner would also be looking to share best practice among Local Authorities and she was

keen for Local Authorities to act like a family, treating Looked After Children as their own children and creating the right opportunities for them.

The Chairman, in referring the work to improve Child and Adolescent Mental Health Services, commented that this was something that the Scrutiny Committee had been monitoring for the past three years. It had been reported that improvements were being progressed and the Chairman asked whether the Commissioner had any observations on this issue. In reply, the Commissioner stated that she had seen a mixed picture across Wales and she referred to a slow fall in the waiting lists and the challenge of recruiting to key staffing positions. She expressed the view that more work needed to be progressed in regard to early intervention and preventative work. She also referred to the new performance targets in respect of waiting times which were the most ambitious in the UK, which all Health Boards had hoped to meet by April 2017. She also indicated the need for more work to be undertaken around wellbeing and early intervention in respect of schools.

A Committee Member asked the Commissioner whether she would be in agreement with the lowering of the voting age to 16. In reply, the Commissioner stated that she was in support of this. She added that most young people would be more likely to vote if the chance was offered to them at an earlier age and she stated that the lowering of the voting age would encourage MPs and local Councillors to address the needs and concerns of the younger age group.

In reply to a question relating to the reduction in the provision of Youth Services, the Commissioner stated that Youth Services were a vital strand in prevention and in reducing the rate of mental health referrals. She added that Youth Services played an important role and the more that services were reduced, the more disadvantaged young people would be.

With regard to the role of Super Ambassadors in the Vale of Glamorgan, the Commissioner informed the Committee that there had been an excellent response with one of the highest take ups in Wales. She added that children rights had been well embedded into schools in the Vale and she highlighted St. Josephs, St. Helens and Barry Island Primary schools as some good examples.

The Commissioner, responding to a question relating to improved play areas, advised that this would be younger people having more places to play and for older children having places to 'hang out'. She added that Wales had the most progressive legislation on play in the UK and she would be also considering how children with a disability would be able to access areas of play.

The Chairman highlighted concerns in relation to training of residential care staff. In reply, the Commissioner stated that there was a recommended minimum standard that the Care Council would expect, but this was difficult to achieve because of the high turnover of staff. She stated that good staff training was key and the quality of staff made a big difference to the experiences of children and young people. The Commissioner also highlighted that lottery funding had been made available which had been used to develop a training course called 'Confidence to Care' that would be launched across Wales. This was evidence based and it was hoped that this would help train a large proportion of the workforce.

A Committee Member queried the work being undertaken in conjunction with the Older People's Commissioner. He referred to the interaction between different generations, and in particular to NEETs, who would face similar challenges to Older People struggling to find work. The Member stated that we should not forget the 50plus forum and the possibility of sharing experiences. He also referred to Young Carers and he felt that more could be done to identify this group and he queried whether the Commissioner was able to share best practice. In response to the Member's comments, the Commissioner stated that in her role she would work with all the other Commissioners. Best practice was something that she was trying to highlight and a film on NEETS would be available next year. In terms of sharing of intergenerational experiences, she advised that there were a number of potential benefits to those who felt isolated or lonely, with some children missing out on having a father figure and older people who may have missed out on having children.

With regard to Young Carers, the Commissioner advised that she had not been able to speak to a Young Carer in the Vale. However, feedback from other parts of Wales had shown the need to have support and available for their social and wellbeing needs to be recognised. She also alluded to many Young Carers not wanting to be negatively labelled. She advised that she would share best practice where she could.

#### RECOMMENDED -

- (1) T H A T the role of the Commissioner and her work programme be noted.
- (2) T H A T the report be referred to Cabinet, the Learning and Culture Scrutiny Committee and the Corporate Parenting Panel for their consideration.

#### Reasons for recommendations

- (1) To ensure that Members continue to have a good understanding of the context within which the Council delivers its statutory responsibilities to children and families.
- (2) To ensure collective oversight of this shared corporate responsibility.

#### 549 AUTISTIC SPECTRUM DISORDER: COMMUNITY MONITORING AND SUPPORT PROJECT (DSS) -

The Autism Project Lead Officer, presented the report, the purpose of which was to provide an update on the Autistic Spectrum Disorder (ASD) Community Monitoring Support Project and also to outline future actions.

The Adult Autism Advice (AAA) service offers short-term, targeted intervention which promotes the independence and autonomy of adults with High Functioning Autism and Asperger's syndrome by:

- providing them with a clear point of contact for information and advice;
- ensuring that those who are eligible for statutory support are re-directed to existing services.
- signposting those who do not meet the eligibility criteria for statutory social services to appropriate services located in their communities;
- reducing the risk of crisis and helping to prevent enduring mental health problems by encouraging socialisation and directing individuals to social groups, local events and activities; and
- profiling any unmet need and highlighting any gaps in provision which can then be relayed to local steering groups and to the Welsh Government for consideration.

The service was effective in preventing or delaying the need for more extensive care and support. The service acted to try to minimise the effect on disabled people of their disability, one of the key requirements of the Social Services and Well Being Act, Section 15. For example, a client on the path to homelessness was supported by the service and directed to advocacy services. This resulted in a positive outcome and enabled the client to avoid reaching crisis point, thereby circumventing any urgent need for Council services such as housing or mental health.

For this particular client group, the service also met the Local Authority's legal obligation under the above Act to "provide people with information and advice relating to care and support and assistance in accessing care and support". Each and every request to the service results in the provision of information and/or advice. In addition, many enquiries are also followed up with some continued support in accessing services that already exist in the community. For example, the staff may accompany individuals to initial meetings with support groups; volunteer agencies or job centre meetings.

In addition, the service continually worked to enable clients to live their lives as independently as possible, which was another key aspect of the Act. Rather than creating a dependence on support staff, where possible the Adult Autism Advice service worked with the individual to encourage their independence and autonomy. Case work was based on short-term intervention, not long-term support.

The service had created innovative opportunities for social contact. They ran monthly daytime forums in both Cardiff and Barry. These provided a medium for adults to influence the development of the project and act as a conduit for information to and from the local ASD steering group. A Couples Support Group had also been established, where one or both partners are on the spectrum, to provide an opportunity for couples to share difficulties and experiences and to allow for some group therapy. This group was established as a result of research carried out by and in collaboration with Cardiff University. In addition, our service delivers social skills training to adults on the spectrum through the Socialeyes Programme.

Staff also sought opportunities to work with other groups to enable adults with autism to be included in community activities. One example was a short project run jointly with Pedal Power which aimed to work with groups of people who would not normally be able to access cycling to achieve the health and well-being goals that mattered to them. Adults with autism could often feel socially isolated and could struggle to get

out and about. Staff had helped some of them to become confident in using public transport to get to Cardiff and then supported them to take part in a Pedal Power project. This was done through free cycle taster sessions, bespoke health and well-being courses and free membership of Pedal Power.

The team also worked with Welsh National Opera's leader, David Adams, who hosted a supportive environment concert of chamber music as part of the Penarth Chamber Music festival. This very special concert was for people with disabilities and additional needs, in particular autism and for anyone who found listening in the formal concert environment stressful. The performance allowed people to enjoy the concert without the pressures of staying quiet or remaining in their seats.

In addition to creating and signposting to social opportunities, the team frequently worked with individuals seeking employment. Having highlighted a gap in provision for employment support, the project was able to access Welsh Government funding to run a specialist employment project from 2013-2014. As a direct outcome of this pioneering work, a national online resource of support materials and training resources had been created with funding from Welsh Government.

In the past year, staff had concentrated on improving practice (especially around record keeping) and gaining the necessary training and skills to be compliant with the new Social Services and Well-being Act. Staff were being trained to carry out proportionate assessments and they were transferring client data to the E-Swift recording system used by social services. This also meant that information and advice work formed part of the performance indicator reports. Staff had also established co-working practices with health colleagues involved in diagnosis. Adults who were on the diagnostic pathway were referred to the team for a pre-diagnostic meeting and may also elect to have a post-diagnostic meeting. These provided an opportunity for adults to be signposted, where appropriate, and to engage with relevant groups.

A Committee Member asked whether partnership agencies, such as Health, had access to the record management system. The Autism Project Lead Officer advised that records would be kept in the same way as Social Workers and that some Health workers would have access, but this would depend on where they were based. He also stated that because the Autism Project worked with people with a perceived risk, it was important that information was available to both Social Care and Health workers.

The Autism Project Lead Officer also referred to future changes and he highlighted the establishment of an Integrated Autism Service. He indicated that this would be based in Penarth at Hafan Dawel and would be staffed by both Local Authority and Health Board professionals. From Health, this would include a number of staff with a variety of expertise including a Psychologist and an Occupational Therapist, while from Social Services; there would be 3 full time staff members to help with diagnosis. This new service would therefore be multi-agency that would work with parents and carers around early diagnosis.

In querying the funding for the new Service, the Committee was advised that this was a new allocation that was part of the Intermediate Care Fund from Welsh

Government. With £204,000 allocated for 2016/17 and £368,000 provided for each of the subsequent two years.

#### RECOMMENDED -

- (1) T H A T the work being undertaken by the Autistic Spectrum Disorder Community Monitoring and Support Project be noted.
- (2) T H A T the Scrutiny Committee receives an annual update on the work of the project.

#### Reason for recommendations

(1&2) To keep Members apprised of the work done by the Autistic Spectrum Disorder Community Monitoring and Support Project and its achievements to date.

#### 550 ANNUAL REPORT OF THE VALE, VALLEYS AND CARDIFF REGIONAL ADOPTION COLLABORATIVE, 1<sup>ST</sup> APRIL 2015 TO 31<sup>ST</sup> MARCH 2016 (DSS) -

The Head of Children and Young People's Services presented the report and she was joined by Angela Harris, the Regional Adoption Manager.

As set out in the Partnership Agreement, there was a requirement to review the work of the Collaborative and provide an annual report to the Scrutiny Committee each year. In addition, Regulation 22 of the Local Authority Adoption Service (Wales) Regulations 2007 and Section 15 2(c) of the Adoption and Children Act 2002 (Joint Adoption Arrangements) (Wales) Directions 2015 required the Collaborative to review the quality of the service and to provide an annual report to the Director of Operations of the National Adoption Service. This report was attached at Appendix 1.

The report outlined the performance and work of the service for the period 1<sup>st</sup> April, 2015 to 31<sup>st</sup> March, 2016. The narrative of the report covered the period from implementation and some quantitative information contained in the report was only available from this date. Certain data had been broken down by Local Authority.

The report summarises the progress, achievements and areas for development of the Collaborative against the regional plan put in place to deliver the service during the first year and the priorities set by the National Adoption Service

The report includes information on :

- staffing and service development;
- Adoption Panel functioning and membership;
- advertising and marketing;
- performance in relation to children referred and placed for adoption;
- placement disruption;
- adopter enquiries and approvals;
- adoption Support, service user engagement and consultation;

- external monitoring and governance;
- complaints and compliments.

The report highlighted the activity and workload of the Collaborative for the first ten months of operation. The demand for services had been consistently high, with a significant growth in the need for Adoption Support services. The review had demonstrated positive performance in relation to the timely placement of children for adoption, the recruitment and assessment of adopters and providing an improved service to birth parents. However, meeting the level of demand for Adoption Support had posed and was highly likely to continue posing significant challenges to the service.

The Chairman thanked the Officers for the report but asked if there was any possibility it could be presented earlier in the year. The Head of Service explained that it had to be approved by the Collaborative's Management Board and Joint Committee but that this could be tabled before the summer recess or soon after. The Chairman also queried whether the staffing arrangements were sufficient given the caseload backlog that had been inherited. In reply, the Head of Children and Young Peoples Services advised that the Adoption Service was currently fully staffed, however it was experiencing capacity issues in meeting current demand. An Options Paper had been prepared outlining the issues and proposing some options in terms of securing additional resources to address the shortfall. This had been identified as a cost pressure for the Council. The proposals were being considered by the Directors and would be presented to the Joint Committee in December 2016. The Head of Service advised that the Collaborative was unique in having a Joint Committee, for which, the Cabinet Member for Housing and Social Care and Health was the representative for the Vale of Glamorgan. A key element would be for all four Authorities to reach agreement on the proposed options and the draft budget in December.

In response to a Member's query regarding what had been learnt from past experiences, the Regional Adoption Manager advised that there had been an attempt to take the best elements from each of the four Local Authorities and develop new ways of working. Much had been achieved in developing a common approach but there was still a lot to be done.

In terms of advertising the Adoption Service, the Regional Adoption Manager advised that very little advertising had been carried out. Prospective adopters and families had found the service in various ways. There was a link to the Collaborative on the National Adoption Service website, but there was a need for the Collaborative to develop its own website in order to provide key information. The Regional Manager advised that a Marketing Officer had been recruited on a temporary basis to support the development of their website.

A Committee Member referring to the last inspection carried out by the Care and Social Services Inspectorate for Wales (CSSIW) was advised that there had not been an inspection since 2012/13. At present, the CSSIW was developing a new methodology around inspection for Adoption Services for which staff from the Collaborative had been involved in and the plan was for one of the Collaboratives to be a pilot for the revised inspection next year.

## RECOMMENDED -

- (1) T H A T the Annual Report and the work undertaken to date be noted.
- (2) T H A T an Annual Report be received in line with the requirements of the partnership agreement which underpinned the collaborative.

Reason for recommendations

- (1&2) To enable the Committee to exercise scrutiny of this key statutory function.

## 551 REPORT ON THE NATIONAL SOCIAL SERVICES CONFERENCE, JUNE 2016 (DSS) -

The Head of Adult Services presented the report the purpose of which was to update the Scrutiny Committee on the National Social Services Conference for 2016.

The Conference was the largest and most influential meeting of social care leaders and decision makers within Wales. It was widely recognised as being the most important event of its kind for Councillors, Directors, Senior Officers, Policy makers, service managers and service providers with responsibilities for Children's Services and Adult Social Care in the statutory, voluntary and private sectors. Over 330 delegates attended this year's conference, which was an approximate increase of 10% compared to 2015.

The Conference theme for 2016 was 'People at the Heart of What We Do'. This built on the learning from last year's Conference, which had concentrated on planning and delivering care across agencies, encouraging equality and sharing responsibility. There was greater emphasis on planning and delivering social care services which focussed on outcomes and put people at the centre of decision making.

During the Conference, much emphasis had been placed on delivering the aspirational aspects of the Social Services and Wellbeing (Wales) Act 2014:

- providing information, advice and assistance
- seeking to promote wellbeing through prevention/early intervention
- changing the way that Council's engage with people that depended upon services for care and support with increased opportunities to service user and carer voice and control
- focusing on wellbeing outcomes and what mattered to people.

The Head of Adult Services outlined that one of the key elements to have come out of the Conference was work being undertaken by Denbighshire County Council in regard to Domiciliary Care, which was moving away from social care deficiency to focussing on what mattered the most to people. He felt that this had a big impact on people's lives and sent a very powerful message and was something that he had taken away in order for the Council to implement. Further to these comments, the Director of Social Services stated that the Vale Council had engaged with a new

Domiciliary Care provider about outcome based services and this was a new major development for the Council.

A Committee Member stated that it was useful to have sight of the full programme and to see a wider appreciation across the U.K. of what was being discussed and also to gain an understanding of the good ideas that were being considered. Further to these comments, the Director of Social Services stated that a lot of material would be available on the Association of Directors of Social Services website. He outlined that one other benefit to come out of this year's Conference was related to the Wales Community Care Information Solution which was a single health and social care information system for the whole of Wales. As a consequence of discussions with the systems provider Careworks, this had resulted in the speeding up of the implementation of this programme in the Vale of Glamorgan

RECOMMENDED - T H A T the key messages to emerge from the Conference be noted.

Reason for recommendation

To ensure that Members are kept informed about policy and service developments across Wales.

**552 RESHAPING SERVICES - REVIEW OF RESPITE CARE FOR ADULTS WITH LEARNING DISABILITIES (DSS) -**

The Head of Adult Service, presented the report the purpose of which was to seek the views of the Committee on proposals to change the way in which respite care was delivered for adults with learning disabilities. For this item, the Committee also welcomed the Acting Operational Manager (Learning Disabilities).

On 25<sup>th</sup> July, 2016, a report was considered by Cabinet and subsequently referred to the Healthy Living and Social Care Scrutiny Committee, which endorsed the decision to undertake a review of the Council's residential care service for adults with learning disabilities, including a programme of consultation on the way services are delivered. That report could be found in the Background Papers to the report. Both Cabinet and Scrutiny Committee noted the proposals contained in that report. It was agreed that, following the programme of consultation, a business case evaluating the options would be prepared for initial pre-decision scrutiny by the Healthy Living and Social Care Scrutiny Committee. Those proposals and the views of the Committee would then be considered by Cabinet in reaching a decision.

The Vale of Glamorgan Council currently offers respite care to approximately 82 adults with learning disabilities in order to meet their needs and those of their carers. Respite care was provided in a variety of ways and from a number of facilities. On average, service users had approximately 28 days respite service each per year, which they used over a number of occasions.

The way in which this care was provided by the Council had changed in recent years. Formerly, the respite care needs of adults with learning disabilities in the Vale

of Glamorgan were met primarily through use of the Council's Respite Residential Care facility (based at Rhoose Road, Rhoose) and spot purchasing residential home placements where required.

More recently, it had been recognised that service users and their families wanted increased flexibility in the way that respite care was provided. People had chosen to have this delivered through direct payments, the Council's Adult Placement Service or continued use of Rhoose Road. At the same time, spot purchasing residential home placements for respite use by clients had reduced to single figures. However, a small number of people with very high level needs would continue to require this type of provision.

For other people, their need for respite could be met in ways which helped to support their independence and provided them with greater levels of choice and control. Hence, use of alternative methods of respite provision such as direct payments and the Council's Adult Placement Service had increased over time, while use of the Council's service at Rhoose Road had diminished.

The comparable costs borne by the Council for use of a residential placement at Rhoose Road and respite with the Adult Placement Service were outlined in the table below. The continued reduction in the use made of Rhoose Road had the effect of increasing the unit cost of providing this service. An estimated cost of a placement with an external provider was also shown in the table. The costs would be subject to change following any subsequent procurement exercises that may be undertaken, in addition to the soft market testing that had been carried out recently.

Respite Provision	Cost per week
Rhoose Road	£2100 - £2700 (dependent on capacity)
Adult Placement Service	£517*
Private Sector Residential Provider	£1700 - £2200 (estimated)

*\* This figure contains an element of personal care, which not all clients require. It does not contain any client contributions which may apply and so it illustrates an estimated maximum cost of this type of placement.*

During September 2016, a consultation exercise was undertaken with current users of Rhoose Road and their families and those whose care pathway was likely to involve a move into the service. The consultation exercises were designed to offer opportunities to discuss the way in which respite was currently delivered and how it was proposed this may change in the future.

The Cabinet report of 25<sup>th</sup> July, 2016 was referred to the Health and Social Care Scrutiny Committee at a meeting on 12<sup>th</sup> September, 2016 so that the views of this Committee could be considered as part of the overall review of the service. The comments made at the meeting were reflected in the report and the minutes could be found at Appendix A.

As part of the service review, two options for the future of the service had been evaluated. The first of these options was to continue the service as it currently operated and the second was to make changes to the Council's existing service by ceasing to provide a service from Rhoose Road and use suitable respite alternatives to meet the assessed needs of people with learning disabilities and their carers. Members will be aware of their duty to pay due regard to the impact that any proposed changes may have had on protected characteristic groups when reaching a decision. An equality impact assessment had been developed and was attached at Appendix B.

The two options had been appraised against a series of criteria which was detailed in paragraph 14 of the report.

#### Option 1 - Maintain Rhoose Road as a Respite Facility -

The first option for consideration is to continue operating Rhoose Road as a respite facility at its current capacity.

The facility could accommodate three service users at any one time and offered one downstairs bedroom (for use by those with complex health and social care needs) and two upstairs bedrooms. People who attended the service and their carers had been assessed as requiring a period of respite to meet their needs.

There were 36 current users of the service, 12 of whom were users of the downstairs bedroom and 24 who used the two rooms located upstairs in the building. Of the 24 service users who used the upstairs bedrooms, 8 of them were currently known to the Council's Adult Placement Service and the remaining 16 could be eligible to use the service.

The table below showed how occupancy levels of Rhoose Road had changed in recent years. The number of available respite nights differed between years, dependent on whether or not the facility closed over the Christmas period. Between 2013/14 and 2015/16, occupancy levels of the facility had reduced by 16.96%. There was a slight increase in Rhoose Road occupancy in 2013/14. This related to requests from families for additional respite care, due to individual family circumstances and Rhoose Road being able to accommodate these requests.

	2012/13	2013/14	2014/15	2015/16
No. of available respite nights	1,095	1,059	1,062	1,065
No. of occupied nights	920	996	968	821
Occupancy %	84.02%	94.05%	91.15	77.09%

The decrease in occupancy was mainly related to issues about the ability of the premises to meet the needs of service users when compared with alternative provision. There was only limited capacity for people with complex health and social care needs as they could be accommodated only in the one downstairs room. The floor space downstairs was extremely limited, particularly for those who were wheelchair users. The internal structure and general nature of the building also

limited the ability of staff to support appropriately people who presented with challenging behaviour. As such, the physical environment was not conducive to implementing strategies which facilitated positive behavioural management. The limited space and lack of available rooms also constrained the staff's ability to provide person-centred emotional support and care for people.

The demand for Rhoose Road had decreased in recent years, which had an adverse impact on the unit cost per occupied night. In 2015/16, the average unit cost per occupied night was approximately £391 (gross) and £343 (net of income). If the facility had been full to capacity the average unit cost per night would have been reduced to £301 (gross) and £265 (net of income).

Rhoose Road was currently staffed as follows:

Position Name	Headcount	Full Time Equivalent (FTE)
Short-Term Care Manager	1	1
Care Assistant/Driver	2	1.30
Community Support Worker	6	4.78
Domestic Assistant	1	0.43
Relief Care Assistant/Driver	2	0
Relief Community Support Workers	3	0
Total	15	7.51

The consultation exercises demonstrated that the respite provided from Rhoose Road is currently well received by service users and their families. For parents and carers, the stability and security of the service were seen as benefits. It supported them by offering a welcome break, an opportunity for them to recharge their batteries and an element of free time. They recognised that Rhoose Road was small in size and, although the majority of those consulted were happy with the current service, comments were made to the effect that a bigger version of a facility like Rhoose Road would be beneficial.

#### Option 2 - Close Rhoose Road and use Suitable Respite Alternatives to Meet Assessed Needs -

The other proposal within the consultation exercise was to offer an alternative to the respite care provision that was currently provided at Rhoose Road in order to better meet assessed needs. This option had two elements:

- Consultation Element 1: Where an assessment showed that respite care services should be provided and service users chose not to receive direct payments, the Vale of Glamorgan's Adult Placement Service would be offered to people and their carers as the default option. The service currently had capacity to host additional placements and offered greater flexibility and opportunities to people and their carers. 24 of the 36 current users of Rhoose Road could have all of their respite care needs met by the Adult Placement Service. Eight of these people currently access the Adult Placement service

and the other 16 could access the Adult Placement service. The service had the capacity to accommodate this level of growth.

- Consultation Element 2: For those who had particularly high level care needs who had been assessed as requiring residential respite provision (12 of the 36 current users of Rhoose Road), the Council's Adult Placement Service would not be suitable. It was proposed, therefore, that the Council would look to provide the required 24 hour high level support to meet the needs of this client group through an external provider. As evidenced by the market sounding exercise described below, there is currently sufficient capacity in the market to meet the Council's requirement for support to be provided to this group of people. However, this was subject to change and a full procurement exercise would need to be undertaken.

Progressing this option would mean that Rhoose Road would no longer operate but all people with eligible needs would continue to receive an appropriate service, which would include 24/7 support for those who required it.

In parallel with the consultation work associated with this project, a market sounding exercise was undertaken in order to understand the availability and suitability of externally provided residential respite placements that could support those service users with a particularly high level of care needs. This exercise was undertaken with the aim of building upon the knowledge the Council already has about the care market because of its current commissioning arrangements. The exercise was undertaken via Sell2Wales and sought information from prospective suppliers as to the likely type and level of potential interest in providing these services. In addition, desk-based research had taken place alongside conversations involving providers with whom the Council already had a relationship.

The report advised that during September 2016, a consultation exercise was undertaken with current users of Rhoose Road and their families and those whose plans may involve using the service. Outcomes of this consultation were detailed within paragraphs 35 to 42 of the report.

#### Conclusion and Preferred Option -

The report advised that both options had been evaluated against the criteria as set out in paragraph 12 of the report. The following table provided an illustrative summary of the two options against the review criteria:

Review Criteria	Option 1 Continue Current Service	Option 2 Close Rhoose Rd and use suitable respite alternatives
	Ensure that needs and personal outcomes continue to be met	✓

Congruent with SS and Well-being Act	x	✓
Financially viable and achieve required savings targets	x	✓

The table above demonstrated that option 2 (i.e. close Rhoose Road and use suitable respite alternatives to meet presenting needs) best met the criteria of the review. It was, therefore, the preferred option. This option would ensure that service users continued to have their needs for respite met and their personal well-being outcomes achieved. The option had greater congruence with the Social Services and Well-being Act as it promoted choice via the promotion of direct payments and Adult Placement Service or commissioning external placements where required. By ceasing to provide a service at Rhoose Road and using alternatives, the service would ensure financial viability and achieve the required savings targets.

The Chairman stated that from a financial point of view Option 2 was the sensible thing to do. He commented that what worried him was that these were vulnerable individuals who had expressed a wish for the service to remain as it was and who were concerned with the service that would be provided in the future.

The Committee asked for more information in relation to the Adult Placement Service. The Head of Adult Services advised that the best way to describe this was that it would be like fostering arrangements but for adults, on a permanent or short-term basis. The advantage of this service was that a person would live in a family environment, which was something that the Welsh Government was championing. Also, the Vale Council had a good track record in providing this service. Further to the comments, the Acting Operational Manager (Learning Disabilities) stated that some service users of Rhoose Road would have already used the Adult Placement Service. She added that during the consultation process a key aspect raised was the need to sustain friendships which was something that the Adult Placement Service could assist with because it allowed up to three individuals to be placed at the same time.

A Committee Member indicated that he had strong concerns with the proposals and he queried a determination that the fall in occupancy rates was an actual trend. The Member stated that he felt that the process was moving very quickly and that for several years there had been a lot of talk about consultation in regard to how services were delivered and he felt that Option 2 was not in keeping with the requirements outlined in the Social Services and Wellbeing Act about a person's voice being heard. He also considered that the case for Option 2 had not been made because the consultation had shown that the service users were happy with how services were currently provided.

In reply to the Member's comments, the Head of Adult Services outlined that there were risks if the decision making process was delayed, which could potentially result in no service being available. He stated that the purpose of the consultation was not to make the case for one option over another but to understand service users' views

before any decisions were made. He added that there was a difficult balance in that service users had expressed how much they valued the current service against the need to develop a wider range of options for new service users and those with higher levels of need.

The Acting Operational Manager (Learning Disabilities) also advised that 11 out of 36 service users or their carers had attended consultation meetings with two further discussions being received via telephone, so it was important to be clear about the number of responses. In terms of the number of respite nights provided at Rhoose Road, she stated that the allocation process had changed and that in the past staff at Rhoose Road would attempt to fill cancelled stays. This had meant that some service users were provided with a larger number of nights that was greater than their assessed needs.

A Member indicated that it was a difficult situation. He understood the financial arguments and that, as a building and physical environment, Rhoose Road would not be able to cater for the needs of many service users.

A Committee Member expressed the view that, although he understood the need to find savings, he would support a call to put the decision on hold because he had concerns that there was insufficient evidence or well set out plans for the clients in the future. He stated that this matter should be deferred in order that the plans for Rhoose Road could be considered in a further and more detailed report.

Following this, a Member stated that this was an emotive issue and he referred to previous decisions which had not resulted in a reduction in the quality of services such as the closures of Bryneithin and Gardenhurst. He commented that both of these buildings were also not fit for purpose, despite the very best efforts of the Council to provide a good service. It was important to recognise that there would be more opportunities for service users and that Rhoose Road was not an ideal facility. The Member also commented that if you asked a service user whether they liked the way services were provided, the usual answer would be 'yes' because individuals were not sure of the alternatives.

The Chairman commented that the options of direct payments, the Adult Placement Service and spot purchasing were already available to service users at Rhoose Road and he queried whether any had used these as an alternative. In reply, the Acting Operational Manager (Learning Disabilities) advised that there had been some, although others had expressed a concern around changes to the way that services were delivered.

In regard to the length of time to implement the preferred option, the Head of Adult Services referred the Committee to paragraph 46 of the report, which highlighted the transition activity, that indicated that the current plan was for this to be concluded sometime during May 2017. He also stated that all service users going into respite would be undertaking some form of transition and that this would be a piece of work that Social Services would have to undertake with service users.

The Committee were then asked to consider a Member's recommendation for the Cabinet to note the results of the consultation, which indicated that service users and

their carers did not wish to see the closure of Rhoose Road. The Member also asked the Committee to consider a further recommendation for Cabinet not to make any decisions on this issue until a further report was brought to this Committee identifying in detail how the personal wellbeing outcomes of the service users would be improved as a result of the closure of Rhoose Road. The Committee agreed that the Member's recommendations should be forwarded to Cabinet.

Subsequently, the Committee

#### RECOMMENDED -

- (1) T H A T the contents of the report be noted.
- (2) T H A T the report and the views of the Committee as detailed in the minutes, be referred to Cabinet for its consideration.
- (3) T H A T Cabinet note the results of the consultation which indicated that service users and their carers do not wish to see the closure of Rhoose Road.
- (4) T H A T Cabinet should not make any decisions on this issue until a further report is brought to this Committee identifying in greater detail how the personal wellbeing outcomes of service users would be improved as a result of the closure of Rhoose Road.

#### Reasons for recommendations

- (1) In order for the Committee to consider proposals for changes to service as part of the consultation process and accountability process.
- (2) To ensure that the process of taking forward any changes to the service is undertaken effectively in accordance with the Council's policies and procedures and that the views of the Scrutiny Committee are taken into account when reaching a decision about how to progress.
- (3) To highlight the views of service users in relation to the use of the Rhoose Road respite facility.
- (4) To allow the Committee to consider how the Council will meet the wellbeing outcomes of service users.

#### 553 2<sup>ND</sup> QUARTER SCRUTINY DECISION TRACKING OF RECOMMENDATIONS AND UPDATED WORK PROGRAMME SCHEDULE 2016/17 (MD) -

The purpose of the report was to advise Members of progress in relation to the Scrutiny Committee recommendations and to confirm the Work Programme schedule for the Committee for 2016/17.

Attached at Appendix A was the Scrutiny decision tracking from the previous Scrutiny Committee (Social Care and Health) for the municipal year 2014-15. Appendix B contained the 2<sup>nd</sup> Quarter decision tracking for July to September 2016 and attached at Appendix C was the updated Work Programme schedule for 2016/17.

The Committee agreed that the following items would be scheduled for the municipal year 2017/18:

- The Director of Social Services Annual Report 2016/17
- Update on how the Council is managing increased demand for Family Support Services
- Integrated Family Support Service Annual Report
- Vale of Glamorgan Fostering Service.

The Committee noted that in January 2017, the Wales Audit Office would present a report on Delayed Transfers of Care. In addition, the Committee agreed that the report scheduled for January 2017 regarding an update on Domiciliary Care in the Vale of Glamorgan would be broadened to include residential and nursing care. Furthermore, in March 2017, the update report on accommodation with care for older people would include the outcomes of the market position statement which had been commissioned by the Council.

The Democratic and Scrutiny Services Officer agreed that a compendium of the outcomes from the Committee's recommendations for the municipal year 2016/17 would be reported to the Committee in March 2017.

#### RECOMMENDED -

(1) T H A T the following recommendations be deemed as completed:

<b>14 July 2016 (previous Scrutiny Committee (Social Care and Health))</b>	
<b>Min. No. 208 – Update on Young Carer Services (DSS) – Recommended</b>	
(3) That the Directorate investigate the possibility of introducing a Young Carer Card offering benefits such as discounts to young carers.	<p>Following advice from the National Carers Officers Learning and Improving Network and the Strategic Carers Advisory Group, the decision was made for the cards to be developed locally rather than across swales, therefore central guidance was not issued.</p> <p>In light of this, the Council will collate information on the Young Carers Cards produced by other Local Authorities. A final decision on whether the Council would support this initiative was anticipated during summer 2016.</p> <p>The Committee agreed that a further report will be presented outlining the</p>

	<p>Council's plans in relation to Young Carer Cards. (18 Jul 16: Min No 186)</p> <p>Report scheduled for the Committee meeting on 13th February, 2017. Added to work programme schedule.</p> <p><b>Completed</b></p>
<b>18 July 2016</b>	
<b>Min. No 181 – Revenue and Capital Monitoring for the Period 1<sup>st</sup> April to 31<sup>st</sup> May 2016 (DSS) – Recommended</b>	
(2) That progress made in delivering the Social Services Budget Programme be referred to Cabinet for its consideration.	<p>Cabinet, on 5<sup>th</sup> September, 2016, resolved that the contents of the report be noted and thanks be given to the Scrutiny Committee for their continued scrutiny of the Social Services Budget Programme. (Min. No. C3275 refers)</p> <p><b>Completed</b></p>
(3) That Cabinet be informed of the Scrutiny Committee's concerns that the budget, as presently constituted, is not sufficient to meet service demand and costs.	
<b>Min. No. 182 – Update Report on Domiciliary Care within the Vale of Glamorgan (DSS) – Recommended</b>	
(3) That the report be referred to Cabinet for its consideration.	<p>Cabinet, on 5<sup>th</sup> September, 2016, noted the contents of the report. (Min. No. C3277 refers)</p> <p><b>Completed</b></p>
(5) That the Scrutiny Committee receives an update report in six months' time.	Added to work programme schedule.
<b>Min. No. 183 – Regional Collaboration Fund End of Programme Report – Remodelling Social Care and Integration With Health (DSS) – Recommended</b>	
(2) That the report be referred to Cabinet for consideration.	<p>Cabinet, on 5<sup>th</sup> September, 2016 resolved that the contents of the report be noted and Officers be thanked for preparing and implementing the schemes outlined in the report. (Min. No. C3276 refers)</p> <p><b>Completed</b></p>
<b>Min. No. 184 – Draft Corporate Strategy for Children Who Need Care and Support and Action Plan 2016-2019 (DSS) – Recommended</b>	
(2) That the draft Strategy and the associated Action Plan be referred to Cabinet for its consideration.	<p>Cabinet, on 5<sup>th</sup> September, 2016 resolved that the draft Corporate Strategy be endorsed and adopted as a corporate policy. (Min. No. C3278 refers)</p> <p><b>Completed</b></p>
<b>Min. No. 185 – Children and Young People Services – Annual Placement Review (DSS) – Recommended</b>	
(2) That a further Annual Placement Review report be presented in July 2017.	<p>Added to work programme schedule.</p> <p><b>Completed</b></p>

(3) That the report be referred to the Learning and Culture Scrutiny Committee for its consideration.	The Learning and Culture Scrutiny Committee, on 19 <sup>th</sup> September, 2016, noted the report and recommended that the Committee receives a further Annual Placement Review report in 2017. (Min. No. 334 refers) <b>Completed</b>
<b>Min. No. 186 – 1<sup>st</sup> Quarter Scrutiny Decision Tracking of Recommendations and Work Programme Schedule 2016-17 (MD) – Recommended</b>	
(2) That the Forward Work Programme be approved and uploaded to the Council's website.	Forward Work Programme uploaded to the Council's website. <b>Completed</b>
<b>12 September 2016</b>	
<b>Min. No. 313 – Revenue and Capital Monitoring for the Period 1<sup>st</sup> April to 31<sup>st</sup> July, 2016 (DSS) – Recommended</b>	
(2) That the progress made in delivering the Social Services Budget Programme be noted and be referred to Cabinet for its consideration.	Cabinet, on 17 <sup>th</sup> October, 2016, noted the contents of the report and resolved that thanks be given to the Scrutiny Committee for their continued scrutiny of the Social Services Budget Programme. (Min. No. C3327 refers) <b>Completed</b>
<b>Min. No. 316 – Service User and Carer Consultation – 2015 Outcomes and 2016 Plans (DSS) – Recommended</b>	
(2) That the Committee continues to receive information about the annual programme of consultation activity.	Added to work programme schedule. <b>Completed</b>
<b>Min. No. 317 – Representations, Complaints and Compliments (DSS) – Recommended</b>	
(2) That the Scrutiny Committee continue to receive an Annual Report in relation to complaints and compliments received by the Social Services Directorate.	Added to work programme schedule. <b>Completed</b>
<b>Min. No. 318 – Annual Report of the Director of Social Services 2015-2016 – Challenge Version (DSS) – Recommended</b>	
(2) That the Annual Report of the Director of Social Services 2015-16 be referred to Cabinet for its consideration.	Cabinet, on 26 <sup>th</sup> September, 2016, noted the contents of the report and resolved that a final update report be presented to Cabinet in due course. (Min. No. C3296 refers)

(2) T H A T the Work Programme schedule be amended as detailed in the minutes and uploaded onto the Council's website.

Reason for recommendations

(1&2) For information.