

HEALTHY LIVING AND SOCIAL CARE SCRUTINY COMMITTEE

Minutes of a meeting held on 8th June, 2021.

The Committee agenda is available [here](#).

The recording of the meeting is available [here](#).

Present: Councillor S.J. Griffiths (Chairman); Councillor N.C. Thomas (Vice-Chairman); Councillors Ms. J. Aviet, O. Griffiths, T.H. Jarvie, Mrs. R. Nugent-Finn and J.W. Thomas.

Also present: Councillors L. Burnett (Cabinet Member for Education and Regeneration), B.T. Gray (Cabinet Member for Social Care and Health) and K.F. McCaffer (Cabinet Member for Leisure, Arts and Culture).

82 ANNOUNCEMENT –

Prior to the commencement of the business of the Committee, the Chairman read the following statement: “May I remind everyone present that the meeting will be live streamed as well as recorded via the internet and this recording archived for future viewing.”

The Democratic and Scrutiny Services Officer, with the Chairman’s permission, also reminded Committee Members of the Council’s ‘Cabinet Decision Call-In’ and ‘Request for Consideration at a Scrutiny Committee’ procedures and that the forms for both procedures were available to Elected Members via the Council’s Intranet under the MemberNet section.

83 APOLOGY FOR ABSENCE –

This was received from Councillor Mrs. J.E. Charles.

84 MINUTES –

RECOMMENDED – T H A T the minutes of the meeting held on 11th May, 2021 be approved as a correct record.

85 DECLARATIONS OF INTEREST –

No declarations of interest were received.

86 PRESENTATION: INTELLIGENT PERSONAL ASSISTANCES – USING MAINSTREAM TECHNOLOGY TO ENHANCE INDEPENDENT LIVING –

The Chief Executive and Digital Inclusion and Innovations Manager for Innovate Trust provided a presentation to the Committee in response to the Committee's request for more information on the Supported Living aspect of the organisation's work with particular emphasis on technology to support individuals in their own homes.

The Chief Executive advised that Innovate Trust originated from a student volunteer project at Cardiff University and provided support and guidance to disabled people. Its main work stream related to supporting people with learning difficulties as well as those with mental health issues and people with physical impairments. In addition, the organisation provided support to elderly, young, disadvantaged, and vulnerable members of the local community through its Student Volunteer projects.

Through a series of short video clips, the Digital Inclusion and Innovations Manager provided examples of the organization's recent work such as:

- the development and launch of a Software Application called 'Insight' allowing individuals to take part in social activities and develop digital literacy skills remotely;
- working with statutory school age children (aged 10 or 11) to better prepare them for living independently as an adult;
- supporting property developers to generate blueprints for new homes with integrated supportive technology; and
- working in partnership with the Vale of Glamorgan Council to provide independent living accommodation in the Penarth area.

Following the organisation's presentation and subsequent questions from Members the representatives added the following:

- In relation to technology to support elderly individuals at risk of falling, Innovate Trust had previously shared their expertise on motion sensors to support Cardiff University to develop the cognitive and social 'Pepper Robot' which was programmed to map unusual behaviors around the home and to interact with the individual to check the person's safety;
- Innovate Trust would gladly undertake research into supportive technology required by the Council to deliver its services however, a clear brief would be required prior to any research taking place and subsequent costings being provided.

In conclusion, the Cabinet Member for Social Services added that the Council had already established a very good working relationship with Innovate Trust and being able to continue to integrate supportive technology into the Council's housing stock was an exciting prospect. Innovate Trust was a useful organisation for all Councillors to engage with when dealing with ward enquiries involving additional support needs.

RECOMMENDED – T H A T the Representatives from Innovate Trust be thanked for their informative presentation and ongoing collaborative work in partnership with the Vale of Glamorgan Council.

Reason for recommendation

To advise Committee Members on the invaluable work undertaken by Innovate Trust to empower and increase independence for individuals with a learning disability residing within the Vale of Glamorgan.

87 TELECARE SERVICES UPDATE (DSS) –

The Head of Adult Services and Vale Alliance presented the report, the purpose of which, was to update Members on the work of the Telecare Service over the previous twelve months and advised Members on the progress of the Telecare Service Management Review.

The Officer began by advising that the Telecare Service was an alarm-based response service and therefore a different form of support to the work undertaken by Innovate Trust as heard earlier on the agenda.

The Officer then highlighted salient points within the report as follows:

- At the start of the Covid-19 pandemic, utilising Emergency Powers the Director of Social Services sought permission to remove the installation charge for all new Telecare customers, in order to attract new customers. This action was taken with the intention of providing reassurance to family members of their loved one's wellbeing during the pandemic. It was also hoped that this would provide additional support and a safety mechanism for at risk citizens during the pandemic. This had resulted in increased installations of TeleV. Between April 2020 and December 2020 there were 268 TeleV installations compared with 198 between April 2019 and December 2019, an increase of 35%;
- The 268 installations would have normally produced an income of (268 x £60.10) £16,106.80. However, the removal of the installation fee was considered to have generated a larger number of customers than otherwise would have been the case, with 100 new subscribers. This had generated an additional (£4.05 x 52 x 100) £21,060.00 in revenue for the service during the period of April 2020 to December 2020. This was in addition to any potential savings made by preventing an increase in a person's domiciliary care;
- A comprehensive Review of the Telecare Service had been commissioned by the Head of Adult Services and Head of Policy and Business Transformation and was being carried out by business improvement partners who were engaged utilising grant funding on a related programme. An Options Appraisal was being developed to recommend solutions to the review findings. These included:
 - ICT Architecture:** Upgrade or procurement of digital Telecare Monitoring Platform with consideration given to changes in broadband provision.
 - Digital Transition:** Utilise existing technology alongside stand-alone solutions

to meet individual need while working towards timely upgrade or procurement of digital Telecare Monitoring Platform.

Service Structure: Review the existing 'team' structure exploring the potential development of one cohesive team / integrated structure, focusing on management (operational and strategic) training and support programme for the team.

Health and Wellbeing: Develop or procure a Wellbeing Response Service and / or further integrate the promotion and implementation of telecare referrals throughout the Vale Locality Services.

Following the Officer's presentation and subsequent questions raised by the Committee, the Officer added:

- There were different support packages available under the Telecare Service, tailored to the specific support needs of the individual concerned, and therefore the type of technology installed within the home. Fall sensors were already available through the service. Further dialogue and research regarding available technology was required to future proof the service going forward;
- Once an alert was raised, the call would be directed to the Telecare Service call handlers who continued to operate on a 24/7 basis from the Council's Contact One Vale Call Centre throughout the national pandemic.

RECOMMENDED –

- (1) T H A T the work to date and future developments of the Telecare Service, as contained within the report, be noted.
- (2) T H A T Scrutiny Committee continues to receive annual updates on the work of the Telecare Service each May.

Reasons for recommendations

- (1) Having regard to the contents of the report and discussions at the meeting on the challenges, opportunities and strategic direction of the Vale of Glamorgan Council's Telecare Service.
- (2) To keep Members apprised of the work of the Telecare Service and the Telecare Service Management Review.

88 SPORT AND PLAY UPDATE (DSS) –

The Operational Manager for Neighbourhood Services, Healthy Living and Performance, with support from the Principal Healthy Living Officer, provided a report and short PowerPoint presentation that detailed the work carried out during 2020/21 by the Council's Sports and Play team and highlighted many of the successful initiatives undertaken during the past year, including assistance to clubs and the provision of playschemes.

The Operational Manger advised that the tactical group had decided to continue the following successful schemes, as established during the national pandemic, during the academic holidays:

- Vale Play Pavilion
- Physical Literacy Books
- School Virtual Challenges
- Vale on the move – Family / Adult Challenges.

Following the presentation and subsequent questions raise by the Committee, the Principal Healthy Living Officer added:

- All Vale of Glamorgan Schools had been offered a supply of the physical literacy books for disabled children and more than 800 copies had been requested to date. The service would happily provide a supply of the books to any playgroup caring for children with a disability within the Vale of Glamorgan.

In conclusion, the Cabinet Member for Leisure, Arts and Culture passed on her sincere thanks to the Sports and Play Team who provided an invaluable service that made a huge difference to families within the Vale of Glamorgan.

RECOMMENDED –

- (1) T H A T the work of the Council's Sport and Play Development Team, as contained within the report, be noted.
- (2) T H A T a further Annual Report on the activities of the Council's Sport and Play Development Team be submitted to Committee for consideration in June 2022.

Reasons for Recommendations

- (1) Having regard to the contents of the report and discussions at the meeting on the current and invaluable work being undertaken by the Council's Sport and Play Development Team during the national pandemic.
- (2) To keep the Committee informed of the work of the Council's Sport and Play Development Team.