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Ask for / Gofynnwch am: Mr Mark Anthony Galvin

Our ref / Ein cyf:
Your ref / Eich cyf:

Date / Dyddiad: 5 November 2015

Dear Councillor,

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

A meeting of the Adult Social Care Overview and Scrutiny Committee will be held in Committee Room 2/3, Civic Offices, Angel Street, Bridgend on **Wednesday, 11 November 2015 at 10.00 am.**

AGENDA

1. Apologies for Absence
To receive apologies for absence (to include reasons, where appropriate) from Members /Officers.
2. Declarations of Interest
To receive declarations of personal and prejudicial interest (if any) from Members/Officers in accordance with the provisions of the Members Code of Conduct adopted by Council from 1 September 2008 (including Whipping Declarations)
3. Approval of Minutes 3 - 8
To receive for approval, the minutes of a meeting of the Adult Social Care Overview and Scrutiny Committee dated 8 September 2015
4. Forward Work Programme Update 9 - 12
5. Mental Health Update 13 - 18
Invitees:

Sue Cooper – Corporate Director - Social Services and Wellbeing
Councillor Philip White – Cabinet Member Adult Social Care and Health and Wellbeing
Avril Bracey – Group Manager – Mental Health Safeguarding and Quality
6. Remodelling Learning Disability Services 19 - 32
Invitees:

Sue Cooper – Corporate Director – Social Services and Wellbeing

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Councillor Philip White – Cabinet Member Adult Social Care and Health and Wellbeing
Mark Wilkinson – Group Manager – Disability and Transition

7. Social Services Annual Reporting Framework 33 - 36

8. Urgent Items

To consider any items of business in respect of which notice has been given in accordance with Part 4 (paragraph 4) of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should by reason of special circumstances be transacted at the meeting as a matter of urgency.

Yours faithfully

P A Jolley

Assistant Chief Executive Legal and Regulatory Services

Distribution:

Councillors:

M Butcher
N Clarke
PA Davies
N Farr

Councillors

EM Hughes
PN John
B Jones
JE Lewis

Councillors

LC Morgan
D Sage
M Thomas
E Venables

MINUTES OF A MEETING OF THE ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE HELD IN COMMITTEE ROOM 2/3, CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB ON TUESDAY, 8 SEPTEMBER 2015 AT 10.00 AM

Present

Councillor D Sage – Chairperson

M Butcher
LC Morgan

N Farr
M Thomas

EM Hughes
E Venables

JE Lewis

Officers:

Darren Mepham
Kym Barker
Andrew Rees

Chief Executive
Scrutiny Officer
Senior Democratic Services Officer - Committees

Invitees:

Jackie Davies
Carmel Donovan
Councillor CE Smith

Head of Adult Social Care
Manager - Older People
Cabinet Member Cabinet Member Regeneration and Economic Development

10. APOLOGIES FOR ABSENCE

Apologies for absence were received from the following Members for the reasons so stated:

Councillor N Clarke – Holiday
Councillor P A Davies – Unwell
Councillor P J White – Holiday
Ian Oliver – Group Manager Commissioning and Transformation - Unwell.

11. DECLARATIONS OF INTEREST

Councillor E Venables declared a prejudicial interest in agenda item 5 – The Social Services and Wellbeing (Wales) Act 2014, Including Eligibility Criteria and Supporting Vulnerable People Update as her Aunt receives Meals at Home and she has power of attorney and technically pay half towards this service. Councillor Venables withdrew from the meeting during consideration of the Meals at Home service. Councillor Venables declared a personal interest in agenda item 5 – The Social Services and Wellbeing (Wales) Act 2014, Including Eligibility Criteria and Supporting Vulnerable People Update as her Mother is a recipient of the Telecare service.

Councillor D Sage - declared a personal interest in agenda item 5 – The Social Services and Wellbeing (Wales) Act 2014, Including Eligibility Criteria and Supporting Vulnerable People Update as he is a recipient of services which are the subject of the Eligibility Criteria.

12. APPROVAL OF MINUTES

RESOLVED: That the minutes of the Adult Social Care Overview and Scrutiny Committee of 22 June 2015 were approved as a true and accurate

record subject to Councilor N Farr being recorded in the list of Members present.

13. FORWARD WORK PROGRAMME UPDATE

The Scrutiny Officer presented a report which detailed the items to be considered at the next meeting of the Committee and sought confirmation of the information and invitees required.

Conclusions:

The Committee noted the items to be considered at its meeting on 11 November 2015 and the invitees to attend the meeting of the Committee on 13 January 2016.

14. THE SOCIAL SERVICES AND WELLBEING (WALES) ACT 2014, INCLUDING ELIGIBILITY CRITERIA AND SUPPORTING VULNERABLE PEOPLE UPDATE

The Scrutiny Officer introduced the report on the Social Services and Wellbeing (Wales) Act 2014 which provided an update on the new National Eligibility Criteria and the process which will be applied to all people requiring managed care and support services; and updates on Supporting Vulnerable People and the Meals at Home service.

The Head of Adult Social Care reported that Cabinet at its meeting on 3 February 2015 approved a proposal to raise the Council's eligibility criteria from moderate to that of substantial and critical subject to consultation. She stated that Cabinet at its meeting on 16 June 2015 received a report on the progress against the consultation events that were carried out on the proposed change. She highlighted the stakeholder groups which have been engaged and received presentations on the new Act and Eligibility Criteria.

The Head of Adult Social Care informed the Committee of the new National Eligibility Criteria which was made up of two parts, the first of which was to assess if care and support intervention can address the need, risk or barrier or enhance the resources that will enable the individual to achieve their personal wellbeing outcomes. The second part of the process is the determination that the individual's wellbeing outcomes cannot be met, or cannot be sufficiently met, solely through care and support co-ordinated by themselves, their family or carer or others. She stated that the interim arrangements pending the national Eligibility Criteria proposed had been implemented. The new eligibility criteria would be applied to all people requiring managed care and support services.

The Head of Adult Social Care outlined to the Committee how the Council supports and funds a range of third sector agencies to support people within the community through prevention and wellbeing services.

The Head of Adult Social Care informed the Committee of the work being undertaken across the Western Bay Community Services Board which has seen the development of an intermediate care team known as the Community Resource Team, made up of health and social care staff. This team delivers short term interventions that address needs at a time of personal crisis or when people's needs change, with the aim of maximising recovery and ongoing independence. She stated that the Regional Board was currently finalising a formal legal agreement known as a Section 33 agreement which would be a pooled fund arrangement across health and social care. The financial contribution to the Pooled Fund arrangement will be £2,145,000 from BCBC and £2,187,043 from Abertawe Bro Morgannwg University Health Board with a total pooled indicative value of £4,332,043.

The Head of Adult Social Care informed the Committee of case studies and comments received from users of the Community Resource Team.

The Head of Adult Social Care also informed the Committee of the work being undertaken to re-model the Meals at Home service.

The Committee referred to the categories used to assess service users in relation to eligibility criteria and requested definitions for each category. The Committee also questioned what had happened to the 73 cases which had been incorrectly categorised. The Committee questioned what had happened to the remaining 132 cases to be reviewed. The Group Manager Older People informed the Committee that service users assessed as moderate might be in need of regular weekly support in some aspects of daily living. There would be no service users at deficit as a result of being assessed in accordance with the new eligibility criteria. Alternative support / providers would be sought for service users assessed as being in need of moderate support, for example in relation to providing assistance with shopping. The Group Manager Older People informed the Committee that service users can be moved from one category to another but would not be disadvantaged through this process. She stated that there is a bespoke system of review of service users in place. The review is strength based and about assessing needs and risk and barriers to independence with reviews taking place regularly. Once a service user's care is stable, reviews would usually take place annually.

The Committee questioned how a service would be removed from a service user. The Group Manager Older People informed the Committee that it was not about removing a service from a service user but it was about recognising the barriers people face with disability and frailty and finding ways to overcome those challenges by finding a mutually agreeable solutions.. The Group Manager Older People stated that no service user would be put at risk. A member of the Committee stated that the duty to assess was about empowering people and independence.

The Committee questioned whether there is an assessment tool in place. The Group Manager Older People informed the Committee that the Council is required by the Welsh Government to use the integrated assessment framework for older people and the principles of this have been applied across all adult services. From April 2016 eligible wellbeing outcomes would be looked at in relation to what matters to service users. The framework was about strengths, resources and what matters to people and the Directorate is part of a national pilot project developing national outcome measures. The Group Manager Older People informed the Committee that there was no prescribed tool to date but it was focused on individuals and what matters to them. The skills of Social Work staff would be used to assess service users and meet their well-being outcomes.

In response to a question from the Committee as to the composition of the CRT, the Group Manager Older People stated that the Team is multidisciplinary and comprised of a few hundred staff, both males and female staff and offers enabling and reablement services in order to maximise what matters most to the individual. There is a focus on maximising the independence of individuals.

In response to a question from the Committee as to the financial contribution made by the ABMU, the Group Manager Older People stated that the contribution made by the ABMU is £2,187,043, with the Council's contribution being £2,145,000 and commented that the service is very much an integrated service. Long-term care and NHS continuing health care was outside the remit of the CRT. The grant funding of £9m had been used across the Western Bay region. The Group Manager Older People informed the Committee that the Minister had announced that intermediate care funding would

continue; the funding will be routed via ABMU of which the County Borough would receive £300k. The focus of this funding was preventing people from going into hospital and getting people discharged from hospital sooner. The Cabinet Member Economic Development and Regeneration informed the Committee that the CRT had delivered savings to the ABMU but these savings would not be realised to the Council until there was full integration of health with local government.

The Committee questioned whether recipients of direct payments were able to purchase the services of the Council. The Head of Adult Social Care informed the Committee that service users would be able to purchase services from the Council from direct payments from April 2016. When questioned, the Head of Adult Social Care informed the Committee that service users in the moderate category may only have 1 or 2 hours of support per week. Service users who have 4 calls per day generally would not be placed in the moderate category and were likely to have substantial or critical needs. A member of the Committee commented that people would pay less to the private sector than to the public sector for services. The Head of Adult Social Care informed the Committee that the Council was going through a remodelling of homecare services.

The Committee asked how therapeutic services were accessed. The Group Manager Older People stated that people were able to access therapeutic services as part of the CRT, free of charge for up to 6 weeks, as part of their Reablement programmes, which could be for a longer duration where appropriate.

The Committee questioned whether there had been a decrease in the take up of the Meals at Home service as a result of the increase in charges and also questioned the take up of the afternoon tea service. The Head of Adult Social Care informed the Committee that there had been no decrease in take up of the Meals at Home service since the increase in charges and there had been a 10% take up since the introduction of the afternoon tea service which has been running for one month.

The Committee thanked the invitees for their contribution.

Conclusions

The Committee noted the report, which provided the Committee with an update on the consultation and engagement with stakeholders about the changes that the Social Services and Wellbeing (Wales) Act, 2014 will bring. The report also included updates on Eligibility Criteria, Supporting Vulnerable People, working with the 3rd Sector, Regional Community Services Project Board and the Meals at Home service.

- Members were pleased to learn that there was a clear commitment from ABMU Health Board, including an equal contribution to the pooled fund agreement, which will enable an improved 'whole system' approach.
- Members were concerned that there is currently no recognition for the Authority for the contribution it makes to savings as a consequence of partnership working.
- Members queried what has happened to people who have not been re-categorised as a result of the review.
- Members were concerned that support provided by BCBC costs substantially more than the same services provided by the private sector.

Further information requested

- Members requested typical examples of how service users have been categorised to illustrate how the process is carried out and what sort of criteria has been used.
- Members requested a copy of the assessment scale used to identify, monitor and measure outcomes for service users.
- Members requested a detailed breakdown of the cases of the 132 people previously in the 'moderate' category who were not reallocated to another category, including details of what has happened to them following the review.
- Members requested a list of private residential and domiciliary service providers in BCBC.
- Members requested further information on whether BCBC are considering using the 'self-directed support' approach, currently used in England and recently piloted in Wrexham, where service users are helped to take control of their own support using a personal budget plan.

15. URGENT ITEMS

There were no urgent items.

The meeting closed at 11.41 am

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REPORT TO ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

11 NOVEMBER 2015

REPORT OF THE ASSISTANT CHIEF EXECUTIVE – LEGAL AND REGULATORY SERVICES

FORWARD WORK PROGRAMME UPDATE

1. Purpose of Report

1.1 The purpose of this report is to:

- a) present the items due to be considered at the Committee's meeting to be held on 13 January 2016 and seeks confirmation of the information required for the subsequent scheduled meeting to be held on 11 February 2016;
- b) present a list of further potential items for prioritisation by the Committee.

2. Connection to Corporate Improvement Objectives / Other Corporate Priorities

2.1 The key improvement objectives identified in the Corporate Plan 2013-2017 have been embodied in the Overview & Scrutiny Forward Work Programmes. The amended Corporate Improvement Objectives adopted by Council on 25 February 2015 formally set out the improvement objectives that the Council will seek to implement between 2013 and 2017. The Overview and Scrutiny Committees engage in review and development of plans, policy or strategies that support the Corporate Themes.

3. Background

3.1 At its meeting on 22 June 2015, the Adult Social Care Overview and Scrutiny Committee determined its Annual Forward Work Programme for 2015/16.

4. Current Situation / Proposal

Meetings of the Adult Social Care Overview and Scrutiny Committee

4.1 In relation to the Committee's next scheduled meeting to be held on 13 January 2016, the table below lists the items to be considered and the invitees due to attend.

Topic	Invitees	Specific Information Requested	Research to be Undertaken by the Overview & Scrutiny Unit
Directorate Budget Consultation Process (accounts for time = 2 items)	Susan Cooper - Corporate Director – Wellbeing, Cllr P White - Cabinet Member Adult Social Care Health and Wellbeing Jackie Davies - Head of Adult Social Care, Finance Manager Laura Kinsey - Head of Safeguarding and Family Support	Presented annually - Consideration of Directorate Budget for 2016/17	To be confirmed

4.2 The table below lists the item to be considered and the invitees due to attend in respect of the subsequent meeting of the Committee to be held on 11 February 2016.

Topic	Invitees	Specific Information Requested	Research to be Undertaken by the Overview & Scrutiny Unit
Community Services	Susan Cooper - Corporate Director – Wellbeing, Cllr P White - Cabinet Member Adult Social Care Health and Wellbeing (other invitees?)	Content/focus to be identified	To be confirmed
Item TBC			

4.3 The table below lists potential items which are put to the Committee for reprioritisation as appropriate.

Topic	Proposed Date	Specific Information Requested	Research to be Undertaken by the Overview & Scrutiny Unit
Prevention, Wellbeing and Local Community Co-ordination	6 April 2016	Content/focus to be identified	Susan Cooper - Corporate Director – Wellbeing, Cllr P White - Cabinet Member Adult Social Care Health and Wellbeing (other invitees?)
Rota Visits	TBC	Content/focus to be identified	Susan Cooper - Corporate Director – Wellbeing, Cllr P White - Cabinet Member Adult Social Care Health and Wellbeing (other invitees?)
Direct Payments	TBC	Content/focus to be identified	Susan Cooper - Corporate Director – Wellbeing, Cllr P White - Cabinet Member Adult Social Care Health and Wellbeing (other invitees?)
The future of occupational health in the community	TBC	Content/focus to be identified	Susan Cooper - Corporate Director – Wellbeing, Cllr P White - Cabinet Member Adult Social Care Health and Wellbeing (other invitees?)

Corporate Parenting

4.4 Corporate Parenting is the term used to describe the responsibility of a local authority towards looked after children and young people. This is a legal responsibility given to local authorities by the Children Act 1989 and the Children Act 2004. The role of the Corporate Parent is to seek for children in public care the outcomes every good parent would want for their own children. The Council as a whole is the 'corporate parent' therefore all Members have a level of responsibility for the children and young people looked after by Bridgend. ¹

¹ Welsh Assembly Government and Welsh Local Government Association 'If this were my child... A councillor's guide to being a good corporate parent to children in care and care leavers', June 2009

4.5 In this role, it is suggested that Members consider how the services within the remit of their Committee affects children in care and care leavers, and in what way can the Committee can therefore assist in these areas.

4.6 Scrutiny Champions can greatly support the Committee in this by advising them of the ongoing work of the Cabinet-Committee and particularly any decisions or changes which they should be aware of as Corporate Parents.

4.7 **Sickness**

The Corporate Resources and Improvement Committee agreed that, in light of the figures reported for Sickness Absence for 2014-15 and the Committee's previous comments and concerns, there was a need for further examination of this particular area. Given the fact that this subject was cross-directorate and also reports that a number of concerns have been raised in other Scrutiny Committees it was agreed that a Joint Research and Evaluation Panel for Sickness Absence be established comprising of the Chair and one other Member from each Scrutiny Committee.

5. **Effect upon Policy Framework and Procedure Rules**

5.1 The work of the Adult Social Care Overview and Scrutiny Committee relates to the review and development of plans, policy or strategy that form part of the Policy Framework and consideration of plans, policy or strategy relating to the power to promote or improve economic, social or environmental wellbeing in the County Borough of Bridgend.

6. **Equality Impact Assessment**

6.1 None

7. **Financial Implications**

7.1 None.

8. **Recommendations**

The Committee is recommended to:

- (i) Note the topic due to be considered at the meeting of the Committee for 13 January 2016 and confirm if it requires any additional specific information to be provided by the invitees listed or the Overview & Scrutiny Unit;
- (ii) Determine the invitees to be invited to attend, any specific information it would like the invitees to provide and any research that it would like the Overview & Scrutiny Unit to undertake in relation to its meeting for 11 February 2016;
- (iii) Revisit and consider the list of future potential items for the Committees Forward Work Programme and reprioritise as the Committees feels appropriate.
- (vi) Nominate a Member of the Committee to join the Chair on the Joint Research and Evaluation Panel for Sickness Absence.

**Andrew Jolley,
Assistant Chief Executive – Legal & Regulatory Services**

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Background Documents: None

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

11 NOVEMBER 2015

REPORT OF THE CORPORATE DIRECTOR – SOCIAL SERVICES and WELLBEING

MENTAL HEALTH UPDATE

1. Purpose of Report

- 1.1 To provide Members with an update regarding the provision of mental health services to adults in the borough, the Mental Health Commissioning Plan and progress concerning the Dementia Strategy and Delivery plan.

2. Connection to Corporate Improvement Plan / Other Corporate Priority

- 2.1 The report links to the following priorities in the Corporate Improvement plan and Strategic Equality Plan:
- Working together to help vulnerable people stay independent;
 - Working together to tackle health issues and encourage healthy lifestyles;
 - To implement better integrated health and social care services to support independence, choice, empowerment, dignity and respect;
 - To improve physical and emotional wellbeing by promoting active lifestyles, participation and learning.

3. Background

- 3.1 A report was presented to the Health and Wellbeing Overview and Scrutiny Committee in November 2014 which detailed arrangements and progress in developing mental health services in Bridgend County Borough. The Welsh Government's Mental Health Strategy "Together for Mental Health" and delivery plan recognized that effective implementation is dependent on robust partnership arrangements in the form of a Local Partnership Board (LPB). A Western Bay LPB is responsible for oversight of the implementation of the national strategy as well as monitoring delivery at local level. The Western Bay Joint Commitments Strategy is the key strategic document driving improvements in mental health across the Western Bay region. Bridgend has produced a Mental Health Commissioning and Delivery Plan and whilst this reflects the priorities in the national and regional strategy it also focuses on local priorities following robust consultation with service users and carers.
- 3.2 On April 22nd 2015, a report was presented to the Health and Wellbeing Overview and Scrutiny Committee regarding the draft Bridgend Dementia Strategy and Delivery Plan. Over the last year officers have been working with NHS colleagues to develop this plan to identify and formulate priorities and objectives for dementia services. Over the last three months consultation has taken place with a wide range

of stakeholders including third sector organizations, service users and carers, service providers and practitioners.

4. Current situation/ progress

4.1 The mental health project of the Western Bay Programme has become the mental health delivery group reporting to the LPB on progress on the “Joint Commitments Strategy”. Bridgend is represented on this group and contributes to a number of work streams which sit under the mental health project. Within Bridgend the mental health commissioning plan identifies the following priorities which reflect those identified by Western Bay:

- Collaborating with partner agencies across Western Bay to provide a seamless and consistent mental health service;
- Working with colleagues within and outside the Council to develop a range of accommodation options;
- Developing a planned approach and rationale for specialist placements;
- Supporting carers to continue in their caring role;
- Developing a single point of access for mental health services;
- Promoting person centred assessment and care planning;
- Improving provision for those in crisis;
- Providing early intervention and information;
- Maximising the potential of community resources to improve wellbeing.

4.2 Progress has been made in the following areas:

4.2.1 The Local Primary Mental Health Support Service (LPMHSS) continues to go from strength to strength. Customer service questionnaires have indicated that 90% of those who have received the service have regarded it as helpful and would recommend it to others. Comments from those who have used the service include; “It has helped me come off my medication and keep my job”, “ My new interests will help me negotiate my blackest days”. With respect to how the service could be improved the Directorate received the following comment; “I would have liked the service for longer”. The service is also developing innovative approaches to respond to need such as mindfulness and stress control programmes. 104 people have attended drop in stress control sessions, 68 people have attended activity sessions and 56 people have attended anxiety and depression sessions. One service user who attended made the following comment “my life is so much better with these tools and I’m slowly on the road to recovery”. Another responded with “this is just the first step in my life of change”.

4.2.2 A single point of access (SPA) for GP referrals into secondary mental health services has been successfully piloted in Bridgend. This is currently being evaluated with a view to rolling out the scheme in Neath, Port Talbot and Swansea. Interviews are being undertaken with staff who operate the system and with General Practitioners who refer into the SPA The Bridgend scheme will be developed this year to include all referrals to secondary mental health services which will improve access for those who are most vulnerable.

4.2.3 A review of community mental health teams is currently being undertaken in order to establish a new model of service. This review is in response to a regional review of mental health services commissioned by Western Bay which identified a number

of recommendations such as; enhancing the single point of access, reviewing current models and improving crisis interventions. Visits are taking place to crisis units in other parts of the country which will help inform a future model.

- 4.2.4 An accommodation work stream has put in place a single procurement and brokerage process for high cost specialist mental health placements. Within Bridgend we have seen more cost effective placements as a result of adopting the process as well as better outcomes for individuals. A common policy and procedure for aftercare services (under s117 of the Mental Health Act 1983) has been agreed enabling consistency across the region. Recently the work stream has undertaken an accommodation needs mapping exercise. This data is being used in Bridgend to inform adult social care commissioning plans. It is also enabling us to collaborate with colleagues in communities to develop specific mental health housing projects such as increasing the provision of floating support and a specialist housing project for those with complex mental health issues.
- 4.2.5 Improving provision for those in crisis is a key objective in the mental health commissioning plan. Work is currently being undertaken with health colleagues to scope the development of a crisis service. This is in response to service user and carer feedback which has indicated that it is an area which needs improvement.
- 4.2.6 Engagement with service users and carers is improving. A 'Stronger in Partnership' group (SIP) brings together professionals, service users and carers across the Western Bay region. This ensures mental health plans are more responsive to need. An example of this is that carers had raised concerns about the sharing of information. A guidance document has been produced which will be promoted and circulated widely and training for staff on information sharing is ongoing.
- 4.2.7 The Time to Change Wales (TTCW) campaign is a Welsh Government initiative aimed at changing attitudes within the Welsh workforce in relation to mental health. TTCW aims to work with organizations to sign a pledge and develop action plans to create 'mentally healthy' workplaces where staff are actively encouraged to talk about mental health. It is also designed to raise awareness, understanding and tolerance of poor mental health. Bridgend will be signing this pledge as part of a Western Bay commitment in December 2015.
- 4.2.8 Addressing issues of stigma and discrimination is also a priority in the mental health commissioning plan. Training concerning mental health and wellbeing is being rolled out across the Council to raise awareness. An E learning package will be launched across the Council in November to raise awareness of mental health; the different conditions and interventions and issues of stigma and discrimination.
- 4.2.9 A meeting has been arranged with head teachers to enable the Authority to raise awareness regarding young people and mental health and wellbeing in schools. This initiative also aims to help early identification of mental health concerns regarding young people and facilitate early intervention.
- 4.2.10 As part of the Western Bay collaborative the Authority has supported the development of an electronic library of on line self-help guides to offer information and advice on a wide range of subjects including anxiety, dealing with bereavement and alcohol dependency. In the first two months there has been 1624 visits to the electronic library across the region.

- 4.2.11 Supporting carers to continue in their caring role is a priority in the commissioning plan and a specific forum for carers who support people with mental health issues has been established. There have also been initiatives to support carers at work such as events to raise awareness and provide information as well as a facebook page for council employees. To date, seven employees have accessed this page; the intention is to further promote this to encourage carers at work to share their experiences.
- 4.2.12 As part of the preparation for the Social Services and Wellbeing (Wales) Act 2014, a Local Area Coordinator has been appointed to focus on early intervention and signposting. 30 individuals with mental health issues have accessed the service to date. Individuals are being supported within their community networks to access wellbeing activities which is resulting in better outcomes for those individuals. One example is that a gentleman suffering from depression and anxiety was unable to work. He has since been referred into a woodworking work project to regain confidence and share his skills with view to eventually returning to work.
- 4.2.13 There has been a comprehensive consultation and engagement exercise on the dementia strategy and delivery plan during the summer period. This has taken the form of focus groups throughout the borough and individuals have also been able to respond via the BCBC website. Approximately one hundred individuals have attended the focus groups and, to date, nine people have completed the on line questionnaire. Following this consultation the plan will be amended as required and a report will be presented to Cabinet in November outlining the findings of the consultation. Early indications are that the priorities identified; improvements in service provision, diagnosis and timely intervention, access to information and training are correct although concern has been raised regarding the ability to deliver in a challenging financial context. Additional priorities identified were in relation to improving transport links, improved housing and environment, more preventive measures, information for carers and specific services for those who have a sensory impairment.
- 4.2.14 The Authority has been maximizing the potential of technology with respect to people with dementia. A system for monitoring individual movement (Just Checking) to confirm levels of support required is being piloted currently. Five Just checking kits are being used currently and positive feedback has been received to date. For one person with dementia who was at risk of falling frequently the system identified that the risks were exacerbated at night. As a result the bed has been brought downstairs negating the need for a night sit and reassuring the family carers.
- 4.2.15 The North Community Network is progressing plans to have a dementia friendly community. This is a city, town or village where people with dementia are understood, respected and supported. In a dementia friendly community people will be aware of and understand dementia and people with dementia will feel included and involved. Examples include awareness raising among staff working in shops, libraries, public transport.
- 4.2.16 The Social Services and Wellbeing Directorate are working closely with colleagues in the Communities Directorate to develop a range of accommodation options for people with dementia such as a floating support scheme and extra care housing.

- 4.2.17 Funding has been made available via the Western Bay community services project to support dementia coordinators in Bridgend. The role of the coordinator is to provide a responsive information and signposting service to people with dementia, their families and carers.

Future challenges

- 4.3 Whilst much has been achieved over the last year a lot remains to be done and there are significant challenges ahead:
- **Demographics** - Demand and complexity of cases is growing at a time of decreasing budgets.
 - **Complexity** - The Authority is seeing a change in the profile of the people requiring support with mental health. More than 50% have a substance misuse issue. People also have other issues such as physical frailty, sensory impairment, a personality disorder or offending history. Sometimes individuals are a cause of concern in their communities, but they do not want to engage with services or their condition is not of a nature or degree that warrants detention in hospital.
 - **Crisis** - People are advising that the Authority does not have adequate crisis provision when they are most in need.
 - **Stigma** - People who live with mental health problems are telling us that they are still facing discrimination and hostility, which needs to be tackled.
 - **Transition** - there is a need to have clear transitional plans for young people with mental health issues.

5. Effect upon Policy Framework and Procedure Rules

- 5.1 There is no impact on the Policy Framework and Procedure rules.

6. Equality Impact Assessment

- 6.1 The report links with objective 4 in the Council's Strategic Equality Plan: "We want to increase and improve support for citizens with co-occurring mental health and substance misuse issues and ensure that our frontline/customer service employees are aware of and understand mental health issues."
- 6.2 An Equality Impact Assessment has been undertaken on the commissioning and delivery plan which identified a positive impact as the purpose of this plan is to ensure that service users with mental health problems and their carers continue to receive quality and responsive services. However, individual EIA screenings will be undertaken as and when required throughout the development of work streams under this policy and these screenings will be used to inform all decisions on the development of services. The Council is trying to achieve a greater understanding of mental health by everyone working and living in Bridgend so that people with mental health problems in the borough are better understood and better served.

7. Financial Implications

- 7.1 Additional funding of £70,000 was provided through the Medium Term Financial Strategy for 2015-16 to meet the costs of the growing incidence of mental health cases. The demand and complexity of cases is growing and it will be a challenge to continue to manage this within existing resources.

8. Recommendations

- 8.1 The Committee is recommended to note the developments in mental health services, the mental health commissioning and delivery plan and progress concerning the dementia strategy and delivery plan.

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Corporate Director, Wellbeing
October 2015

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10. Background Documents:

None

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO THE ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

11 NOVEMBER 2015

REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

REMODELLING LEARNING DISABILITY SERVICES

1. Purpose

- 1.1 To provide the Committee with an update on the remodelling of learning disability services as part of the wider remodelling adult social care programme.

2. Connection to Corporate Improvement Plan/Other Corporate Priority

- 2.1 The report links to the following improvement priorities in the Corporate Plan:-

- Working together to help vulnerable people to stay independent;
- Working together to make best use of our resources.

It is in accordance with the following:-

- Adult Social Care Commissioning Plan 2010-20: Living Independently in Bridgend in the 21st Century;
- Adult Social Care Learning Disability Commissioning Plan 2014-17;
- The Remodelling Adult Social Care Programme;
- The Council's Medium Term Financial Strategy (MTFS).

3. Background

- 3.1 The Learning Disability Service Development plan is part of the Adult Social Care Remodelling Programme and has been in operation since 2012. The Plan is also part of the Medium Term Financial Strategy (MTFS) and represents a whole system approach to the development of learning disability services.
- 3.2 In September 2014 a report was made to Overview and Scrutiny Committee explaining how the plans to reconfigure learning disability services were developing. The report explained that further to agreement by Cabinet in January 2014, a number of work streams were established as part of the Learning Disability Service Development Plan. Cabinet also agreed a process of consultation and engagement with partners and stakeholders and the production of a strategic business case for the development of learning disability services. The report to Scrutiny gave a description of the work streams (**Appendix 1**) and a progress report.
- 3.3 The Strategic Business Case and an options appraisal were presented to Cabinet on 7th October and 3rd February 2015 and a decision was made to recommission the external elements of the Supported Living Service. Progress in the work streams was also reported to these meetings.

- 3.4 The work to recommission the external elements of the supported living service was progressed and reported to Cabinet on 1st September 2015. The procurement timetable means that new contracts for the provision of these services will be awarded in December 2015.
- 3.5 This and the work streams which make up the Learning Disability Service Development Plan have been taken forward with the majority of objectives achieved. Progress in each of the work streams is presented in section 4 along with a proposal for phase 2 of these developments.

4. Current Situation/Proposal

- 4.1 The Learning Disability Service Development Project has been operating since 2012 and a number of work streams have been in place (**Appendix 1**). Progress on these work streams is highlighted below:

Development of a Social Enterprise

- i) Develop beyond B'Leaf.

B'Leaf and Wood'B are now part of the Awen Cultural Trust which was established in October 2015. There has been careful planning for the transfer of staff, service users and resources and the Authority will maintain a strong link with the new organisation through the partnership agreement and performance management framework which is in development.

This workstream is completed.

- ii) Explore further ESF funding.

The Group Manager for Learning Disability has attended meetings with and maintained contact with the 'Regeneration funding' team to explore options of further ESF funding. Through discussion at the Group Managers' meetings, it was agreed that the Authority would support the independent sector in applying for this funding rather than try to develop an in house service.

This workstream is closed.

Resettlement of Maesglas and review of the in house supported living service

- i) Review of staff and management arrangements in supported living.

There have been two formal consultation processes at which a revised management structure was proposed, discussed and agreed. The final stages of the implementation of these arrangements are in place.

This workstream is completed.

- ii) Agree and complete the Maesglas plan.

The former Maesglas registered care home is closed and the residents are now tenants and live in their own home as part of the supported living service. A formal consultation with the staff team supported their transition into the supported living service which went smoothly with the tenants settling well into their new home.

This workstream is completed.

Development of the Learning Disability aspect of the 'new framework of assessments'

- i) Development of costed care plans.

A new care plan format was agreed and implemented in 2013. The work to develop costed care plans has now become the responsibility of the Culture Change Group which is in the process of devolving commissioning budgets. In learning disability services a monthly meeting has been put in place at which changes in care plans that have financial implications are discussed and challenged. Also, there are ongoing reviews of high cost packages and out of area placements with help from the Change Team.

This workstream is completed.

- ii) Development of a Transition service model.

This project began as a work stream of the Western Bay Learning Disability Programme. This group engaged a consultant to research and recommend a transition service model that could be implemented in the three local authority areas. A report was produced in July 2014 and the recommended service model agreed. A multiagency workshop (attended by representatives from B.C.B.C., health, education and the voluntary sector) was held in March 2015 which was well attended and recommended that the development of a team is progressed by making arrangements for a transition team within the Council. A project brief has been agreed to take this work forward and the project team has been established. The project team is tasked with creating a transition team by amalgamating elements of the Disabled Childrens Team and the relevant Adult Social care assessment care management teams.

This workstream is completed.

Development of a progression model in accommodation services

- i) Ensure compliance with Supporting People grant regulations.

A systematic review of all people in learning disability supported living services was completed in 2014. This review made sure that SP grant funding was being used appropriately.

This workstream is completed.

- ii) Develop core and cluster service models.

Working in partnership with the Supporting People team, the progression pathway has been developed and become a key focus of planning and development in all aspects of learning disability accommodation services. This has included the development of a community hub (in the skill centre in Brackla) which is providing support and advice to people as an alternative to staff support at home. Also,

through discussions with partners in the independent sector, two core and cluster projects are in development.

This workstream is completed.

Development of community based opportunities and support systems

i) Develop community hubs.

As part of the project, a project team was established in 2012 to focus on the development of groups, networks in the community to offer a range of activities to people with a learning disability. These developments have been running alongside changes in local day services and supported living services. These changes are designed to focus local day services on the needs of people who live at home with their families and extend supported living services to support a range of day time activities based on the progression model.

This work has focused on the development of community groups which have taken different forms and are evolving. Part of the next phase of this work is to develop community hubs in the local day services. These will be places where any member of the public can get information, advice and signposting to help, support groups and activities in relation to a range of subjects, designed to help people remain living independently in their own home.

In relation to people with a learning disability, the following groups have been set up:

- Two social groups in Porthcawl and Cefn Cribwr
- A music and craft group in Coytrahen
- A health and wellbeing group called 'Fit4Life' in Coytrahen
- iPad technology group in Maesteg Hospital
- A knitting circle
- A skill development group called 'The Crafty Apprentices' in Bridgend
- A skill centre in Brackla called 'STARS'
- An allotment project
- A re-cycle music project.

These groups are at different stages of development and it is critical that they are supported to focus on long term sustainability. To help this, the part of the next phase of this work stream is to assist in the development of a social enterprise which would provide a framework for the long term maintenance of these groups.

This workstream is partially completed.

ii) Develop volunteering opportunities

It was thought that in the early stages of the work of the project team that volunteers could play a key role in the development of groups in the community. Whilst the clear benefits a volunteering service can bring are recognised, the groups have evolved with the support of paid staff from the project team and the supported living providers.

This workstream is closed.

Design and commission an asset based model of support in the community

- i) Re-tender of supported living contracts

This project has been partially achieved. The tender packs have been available on the 'Sell to Wales' website and the closing date for tender submissions was the end of October. A detailed service specification has been produced which sets out the expectations of supported living providers and the type of person centred service the Council will commission. This is a key feature of the overall service development plan and impacts on other areas of service such as day services.

This workstream is partially completed.

Develop the use of Bridgend Resource Centre

- i) Review of day service staff and management structures.

A review of the day service management arrangements was completed in 2013 and a staff restructure has taken place in local day services. The staffing structure in BRC is currently under review in line with the medium term financial strategy.

The workstream is partially completed.

- ii) Operate the building on a commercial basis.

A number of options have been considered for this work stream and include:

- a) Identifying groups who may want to use the facilities;
- b) Expand the number of people who use the facilities supported by a Direct Payment, health funding or an individually commissioned service;
- c) Discussion with potential management partners;
- d) Potential for development of children's respite service;
- e) Review of energy efficiency;
- f) Feasibility study is underway in relation to using the facilities for an active Wellbeing project.

This workstream is taken into phase two of the plan.

4.2 Western Bay Learning Disability Project

- 4.2.1 As part of the Western Bay Programme the Western Bay Learning Disability Project was established in January 2012. The project has benefited from considerable input from officers of the Council lead by the Corporate Director Social Services and Wellbeing. The project was made up of a number of work streams including:

- Development of the Community Learning Disability team model; Discussions are ongoing with health colleagues about the operating model in line with the implementation of the Social Services and Wellbeing (Wales) Act 2014;
- Development, consultation and production of a commissioning strategy;

- Development of a model for transition to adulthood; Information about the development of this in Bridgend is presented in sections 4.1 and 4.5;
- Development of the Shared Lives Service Model; Bridgend County Borough Council has led a commissioning and procurement process and established a Shared Lives Service for the three local authorities in the Western Bay area. The contract to run this service was awarded to “ategi” in May 2015;
- The “Closer to Home” project is designed to commission local services to enable people with complex needs live in their local area. One accommodation scheme is established in Bridgend and a second scheme is due to be operational in March 2016. These schemes have enabled some people who were in out of area placements to return to Bridgend and for others they have provided accommodation locally avoiding the need to make an out of area placement.

4.3 Implementation of the Social Services and Wellbeing (Wales) Act 2014

4.3.1 A key part of the implementation of the new Act is the development of a strategy to develop Prevention and Wellbeing services which enable people to live independently in the community. A strong link has been made between the Learning Disability Project and the Prevention and Wellbeing Agenda. The officer responsible for the community development aspect of the project is also managing the development of “local Community Coordinators” in Bridgend. There is currently one local community coordinator based in the Llynfi Valley who provides support to individuals and engages in the development of community networks and support systems which help people to remain independent and live at home. Many of the networks and groups developed in these projects have merged and provide support, advice and assistance to a range of vulnerable people. The team is in the process of recruiting two more local community coordinators who will work in the Ogmore and Garw Valleys and play a key role in taking forward the prevention and wellbeing work. All the developments in the Learning Disability project are designed to contribute to this agenda for example:

- The development of community hubs in local day services;
- The extension of the Supported living service to a 24 hour, 7 day a week model with a focus on progression and the development of community based activities;
- The continued development of community groups and activities; These two projects will continue to evolve together as the prevention and wellbeing work develops.

4.4 Consultation with People with a Learning Disability and their Families.

4.4.1 As part of the Learning Disability Project plan there are a number of ways in which the Council is consulting with people with a learning disability and their families, these include:

- The council continues to provide funding for the People First organisation who provide advocacy, self-advocacy and information services. People First organise regular “Having a Say” groups which enable people with a learning disability to discuss and comment on a range of subjects. People First also

support service users in consultations about service developments, for example they recently supported the service users at Bleaf and WoodB in the transition to the Cultural Trust. The group also provides training and awareness raising about the needs of people with a learning disability to organisations such as the Police;

- The Parent Forum continues to provide a support and information network for parents and carers. Officers regularly attend the group's monthly meetings where service development issues are discussed;
- Specific consultation and engagement exercises are arranged at appropriate points in particular areas of service development. For example, consultation exercises have taken place in relation to developments at Bleaf and WoodB, in the Shared Lives Scheme, in the production of local and regional Commissioning Plans and the resettlement of people from the Maesglas Registered Care Home;
- A consultation process with staff, service users and families in 2014 helped to shape the options for service development presented to Cabinet in October 2014;
- The Learning Disability Strategy Planning Team continues to meet and provides the opportunity for service users, parents and carers and partners in the independent sector to discuss and comment on the Learning Disability Service Development Plan.

4.5 The next phase of the Learning Disability Service Development Plan

4.5.1 Taking into account the developments and progress detailed above, it is proposed to put in place phase 2 of the service development plan. It is proposed that the plan is updated with the following projects and work streams. A chart showing the proposals is presented at **Appendix 2**:

Project 1. Further develop work related schemes

Work streams:

- Maintain a relationship with Awen Cultural Trust through the partnership agreement and performance framework;
- Review the service level agreement with Elite Supported Employment Agency.

Project 2. Development of the in-house supported living service

Work streams:

- Agree a service development plan;
- Review respite and emergency provision and relationship with Children's services.

Project 3. Review assessment care management team operating model

Workstreams:

- Agree operating model for adults with colleagues from the Abertawe Bro Morgannwg University Health Board Learning Disability Directorate;
- Agree and implement an operating model for a transition team.

Project 4. Development of the Progression Model

Work streams:

- Continue to work with Registered Social Landlords to develop new accommodation schemes;
- Continue to work with Western Bay partners to develop 'Closer to Home' schemes.

Project 5. Community Development Project

Work streams:

- Develop community hubs in local day services;
- Support the development of a social enterprise to provide an organizational Framework for the community groups.

Project 6. Re-commission external supported living services

Work streams:

- Evaluate bids and award contracts;
- Work with providers to implement the revised service model.

Project 7. Develop the use of Bridgend Resource Centre

Work streams:

- Complete the review of the staffing structure;
- Complete work to agree an operational model.

These proposals were discussed at the Remodelling Adult Social Care Programme Board in September 2015 and the new arrangements will now be taken forward. In order to illustrate how the work has impacted on individuals and their lives case studies are presented at **Appendix 3**.

5. Effect upon Policy Framework and Procedure Rules.

5.1 There is no impact on the policy framework and procedure rules

6. Equality Impact Assessments.

6.1 As this report is for information only an equality impact assessment is not required. Equality Impact Assessments will be carried out on specific aspects of the learning Disability Service Development plan as and when required.

7. Financial Implications.

7.1 The remodelling of learning disability services has made a significant contribution to the directorate's medium term financial strategy

7.2 The service has made budget savings of £947,000 in 2014/15 and £625,000 in 2015/16.

7.3 The continued remodelling of services is expected to contribute to further savings in 2016/17 in line with MTFS budget reduction proposals.

8. Recommendation.

8.1 It is recommended that the Committee notes the report and the progress in this area of the service.

Susan Cooper

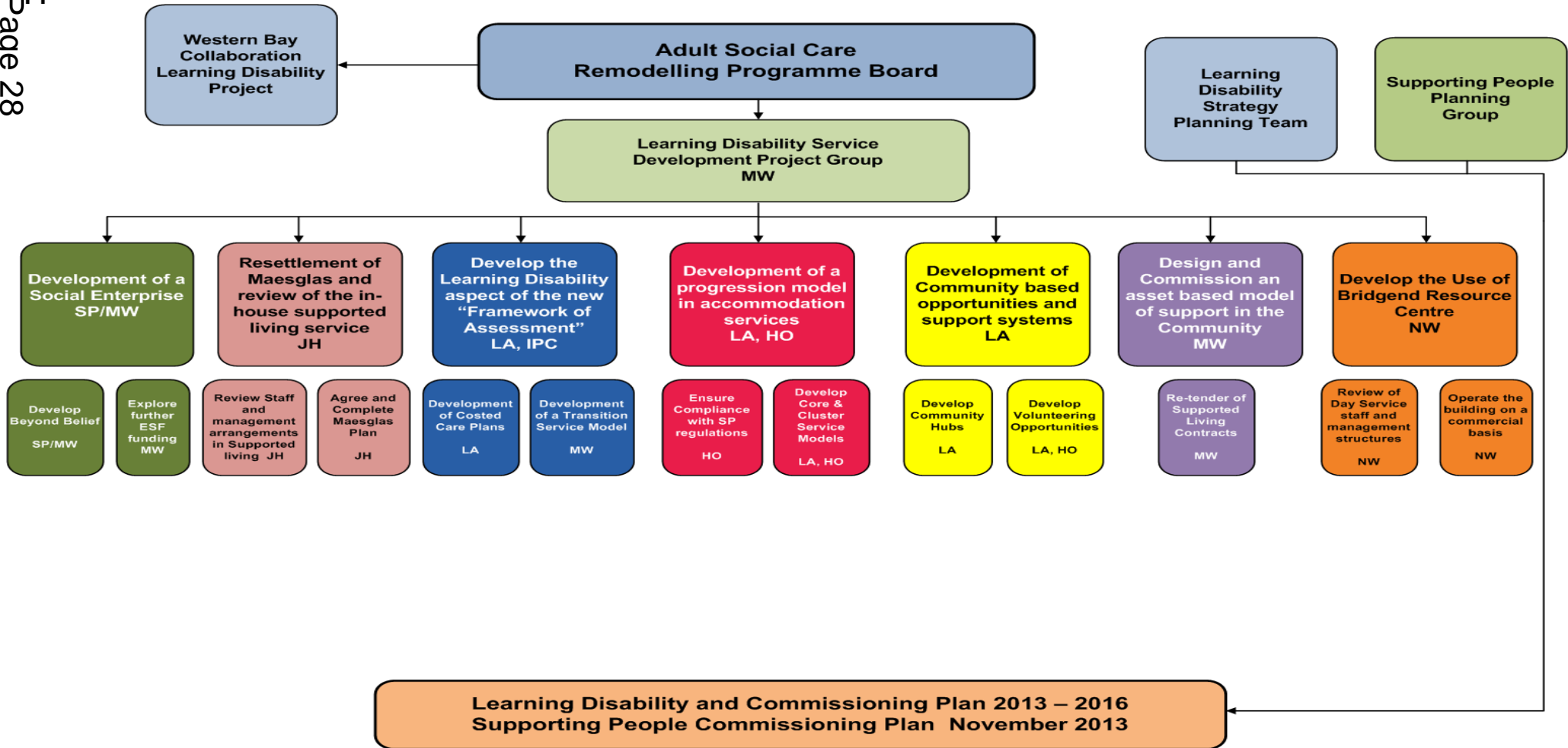
Corporate Director, Social Services and Wellbeing

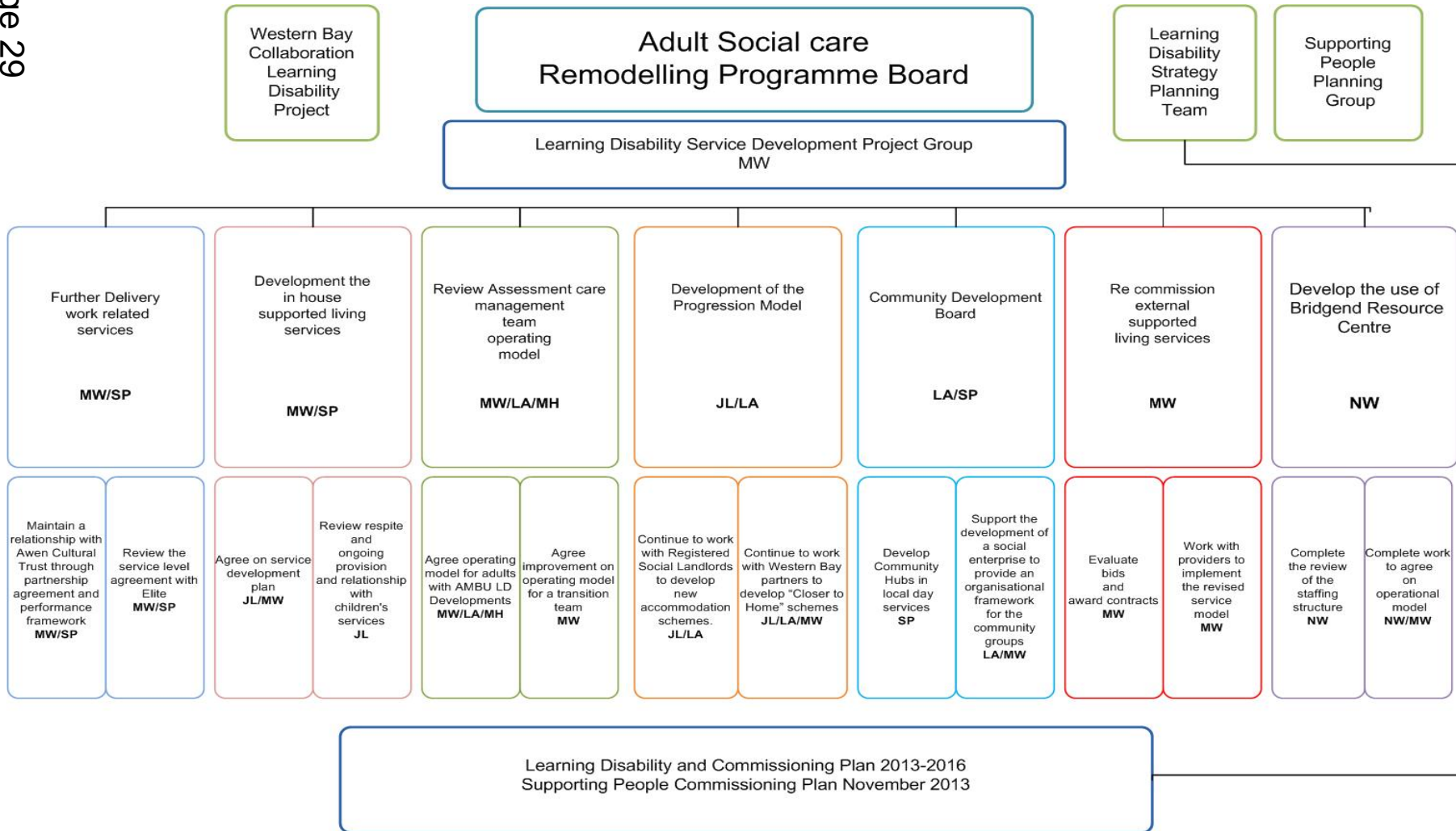
October 2015

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10 **Background documents**
None





Appendix 3

Case Study 1

'A' is a young man with severe learning disability, epilepsy and autism. He is without speech and is known to present with significant behavioural challenge. 'A' resided in an out of county specialist residential placement due to difficulties managing his behaviour. His placement was located in a rural area which made family contact difficult.

In April 2014, he moved back to live in Bridgend and now resides in a smaller, supported living setting which is centrally located and only a 5-10 mins drive away from the family home. This has enabled daily access to a much wider range of local community resources and activities. 'A' is also able to visit the family home very regularly, often staying overnight.

Additionally, 'A' is able to have more frequent contact with extended family members as this no longer involves extensive travelling time. This has enabled 'A' to participate in ordinary family events and celebrations like birthdays and Christmas or simply just go out with them for his evening meal.

Case Study 2

Service user 'A' has been supported for many years to live in his own home (left to him by his mother). He requires support with most aspects of daily living and was receiving 24/7 domiciliary support (including sleep in support). He was finding it difficult to adequately maintain his house out of his benefit income. Attempts had been made to reduce his support in the past, but had failed because of his increased anxiety when left alone. He had a particular fear of being alone at night.

The Social Worker talked to him about creative solutions such as taking in a lodger, which was something which appealed to him. However, there were obvious potential safeguarding risks which had to be considered. She talked to colleagues, and identified another gentleman 'B' who was being considered for a supported living vacancy locally. He is quite an able gentleman, but vulnerable to exploitation, and his mother felt that supported living was required in order to keep him safe. The two Social Workers discussed the possibility of the one gentleman becoming a lodger for the other, and talked to both service users about this option. Meetings were facilitated, and agreements drawn up between the two.

This arrangement has now been in place for over a year, and appears to be working well, with positive outcomes for both.

- Sleep in support has been removed, and some support shared, resulting in a significant reduction in costs for service user 'A'
- Cost avoidance for service user 'B' who would otherwise have moved into a supported living setting
- 'B' receives housing benefit to pay his rent, which 'A' is able to save to cover the costs of maintaining his property.

Case Study 3

Service user 'C' lives in his own flat, and works in a local supermarket where staff are very supportive. He was receiving a high level of support during the times he was home, including sleep in support. The high level of support was as a result of a previous

offending history, and the perceived risk he posed to others. The Social Worker recognised that we were effectively 'policing' him, and, even though he accepted the level of intrusion in his life, it raised real issues in terms of his human rights and DOLS. He had also become quite dependent on his support and arguably lost skills as a result. The Social Worker worked with him to help him recognise the skills he had to live more independently, and also to re-inforce the consequences of any socially unacceptable behaviour.

He began a gradual withdrawal of support, and, to date, hours have reduced from 54 per week to 26, and all sleep-ins have been removed.

Case study 4

Laura Semmens is the Local Community Co-ordinator for the Bridgend locality. Her role involves supporting people who may need some extra help to achieve their own personal wellbeing outcomes. Those who are referred to the service may need help for any number of reasons, including social isolation or issues with physical or mental health.

Here she tells us about her journey with one service user who's starting to make some positive changes thanks to this new, person-centred way of working.

Mary's Story.....

Mary is in her 50s and has suffered with agoraphobia, severe anxiety and depression for many years. She has a lot of practical support from her daughter, who does the shopping, sometimes cooks her meals and deals with all of her correspondence as Mary is unable to read or write.

The feelings of intense panic Mary experiences when leaving the house mean she only does so when it's absolutely necessary (for medical appointments). She has previously been referred to the local Mental Health Team, but has been discharged. Mary was referred to the LCC by the local Job Centre.

I've met with Mary on a number of occasions now and we've drawn up a plan of action to achieve her own identified goals. She would like to be able to visit her daughter's house one day – something she's been unable to do due to her anxiety around leaving the house. Mary also used to go walking with her late husband and has expressed an interest in taking up country walking again. In addition to these goals, Mary has needed support to apply for the correct benefits and practical help to deal with her social housing landlord with a few queries she has about her tenancy.

I successfully supported Mary and her daughter to claim their full PIP and Carer's Allowance entitlements, and to help address the anxiety issue Mary has agreed to attend a relaxation group I've set up which starts in January 2016.

Mary has also been referred to a telephone befriending scheme run by Mental Health Matters Wales.

She now receives a phone call from a volunteer every Wednesday and has told me how chatting to someone outside of the family has helped reduce her feelings of loneliness and isolation. It's clear from speaking to Mary that her problems with literacy weigh on her mind, so I've made a referral to the Community Companions scheme and hope to find a volunteer who can support her in her learning.

I also hope to be able to introduce Mary to another resident who enjoys walking and also suffers with severe anxiety – with the goal of the two of them starting a walking club for

women who've experienced similar issues...watch this space! Mary did achieve one goal she set herself recently, which was to attend a health event arranged by the Job Centre. I mentioned that I would also be attending and was delighted to see her walk through the door having faced her fear. Onwards and upwards over the next few months!

The Local Community Co-ordination initiative is being delivered as part of the Western Bay Programme's Prevention and Wellbeing project, and is a clear example of how services are doing things differently to help maximise the independence and wellbeing of individuals.

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

11 NOVEMBER 2015

REPORT OF THE ASSISTANT CHIEF EXECUTIVE – LEGAL AND REGULATORY SERVICES

SOCIAL SERVICES ANNUAL REPORTING FRAMEWORK

1. Purpose of Report

- 1.1 To provide Members with an update on the work of the Joint Research and Evaluation Panel held on the Social Services Annual Reporting Framework in June 2015.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

- 2.1 The key improvement objectives identified in the Corporate Plan 2013-2017 have been embodied in the Overview & Scrutiny Forward Work Programmes. The amended Corporate Improvement Objectives adopted by Council on 25 February 2015 formally set out the improvement objectives that the Council will seek to implement between 2013 and 2017. The Overview and Scrutiny Committees engage in review and development of plans, policy or strategies that support the Corporate Themes.

3. Background

- 3.1 At its meeting in November 2009, the Committee considered a report from the Corporate Director – Wellbeing on the Social Services Annual Reporting Framework. This outlined the arrangements put in place by the Chief Inspector of the Care and Social Services Inspectorate, Wales (CSSIW) for the inspection, evaluation and review of local authority social services.
- 3.2 The report explained that this framework would involve formal engagement with Scrutiny on an annual basis, through the following three stages:
- As an essential element of the “challenge” groups judging the accuracy of the initial judgements on our effectiveness
 - Agreeing a statement of findings over the year that should be considered by the Director
 - Providing comments on the final draft report prior to reporting to Cabinet and publication.
- 3.3 The Committee agreed that this work should be undertaken through a Research and Evaluation Panel established jointly with the Health and Wellbeing, (now the

Adult Social Care), Overview and Scrutiny Committee, which subsequently also agreed to this approach.

3.4 This year, the following eight Members were appointed to the Joint Panel from the two Committees:

Cllr P A Davies	Cllr D Sage
Cllr P Foley	Cllr E Venables
Cllr P N John	Cllr D B F White
Cllr J Lewis	

3.5 The suggested Terms of Reference for the Panel's investigation were:

- To consider and examine the content of the Director of Social Services Annual Report 2014 – 15 prior to submission to CSSIW;
- To formulate comments, questions and lines of enquiry upon the draft reports;
- To engage with the Director of Social Services and representative Officers regarding the comments and questions.

3.6 It was considered that the above approach would result in the following positive outcome:

- Demonstrate self critically how effective social services activities are rather than just describing their activities to CSSIW and other stakeholders.

4. Current Situation

4.1 The Panel met on two separate occasions; the first was on 22 June 2015 at which Members considered the report and formulated questions and lines of enquiry together with Scrutiny Officers. The second meeting was held on 29 June 2015 where the Panel further explored the Director of Social Services Annual Report and offered comments and recommendations upon it.

4.2 This approach allowed the Panel to examine the draft report in a systematic way to identify issues to raise and discuss at their next two meetings with officers from both Directorates.

4.3 Some of the Panel's main points are summarised below:

- Overall, Members were positive about the content and format of the report and recognised it as an improvement on previous years' reports;
- Members observed that the report contained a lot of description of processes but very little about outcomes and impact on service users. Members commented that even case studies focused on the Local Authority perspective and not what the outcome was for the service user. Likewise, the key areas for improvement did not indicate how these would have a positive impact on people's lives but rather were benefiting the Local Authority. Officers commented that the focus of the report was meant to be

from a Local Authority point of view but agreed to look to also include positive outcomes from the service user perspective.

- The Panel requested that further information be incorporated to illustrate performance management processes and therefore evidence from this what improvements in performance have been made for 2014-15 and started to be made already for 2015-16.
- Members commented on the lack of detailed analysis of the issues and themes arising from complaints to the Authority and how this information is used to improve services.
- Members highlighted the need for more detail in relation to the outcomes of various consultation that has taken place over the year and how this has been used to inform provision.

4.4 The interaction with officers during the meeting was reported as being positive by Members, as was the feedback received from them. Officers were very receptive to the Panel's comments and reported the process as being extremely useful.

4.5 The Panel were advised that their comments and views, would be taken on board, and the report would be revised to reflect these and incorporate appropriate changes proposed. The finalised report was then submitted to Council at its meeting on 15 July 2015 for approval.

5. Effect upon Policy Framework and Procedure Rules

5.1 The work of the Adult Social Care Overview and Scrutiny Committee relates to the review and development of plans, policy or strategy that form part of the Policy Framework and consideration of plans, policy or strategy relating to the power to promote or improve economic, social or environmental wellbeing in the County Borough of Bridgend.

6. Equalities Impact Assessment

6.1 There are no equalities implications arising from this report.

7. Financial Implications

7.1 None.

8. Recommendations

The Committee is asked to note the work of the Joint Research and Evaluation Panel and identify any proposed ways the process may be improved for the next year.

Andrew Jolley,

Assistant Chief Executive – Legal & Regulatory Services

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Background documents: None