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**Gwasanaethau Gweithredol a Phartneriaethol /
Operational and Partnership Services**

Deialu uniongyrchol / Direct line /: 01656 643148
Gofynnwch am / Ask for: Julie Ellams

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

Dyddiad/Date: 8 March 2017

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 Rooms 2/3, Civic Offices Angel Street Bridgend CF31 4WB on **Tuesday, 14 March 2017 at 2.00 pm.**

AGENDA

1. Apologies for Absence
To receive apologies for absence from Members.
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 the meeting of the Adult Social Care Overview and Scrutiny Committee of 7 February 2017.
4. Forward Work Programme Update 9 - 12
5. New Extra Care Housing Schemes 13 - 38

Invitees

Susan Cooper – Corporate Director Social Services and Wellbeing
Jacqueline Davies – Head of Adult Social Care
Councillor Phil White – Cabinet Member Social Services and Early Help
Carmel Donovan – Group Manager Integrated Community Services
Lousie Attwood - Linc Cymru
Anne Thomas – Linc Cymru

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Invitees

Susan Cooper – Corporate Director Social Services and Wellbeing
Jacqueline Davies – Head of Adult Social Care
Councillor Phil White – Cabinet Member Social Services and Wellbeing

7. 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

Corporate Director Operational and Partnership Services

Councillors:

N Clarke
PA Davies
N Farr
EM Hughes

Councillors

RC Jones
JE Lewis
LC Morgan
D Sage

Councillors

M Thomas
E Venables
R Williams

Agenda Item 3

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE - TUESDAY, 7 FEBRUARY 2017

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, 7 FEBRUARY 2017 AT 2.00 PM

Present

Councillor N Clarke – Chairperson

PA Davies
JE Lewis
R Williams

N Farr
LC Morgan

EM Hughes
M Thomas

RC Jones
E Venables

Apologies for Absence

M Butcher and D Sage

Officers:

Sarah Daniel
Julie Ellams

Scrutiny Officer
Democratic Services Officer - Committees

73. DECLARATIONS OF INTEREST

Councillor N Farr declared a personal interest in agenda item 6 – Secure Estate, as she is a Best Interest Assessor for Neath Port Talbot County Borough Council.

74. APPROVAL OF MINUTES

RESOLVED: That the minutes of the Adult Social Care Overview and Scrutiny Committee of 14 December 2016 be approved as a true and accurate record.

75. FORWARD WORK PROGRAMME UPDATE

The Scrutiny Officer presented a report which detailed the items to be considered and the invitees to attend the next meeting of the Committee on 14th March 2017. A list of further potential items was also presented for prioritisation by the Committee.

The Bryn Y Cae report would be presented to a later meeting when officers were in a position to provide more information.

RESOLVED: The Committee noted the items to be considered at its meeting on 14 March 2017 and the invitees to attend on that date.

76. IMPLEMENTATION OF THE SOCIAL SERVICES AND WELLBEING (WALES) ACT 2014

The Corporate Director Social Services and Wellbeing presented a report on the progress made implementing the Social Services and Well-being (Wales) Act 2014 which came into force on the 6th April 2016.

The Social Services and Well-being (Wales) Act 2014 provided the legal framework for improving the wellbeing of people who needed care and support, and carers who needed support, and for transforming social services in Wales.

The Corporate Director Social Services and Wellbeing explained that even though Members had specifically requested a separate report on the Deprivation of Liberty Safeguards, each meeting was restricted to two reports and this was an opportunity to bring DOLS as part of this report.

The Committee was advised that the Act strengthened Local Authorities' duties so that when assessing an individual, the Local Authority had to consider not only the individual's needs and the outcomes the person wished to achieve but also the strengths and capacity of the individual, their family and others who supported them. Irrespective of whether the individual had an eligible need, they would have access to information, advice and (where necessary) assistance as well as a range of preventative options and other opportunities in the community. There was better access to good information, advice and assistance to engage the citizen, with links to the resources available in the community to enable people to exercise their voice, choice and control and make informed decisions. There was a wide spectrum of proportionate community-based support which citizens who had needs could access without having to rely on a complex assessment and care package. There was more targeted help to assess individuals and families with significant and enduring needs, and to organise and secure the care and support they required. There had been an extensive training programme to upskill staff and to promote a new way of working.

The Act consisted of 11 parts and the report summarised the changes that had taken place in each part.

The Committee asked for the latest position regarding the Population Assessment and how the information would be used. The Corporate Director Social Services and Wellbeing explained that the assessment was complete and would be presented to Council in March. It was a huge, significant and detailed piece of work that was being pulled together by Neath Port Talbot to produce an overarching report that could be used to inform commissioning intentions and the future direction. Members referred to the higher rates of people being diagnosed with Dementia in Bridgend and asked for information to be included in the report for the Collaborative Scrutiny Committee planned for March to discuss Dementia. Members also requested that a representative from the Health Service be invited to the Collaborative Scrutiny to assist members with their discussions.

The Committee asked for more information on the engagement plan and the engagement activity undertaken by Miller Research. The Corporate Director Social Services and Wellbeing explained that Miller Research were specialists in this field and had been commissioned by Neath Port Talbot on behalf of Western Bay to provide information to inform the Population Assessment.

The Committee asked if the developed community hubs were open on weekends not just weekdays and evenings. The Group Manager Disabilities explained that this area was work in progress and there were issues relating to opening the buildings for evenings and weekends. It was hoped that the hubs would be open 7 days a week before the end of March 2017. In the meantime a helpline was available and also an emergency out of hours team.

The Committee asked how the authority was planning to engage with the third sector, social enterprise and co-operatives and what outcomes were expected. Members were

advised that this work had already been done and the information would be sent to the Committee following the meeting.

The Committee asked for clarification regarding Dewis. The Corporate Director, Social Services and Wellbeing, explained that this was an information portal developed to work alongside the BCBC website. It had been piloted in North Wales and was currently being used by colleagues in the Vale. It allowed access to social care and advice and sign posted information about clubs. A phone app was also being developed.

Members asked how the Information Brokerage Service promoting early intervention and prevention would happen and if it was on track. They were advised that the project was on track and procurement was currently underway. There would be automatic access when contact was made with social services. This was a key element of the Council's ongoing strategy of helping people become more self-reliant so they could live as independently as they were able. The service would initially be for one year however as soon as it was clear it was achieving what it set out to do, the contract was structured so that it could be extended.

The Committee asked if assessments were timely. Members were advised that the authority was responsible for providing timely assessments. Trained experienced staff and a multidisciplinary panel considered possible short term interventions, eligible needs and the risk to independence for the vulnerable.

Concerns were raised about the use of the word "appears" in "it appears the individual may have needs for care and support". The Group Manager- Older People explained that there would be a detailed conversation and assessment as to whether an individual was in need of a little more help or something more comprehensive. The team were proud of their response time and could be there within 4 hours if required or signposting others to information on line. The Corporate Director, Social Services and Wellbeing explained that assessments were carried out by very skilled, experienced staff. An email had recently been received relating to a BCBC social worker who had completed a very skilled assessment of an individual who had not realised she was being interviewed.

Members asked if the carer was considered in the process following the change giving carers an equal right to an assessment. The Corporate Director Social Services and Wellbeing explained that often the two assessments would be completed one after the other and this created a more accurate, wholesome picture for both.

The Integrated Community Services Manager explained that it was not necessarily timely to assess an individual straightaway. It was better to take someone out of a crisis, provide new skills of living and then to carry out the assessment.

The Group Manager Older People referred to the number of patients with memory loss and that between 50 and 60% were in this category.

The Committee asked what governance arrangements were in place and how were they monitored. The Corporate Director, Social Services and Wellbeing explained that there were a number of different strands including Internal Audit, Western Bay and Welsh Government, an Inspector, regular reports to Council, scrutiny and a Regional Partnership Board.

Members asked if the Act was working for both citizens and carers. They were advised that they were dealing with a very vocal group but it was important to demonstrate that the views of the users and carers were being considered. On the whole there appeared to be a positive impact.

The Committee referred to work on Direct Payments and asked why it hadn't commenced until January 2017. They were advised that this was a substantial change for all areas of the Directorate. A new service level agreement had been set up in relation to direct payments. The system had started a year ago but did not deliver as expected and progress had been monitored. Neath Port Talbot had withdrawn and Swansea had taken the service "in house" which left Bridgend to recommission for a year then undertake a review. Members asked for a report to be added to the Forward Work Programme on Direct Payments to include clarification and further details on the exact costs of commissioning the IPC

The Committee asked what progress had been made with the consultation on "Paying for Care" due to end on 23 February 2017. Members were advised that Finance were leading on the consultation and a report would be submitted to Cabinet shortly.

The Committee raised concerns about DoLS and were disappointed that there was not a separate report as it did not fall under Part 7. There were only a few paragraphs that did not fully explain the current system described as deeply flawed. More information was required on the number of referrals, the number of slots, the backlog, the number of Best Interest Assessors and the reason why they need to undertake a minimum of 5 assessments per year. The Adult Safeguarding & Quality Manager apologised for not providing the information and responded to the questions raised. The Law Commission recognised that Councils across the country were not coping with the increase in the numbers of referrals and concluded that the current system was deeply flawed. It was overly complex, excessively bureaucratic with six assessments to be completed by two doctors. Only when all six were submitted to the supervisory body, could a decision be made on if it met the criteria. A Protective Care Scheme was proposed to cut bureaucracy and introduce more human rights protection into care management but to date, nothing had been received. There was currently a backlog of 150 referrals, the oldest was dated January 2016. Each referral was prioritised and dealt with in that order and the actual backlog had improved. The Committee asked for the number of referrals over 21 days where an individual was kept without liberty but with mental capacity. Members were advised that the backlog had been checked and the homes contacted to check capacity and any that could have capacity had been dealt with. The contract monitoring teams within the residential and nursing homes had also been asked to verify the details.

The Corporate Director Social Services and Wellbeing explained that additional resources had helped to manage the workload. Independent BIA had been brought in to bring the backlog down. All authorities were experiencing the same problem. New referrals were coming in at the rate of six per week and it was difficult to keep pace with these. A team of BIA assessors was required just to undertake these assessments plus an additional team to undertake other tasks. The Committee requested that a completed case study be emailed to members of the committee for information.

The Committee asked for a progress report on the bid for additional resources to process applications and renewals. Members were advised that the bid was on track and currently being considered.

The Committee asked what progress had been made with the action plan of the Programme's key priorities currently being developed. They were advised that the action plan had been submitted to the Partnership Board Meeting and the Regional Partnership Board and was on track.

Members referred to the Older People's Commissioner Report and an indication that older people were generally not happy. The Cabinet Member for Social Services and Early Help explained that he had attended a meeting with the Older People's

Commissioner for Wales where she explained that in her opinion this did not relate to excessive complaints about care homes but to too much focus on finance. Members requested another copy of the report "A place to call home" and for confirmation that this was the Older People's Commissioners personal opinion.

The Committee asked how complaints were being managed. The Corporate Director, Social Services and Wellbeing explained that most complaints were resolved before being logged as stage 1. The team dealing with complaints were very proactive and regular reports were submitted to Cabinet which indicated that numbers were falling. Very few complaints were logged as stage 2 which was a credit to the team.

Members asked for information on the third sector contract and working arrangements to provide advocacy services for adults with a learning disability. The Group Manager, Learning and Disability agreed to circulate the information to Members following the meeting. He confirmed that they had not had to employ any interpreters for an assessment to date but could do if necessary.

The Committee asked if there was a risk that the Act would not be fully implemented because of a lack of resources and finance. The Corporate Director, Social Services and Wellbeing reported that it was a challenge but she was in awe of her team and how they had embraced the changes. Funding had helped enormously in terms of the workforce and the remodelling programme and MTFs contributions continued to present challenges. The Cabinet Member for Social Services and Early Help explained that Cabinet appreciated the need for change and the remodelling that followed. Staff were buying into it and adapting to constant change. It was expected that remote and flexible working would provide more efficiencies in the future.

Conclusion

Members asked for further investigation on the reasons behind the higher rates of people being diagnosed with Dementia in Bridgend. Members asked for this to be included in the report for the Collaborative Scrutiny Committee planned for March to discuss Dementia. Members also requested that a representative from the Health Service be invited to the Collaborative Scrutiny to assist members with their discussions. Members asked for a report to be added to the Forward Work Programme on Direct Payments to include clarification and further details on the exact costs of commissioning the IPC

Further Information

Members requested to receive a completed assessment and a case study on DOLS
Members asked for the Cabinet report on "A place to call home" be circulated to the Members of the Committee.

Members requested more information to be included on the third sector contract in the report on advocacy that was scheduled at the next Adult Social Care meeting.

Members requested further information relating to the Best Interest Assessors that the Authority employ to undertake assessments in relation to DOLS. Members requested to receive information on the following:

- additional support purchased to undertake the assessments
- the costs associated with them undertaking the assessments
- Is it cost effective to purchase the support externally?

The Corporate Director Social Services and Wellbeing presented a report updating the Committee on the Local Authority's responsibilities in respect of the Secure Estate, following the implementation of the Social Services and Well-being (Wales) Act in April 2016.

The Committee asked how long the temporary appointments to the senior social work practitioners position and the senior Occupational therapist position would last. The Group Manager- Older People explained that a pilot approach to implementation was originally agreed however there were delays recruiting some members of the team. It was important to evaluate the core business and now the full team was in place, a review would be undertaken, the skill mix required would be considered and posts made permanent once the review was completed. Staff at HMP Parc dealt with a number of people with learning difficulties and there were considerable start up costs for kit and equipment in the first six months.

The Group Manager- Older People confirmed that there was a youth wing within HMP Parc where young people could be kept separate from older prisoners.

The Committee asked how assessments were prioritised and how long the assessments took. The Group Manager- Older People explained that it had been a challenge to recruit an Occupational Therapist . A triage and prioritisation system was in place and progress was being made.

Members asked what was meant by "the needs of individuals being masked by the prison environment and support offered". The Group Manager- Older People explained that there was an established buddy system in place which meant that inmates undertook roles and jobs for rewards. As a result inmates helped others with their impairments and therefore it was not clear if this was essential or an inmate could manage without.

The Committee asked for more information re the funding of nurses. They were advised that the contract stated that G4S would provide health care for the inmates and the authority would be responsible for social service functions. They were in the process of trying to build new relations with G4S to create a new environment. Safeguarding remained a priority and there was an operational group which incorporated a safeguarding element.

Members noted that a few errors had been made in the list of equipment for HMP Parc.

Conclusion

Members requested to add the Secure Estate to their Forward Work Programme to come back to Committee once the pilot had been completed after June 2017. Members would like to receive further information on the outcomes of the pilot and further information on the staffing structure within the Secure Estate

78. URGENT ITEMS

None

REPORT TO ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

14 MARCH 2017

REPORT OF THE CORPORATE DIRECTOR – OPERATIONAL AND PARTNERSHIP SERVICES

FORWARD WORK PROGRAMME UPDATE

1. Purpose of Report

1.1 The purpose of this report is to present the potential items due to be considered at the Committee's next meeting to be held following the Annual Meeting of Council

2. Connection to Corporate Improvement Objectives / Other Corporate Priorities

2.1 The improvement priorities identified in the Corporate Plan 2016-2020 have been embodied in the Overview & Scrutiny Forward Work Programmes. The amended Corporate Plan adopted by Council on 10 March 2016 formally set out the improvement priorities that the Council will seek to implement between 2016 and 2020. 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 19 July 2016, the Adult Social Care Overview and Scrutiny Committee determined its Annual Forward Work Programme for 2016/17.

4. Current Situation / Proposal

Meetings of the Adult Social Care Overview and Scrutiny Committee

4.1 In relation to the Committee's next meeting the table below lists the potential items to be considered and the invitees due to attend.

Topic	Invitees	Specific Information Requested	Research to be Undertaken by the Overview & Scrutiny Unit
Annual Forward Work Programme			
Overview of Adult Social Care	Susan Cooper Jackie Davies		

4.2 The list below contains potential items as yet to be decided for the 2017-18 forward work programme. The prioritisation and timings of these will be agreed at the Committee meeting following the Annual Meeting of Council.

Topic	Purpose of Report	Invitees
Bryn Y Cae	From ASC OVSC meeting on 13 January 2016 - Members	

Topic	Purpose of Report	Invitees
	requested that an item on Bryn Y Cae be added to the Forward Work Programme.	
Meals at Home		Councillor P White – Cabinet Member Social Services and Early Help Susan Cooper – Corporate Director Social Services & Wellbeing Carmel Donovan - Group Manager Integrated Community Services
Home Care quarterly status report	Members requested to keep this item on its FWP to monitor progress and achievability of the proposed savings.	Councillor P White – Cabinet Member Social Services and Early Help Susan Cooper – Corporate Director Social Services & Wellbeing
Secure Estate	To receive an update and provide further monitoring after the completion of the pilot	Councillor P White – Cabinet Member Social Services and Early Help Susan Cooper – Corporate Director Social Services & Wellbeing Jackie Davies Head of Adult Social Care Carmel Donovan Group Manager Integrated Community Services
Intermediate Care Fund	To monitor the developments and progress made in conjunction with the successful bid. When receiving this report, the Committee wished to receive a case study showing how the money spent from the Intermediate Care Fund (ICF) impacts service users.	Councillor P White – Cabinet Member Social Services and Early Help Susan Cooper – Corporate Director Social Services & Wellbeing
Personalised Budgets	To monitor its development and implementation. Work being commissioned in connection to this, which is due to be completed at the end of the financial period and Members wish to receive a report detailing the progress made.	Councillor P White – Cabinet Member Social Services and Early Help Susan Cooper – Corporate Director Social Services & Wellbeing
Prevention, Wellbeing and Local Community Coordination	An Update on how Bridgend is developing preventative services, To include information	Councillor P White – Cabinet Member Social Services and Early Help

Topic	Purpose of Report	Invitees
	on communities first, including a presentation on outcomes for individuals and groups to evidence how lives have been improved as a result of the programme and what provision will be in place moving forward	Susan Cooper – Corporate Director Social Services & Wellbeing
Commissioning Strategy	Update report to members when the measurements for the region have been developed and finalised and there has been some reporting against them. Detailed information on the consultation and specifically the responses and receptiveness of Care Home Providers to the proposed. Increase in the complex needs and dementia care beds.	Councillor P White – Cabinet Member Social Services and Early Help Susan Cooper – Corporate Director Social Services & Wellbeing
Budget (2 items)		Councillor P White – Cabinet Member Social Services and Early Help Susan Cooper – Corporate Director Social Services & Wellbeing Jackie Davies – Head of Adult Social Care

Corporate Parenting

- 4.3 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
- 4.4 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.
- 4.5 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.

5. Effect upon Policy Framework and Procedure Rules

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

5.1 The work of the Corporate Resources and Improvement 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

8.1 The Committee is recommended to:

- (i) Note the topics due be considered at the next meeting of the Committee to be scheduled at the Annual General Meeting of Council;
- (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 this meeting;

Andrew Jolley,
Corporate Director – Operational and Partnership Services

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Bridgend County Borough Council,
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CF31 4WB

Background documents: None

BRIDGEND COUNTY BOROUGH COUNCIL

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

14 MARCH 2017

REPORT OF THE CORPORATE DIRECTOR – SOCIAL SERVICES AND WELLBEING

NEW EXTRA CARE HOUSING SCHEMES

1.0 Purpose of Report

The purpose of this report is to provide Adult Social Care Overview and Scrutiny Committee with an update on the progress of the development of two new Extra Care Housing (ECH) schemes within the County Borough.

2.0 Connection to Corporate Improvement Objectives/Other Corporate Priorities

2.1 The report links to the following priorities in the Corporate Plan 2016-20:

- Helping people to become more self-reliant
- Smarter use of resources

Plus the following background documents:

- Adult Social Care Commissioning Plan 2010 – 2020: Living Independently in Bridgend in the 21st Century
- Western Bay joint commitment “*Delivering Improved Community Services*”
- Remodeling Adult Social Care Programme
- Medium Term Financial Strategy (MTFS)

3.0 Background

3.1 In November 2014, Cabinet approved the option for the Council to seek Registered Social Landlords (RSL) to develop two new ECH schemes in the County Borough. There were a number of meetings and discussions on the individual sites and Counsel’s opinion was sought on the way forward. As a result, the Council decided to re-engage with all RSLs zoned to work in Bridgend (Linc Cymru, Wales and West, Hafod, United Welsh and V2C).

3.2 The three RSLs, Linc Cymru, Hafod and United Welsh were sent a briefing note and selection criteria that clearly set out the Council’s intention to dispose of two parcels of land for the potential development of two ECH schemes. Scheme 1 – Former Maesteg Lower Comprehensive site; and Scheme 2 – Former Archbishop McGrath site. The sites include an area for social housing, as well as the ECH development, which the RSL could elect to include within their development. The document set out the information that the Council required from the RSLs on how they proposed to develop the new Schemes. The brief clearly stated the Council’s expectations for a scheme of this type and in particular the likely requirement for a combination of 1 and 2 bedroom ECH flats. The Council provided indicative information to be considered by the RSL submissions in respect of the balance in

the Schemes; Maesteg Lower Comprehensive - 10 Residential Units and 20 ECH, a total of 30; and Archbishop McGrath 15 Residential Units and 25 ECH, a total of 40.

- 3.3 All three RSLs, Linc Cymru, Hafod and United Welsh submitted proposals including financial details, outline sketch designs and project plans. The RSLs were advised that subject to the off market valuation of the sites being met by the RSL, the Council would select one RSL who provided the best value for money offer.
- 3.4 The submissions were evaluated based on value for money (quality, cost and time) determined by the Project plan; the costs of leasing the residential units (for 5 years min); and the level, nature and timing of any subsidy required; together with the need to meet the essential criteria set out in the brief.
- 3.5 The Extra Care evaluation panel, which consisted of Officer representatives from Social Services and Wellbeing, Housing and Community Regeneration, Communities and Resources, evaluated the submissions and elected to invite both United Welsh and Linc Cymru to attend interview/discussion to clarify points in their respective submissions, and to discuss how they would work in partnership with the Council in their capacity as the landlord and Council's role as the care provider. Following the value for money assessment and the panel being satisfied with the response to questions surrounding their submission, Linc Cymru were deemed to be the preferred RSL partner by the evaluation panel.
- 3.6 Cabinet, in due course, authorised the disposal of the sites to Linc Cymru at the market value, to be agreed by the District Valuer. The Council's Corporate Director – Resources and S151 Officer, in consultation with the Assistant Chief Executive – Legal and Regulatory Services and Monitoring Officer, were authorised to negotiate the final terms of the sale contract and any ancillary documents relating to the disposal and development that they considered necessary, with a view to legally completing the sale as soon as possible and in a manner that is in compliance with State Aid law. These officers were also given delegated authority to enter into formal agreements with Linc Cymru to grant the subsidy to Linc Cymru at a level that delivers value for money in accordance with the proposed financial model.

4.0 Current situation

Land & Development

- 4.1 The Council has disposed of the land at the Former Archbishop McGrath site (Tondu) having an area of circa 2.1 acres for the amount of £735,000. The sale of the land is by way of a 125 year lease. Linc Cymru will develop a scheme on the site consisting of 25 ECH flats (2 two bedroom and 23 one bedroom) and 15 residential care units. Linc Cymru will also develop 19 affordable housing units on the site (15 two bedroom and 4 three bedroom).
- 4.2 The Council has disposed of the land at the Former Lower Maesteg Comprehensive site having an area of circa 2.7 acres for the amount of £370,000. The sale of the land is by way of a 125 year lease. Linc Cymru will develop a scheme on the site consisting of 20 ECH flats (2 two bedroom and 18 one bedroom) and 10 residential care units. Linc Cymru will also develop 17 affordable housing units on the site (7 one bedroom and 10 two bedroom). The affordable housing units are bungalows which are 'self-contained elderly persons dwellings (not wardened)' and restricted to

use / purchase by persons over a particular age i.e. over 55. This site is designed with an 'older persons' village' type development in mind.

- 4.3 Linc Cymru has the option to purchase the freehold interest of the affordable housing on both sites once the houses have been constructed. Linc Cymru has the option to purchase the freehold interest of the ECH on both sites after the 30th year of the lease. The use of the sites is restricted to housing and Extra Care for the first 10 years of the lease. Thereafter the Extra Care can be used for other compatible uses including older persons' social care and housing. Linc Cymru is responsible for keeping the premises in good repair.
- 4.4 The Council has taken a sub-lease of part of the Extra Care developments to be used as residential care homes. The lease is for a period of 10 years at a rental of £60,000 per annum (Tondu), £48,000 per annum (Maesteg) and payment of a service charge. The Council has the right to renew the lease under the Landlord & Tenant Act 1954. Linc Cymru is responsible for maintaining the premises in good repair.
- 4.5 The Brynmenyn Primary School is also being developed on part of the Former Archbishop McGrath site. This has required master planning meetings to be held between the relevant parties for both developments (school and Extra Care / affordable housing).
- 4.6 Planning has been approved for both sites. There had been a planning condition applied to the Former Archbishop McGrath site which required that Linc Cymru complete junction works which have been agreed as being the responsibility of the primary school project. This condition was amended at Development Committee on 19th January 2017 to remove the requirement. There has been a delay in planning being approved on the Lower Maesteg site due to Highways observations not being received. These observations have now been received and the final report has been completed and signed off. Both sites have required separate S106 Agreements to be signed before the final planning approval was provided.
- 4.7 The Project timetable provided by Linc Cymru (26/01/17) is as follows:

	Maesteg	Tondu
Tender Issue	14/10/16	01/11/16
Linc Board Approval	26/01/17	26/01/17
Contract Mobilisation	27/02/17	27/02/17
Design and Build Construction Period	10/04/17	10/04/17
Fit out period	06/08/18	10/09/18
Completion	20/08/18	24/09/18

- 4.8 Linc Cymru have procured a contractor and submitted all required approvals to Welsh Government to release the Recycled Capital Grant (RCG). Welsh Government is very supportive of the Schemes.

- 4.9 Linc Cymru went to their Board on 26th January 2017 to advise them of the final land values as agreed by the District Valuer and the final build costs and to ask for approval to exchange contracts, subject to Welsh Government's approval of the RCG.
- 4.10 Linc Cymru is fully conversant with the expectations of the Care and Social Services Inspectorate and the ground floor residential care element of each Scheme is fully compliant with current CSSIW regulation. Linc Cymru has significant experience of meeting such regulations having secured CSSIW registration for their two nursing homes and subsequent registrations for alternative services within each home. The Extra Care units are fully compliant with Development Quality Requirements (DQR) as currently applied by the Homes and Places Division of Welsh Government.
- 4.11 The residential care element caters for a range of care needs. If in the future the demand for residential care accommodation diminishes, the ground floor bedrooms have been designed to readily convert into additional Extra Care units.

Service Modelling & Financial Profiling

- 4.12 A service modelling workstream was established in December 2016 involving colleagues from the Council, Linc Cymru and ABMU. The objectives of the workstream are to agree a service model for both the Extra Care and residential units and identify the staffing structure required and the associated skill mix to deliver the agreed service model. The workstream will also develop the Nomination Agreement / Transition Nomination Agreement, the Residential Allocation Policy and the Service Agreement. The precise details of the service model are yet to be finalised.
- 4.13 All service users transitioning from the existing residential establishments will receive an assessment of their need, taking into account their wellbeing outcomes, when planning their future care with their family and carers. The transition will be a collaborative approach with timely transfer of care to appropriate settings as required and it is imperative that current service users are safeguarded throughout the process.
- 4.14 The proposed service model will be agreed by the appropriate officer(s) and will inform the financial profiling moving forward. The finance workstream has detailed plans in order to meet the Medium Term Financial Strategy (MTFS) requirements and has undertaken a placement profiling / analysis looking at the admissions and departure rates within each of the homes. This will inform the financial profiling tracker and any future decisions in respect of stopping new placements and/or closing sections within the existing residential homes.
- 4.15 The workstream for the transition planning of staff from the existing residential establishments will commence after the staffing structure and the associated skill mix to deliver the service model has been agreed. Further work will then take place to determine the relevant job descriptions and the need for further recruitment.

Communication

- 4.16 Engagement with key stakeholders is a fundamental part of the project and it is anticipated there being as much engagement as possible. To facilitate this, a communication workstream has been established and a Communication Strategy developed (**Appendix A**).
- 4.17 Communication via direct correspondence and engagement meetings at the residential establishments with service users, their families and carers, and staff, has been ongoing since the beginning of the Project. Frequently Asked Questions documents have been developed as a result of the questions asked at the engagement meetings and is regularly updated and provided to service users, their families and carers, and staff.
- 4.18 Relevant Council Members are copied into the correspondence sent to service users and their families and carers. Meetings have also been held with Council Members as follows in order to brief them on the progress of the developments:
- 14th September 2016 - Angie Bowen (Group Manager Housing & Community Regeneration), Cllr Melvyn Nott (Leader), Cllr Philip White (Cabinet Member for Social Services and Early Help), Sue Cooper (Corporate Director - Social Services and Wellbeing), Jackie Davies (Head of Adult Social Care), Robert Smith (Chief Executive Linc-Cymru)
 - 14th September 2016 - Angie Bowen (Group Manager Housing & Community Regeneration), Cllr Melvyn Nott (Leader), Cllr Philip White (Cabinet Member for Social Services and Early Help), Cllr Lyn Morgan (Local Member for Ynysawdre), Sue Cooper (Corporate Director - Social Services and Wellbeing), Jackie Davies (Head of Adult Social Care)
 - 15th September 2016 - Angie Bowen (Group Manager Housing & Community Regeneration), Sue Cooper (Corporate Director - Social Services and Wellbeing), Jackie Davies (Head of Adult Social Care), Meeting of Maesteg Members
- 4.19 Staff champions (spokespersons) came forward to visit one of Linc Cymru's existing Extra Care schemes at Llys Glyncoed in Ebbw Vale. The visits were very constructive and have helped to affirm a positive view of the developments and the transition.
- 4.20 A drop-in engagement event at the Heronston Hotel was held on 26th September 2016. The event was open to service users, their families and carers, and staff who could attend at any time between 10am to 6pm during the day at a time which was most convenient to them. All Members were also invited to the drop-in engagement event. The event was communicated via a written invitation and also verbally by managers and staff at the existing residential establishments. The attendance at the event was relatively low which could partly be attributed to the poor weather on the day. Lack of engagement has been identified as a potential risk to the Project and therefore service users, their families and carers, and staff will be asked to share their preferred method of communicating information to maximise engagement. At the event the proposed designs of the new Extra Care facilities were made available (a selection of these are included as **Appendix B**) giving attendees the

opportunity to share their views and any feedback they may have. The families and carers that attended were very impressed with the proposed designs and seeing these and discussing with officers at the event helped to alleviate uncertainties. There was opportunity to meet with representatives from Linc-Cymru and the Council, including Social Workers, Occupational therapists, Human Resource Advisers and Finance & Benefits Officers. The event was an informal opportunity to view proposed designs and engage with the representatives mentioned above to ask questions and receive appropriate advice and information. A short film made by the Council's communication team, which showed some of Linc Cymru's existing Extra Care schemes and showed real life stories and how the schemes had improved the tenants' lives, was shown at the event.

- 4.21 Following the drop-in engagement event, DVD copies of the Extra Care film have been shared with the existing residential establishments. The use of social media e.g. YouTube to share the film will also be explored. Communication will now be extended via newsletters and social media to all stakeholders and include staff within the existing residential schemes, staff within Adult Social Care, families & carers and the local communities where the Schemes are being developed.
- 4.22 A media release was also made in April 2016 and a further media release is planned for the beginning of March 2017 following a photo opportunity between Linc Cymru and Council Members, etc. at the Tondu site.
- 4.23 Once the final land transfer has taken place the communication work stream using an array of methods (e.g. face to face meetings, DVD's, social media and newsletters) will continue with regular communications on the developments. Communication is seen as a key area going forward with this Project. It is imperative that service users, families, carers, staff, local communities and other stakeholders are kept up to with the progress of the developments on these two sites.

5.0 Effects on the Policy Framework and Procedure Rules

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

6.0 Equalities Impact Assessment

- 6.1 An Equality Impact Assessment is not required for disposals of land and buildings.

7.0 Financial Implications

- 7.1 Council approved capital funding of £3 million in the Medium Term Financial Strategy 2016-17 to 2019-20 to support the creation of the 2 Extra Care schemes. This constituted a £2.5 million capital grant in line with Linc Cymru's submission and £500,000 for any unforeseen additional costs following detailed site surveys or through the planning process, including any associated highways works. The capital grant is intended to meet the funding gap in the construction costs which Linc Cymru have identified. A Business Case was developed to evaluate the project in value for money terms, against both certainty and timescale of payback. This level of funding satisfied the requirements of the business case, and was agreed following a rigorous tender process.

- 7.2 The capital grant will be paid on a quarterly basis through the submission of interim valuations and subject to the Council's satisfaction during the construction of the project based on the value of work completed. Each payment made shall represent no more than 38% of the value of the certified works for the relevant quarter, in line with the Council's overall contribution to total costs. The grant will be funded from the earmarked reserves established during 2016-17 from funding for one-off budget pressures and service reconfiguration.
- 7.3 The Medium Term Financial Strategy includes £660,000 of recurrent budget savings in 2018-19 which will result from the provision of the two ECH Schemes. This saving may need to be re-profiled in line with the revised completion dates detailed in the Project timetable in paragraph 4.7. The completion dates have been revised due to a delay in planning being approved and legal documentation being completed on both sites. These MTFs savings are in addition to cost avoidance associated with approximately £735,000 required maintenance works which would otherwise be required at the existing residential care homes over the next 10 years, based on condition surveys carried out in 2016.
- 7.4 The capital receipt generated from the land sales will contribute to funding the School Modernisation Programme within the Council's Capital Programme. One of the requirements of the Welsh Government's 21st Century Schools Programme is that the Council contributes 50% of the total cost of the Programme. The Council has committed to fund £13.2 million of this through capital receipts generated from the sale of school and other buildings.

8.0 Recommendations

- 8.1 The Adult Social Care Overview and Scrutiny Committee is asked to note the information contained in this report, and provide comment on the work undertaken to date and on the proposed next steps.

Susan Cooper

Corporate Director – Social Services and Wellbeing
February 2017

Contact Officer: Jackie Davies – Head of Adult Social Care
Telephone: (01656) 642121
E-mail: jacqueline.davies@bridgend.gov.uk
Postal Address: Civic Offices, Angel Street, Bridgend CF31 4WB

Background documents:

- Cabinet Report – 11th November 2014 - Developing Extra Care Housing
- Council Report - 10th March 2016 - Medium Term Financial Strategy 2016-17 to 2019-20

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Bridgend County Borough Council

Remodel Residential Care and Development of Extra Care Communications Strategy



0. Document Control

0.1 Version Control

Version	Status	Date	Author	Amendment Details
1	Draft	17/08/16	Jonathan Flower	
2	Draft	22/02/17	Jonathan Flower	Updated Section 4

1. Purpose

The purpose of the Communications Strategy is to define:

- the overall communication objectives for the duration of the project
- the key messages that apply for the duration of the project
- a strategy that fits the needs of all the stakeholders identified
- an initial communications plan

2. Overview of Communication Objectives

Effective communication will be a critical success factor for this project. This will include bringing together communication leads from the different partners in the project to address the following communication objectives. These objectives link to actions identified as risks/issues where appropriate:

- Stakeholder mapping; identification of and information about all key stakeholders and their communication requirements.
- Development of a stakeholder communication plan.
- Project marketing; including branding and publicity, conferences, website, twitter, publications, research findings etc.
- Communication plan resources; identifying who will lead different communication activities and what supporting resources are available to contribute to this.

3. Key Messages

The following are the over-arching key messages that need to be communicated to all stakeholders in relation to this project. The key messages to communicate over the life cycle of the project may change over time and will be updated here to reflect this:

1. The existing residential buildings are not sustainable long term and the Council is committed to developing modern services which can meet future demands.
2. The Extra Care schemes have been developed as part of ongoing plans to modernise residential care services; transition of residents and not closure of homes.

3. Extra care housing enables older people to live in their own homes and maintain their independence in a safe and secure environment with an onsite care service specifically tailored to meet individual needs. This package of care can also be adjusted according to changing needs.
4. Care staff are available on site and provide personal care to those who have been assessed and meet the eligibility criteria. The accommodation also meets the needs of varying levels of care and support needs.
5. Facilities normally include an activities room, a restaurant, a salon, laundry facilities and communal lounge and gardens.
6. Extra care services can act as a community hub and can meet the needs of the wider community. It is possible to offer day services with activities and respite. It can also offer employment opportunities to the local community.
7. The Council and Linc-Cymru have worked successfully together on joint developments in the past. Linc-Cymru has a reputation for delivering high quality accommodation and an excellent customer experience for their tenants. They are committed to delivering homes and services that promote wellbeing, dignity and choice for older people.
8. The Council and Linc-Cymru acknowledge the importance of staff contribution to the development and therefore will endeavour to engage with staff as much as possible.
9. The Council and Linc-Cymru are committed to sharing as much information as possible with families, carers and their loved ones and will value their feedback on the design of the Extra Care facilities.
10. To reassure existing service user's families and carers of our commitment to the continuity and quality of care their loved ones will continue to receive in our residential services. We do not want them to experience any anxiety.
11. We welcome correspondence in Welsh.

4. Communication Strategy

Stakeholder Group	Communication Method	Responsibility	Frequency
Staff in existing residential establishments	Letter FAQs Engagement meetings Newsletter	Carol Owen / Jonathan Flower / Residential Managers / Celia Ware / Fay Bowen	When new information is available Bimonthly newsletter
Social Workers / IRMC (Information Referral Management Centre)	Newsletter Bridgenders	Celia Ware / Jonathan Flower	When new information is available Bimonthly newsletter
Linc-Cymru Housing Association	Newsletter Linc-Cymru intranet Linc-Cymru external website Yammer Social media	Jo Yellen / Contractor	When new information is available Bimonthly newsletter
Existing service users (permanent & respite)	Residential meetings / Coffee mornings / FAQs Advocacy Newsletter Social Worker Reviews	Carol Owen / Jonathan Flower / Residential Managers / Celia Ware / Fay Bowen	When new information is available Bimonthly newsletter Six monthly reviews
Families & carers of service users in existing residential	Letter FAQs	Carol Owen / Jonathan Flower / Residential Managers	When new information is available

establishments	Engagement meetings Coffee mornings Newsletter	/ Celia Ware / Fay Bowen	Bimonthly newsletter
New service users	Face to face discussion Residential Agreement Contract	Social Workers Residential Managers	When placing new service users
Mental Health Liaison Team Health (GP, District Nurses)	Cluster meeting	Carmel Donovan / Fay Bowen Celia Ware	Monthly standard item
Local communities where the new schemes are being developed	Contractor Newsletter Engagement meetings / School visits	Contractor Jo Yellen	Two monthly or when new information is available
Community Councils	Newsletter		Bimonthly newsletter
Cabinet & Ward Members	Newsletter Briefing Meetings	Carol Owen / Jonathan Flower / Angie Bowen / Jackie Davies	Bimonthly newsletter

5. Communication Plan

This section needs to be refreshed on a 2, 3, or 6 month rolling basis to reflect the detailed communications planning.

ID	Action	Latest date for action to complete	Owner	Status
1	Letter sent to staff	28/10/13	Sue Cooper & Carol Owen	Letter sent 28/10/13
2	Letter sent to families / carers – Invite to coffee mornings	28/10/13	Carol Owen	14 th ,15 th ,18 th ,20 th November 2013
3	Engagement meetings with staff, HR & Trade Unions present	08/11/13	Sue Cooper & Carol Owen	5 th ,6 th ,8 th November 2013
4	Letter sent to staff	17/10/14	Sue Cooper, Jacqui Davies ,Carol Owen	Letter sent 17/10/14
5	Engagement meetings with staff, HR & Trade Unions present	31/10/14	Sue Cooper, Jacqui Davies ,Carol Owen	23 rd ,28 th , 31 st October 2014
6	Letter sent to families / carers – Invite to coffee mornings	28/11/14	Carol Owen, Jacqui Davies	16 th ,17 th ,18 th ,19 th December 2014
7	Letter sent to staff	18/11/15	Carol Owen, Jonathan Flower	Letter sent 18/11/15
8	Letter sent to families / carers	23/11/15	Carol Owen, Jonathan Flower	Letter sent 23/11/15
9	Engagement meetings with staff, HR & Trade Unions present	22/01/16	Carol Owen, Angie Bowen, Jacqui Davies	14 th ,15 th ,18 th ,22 nd January 2016
10	Letter sent to families / carers	08/02/16	Carol Owen, Jonathan Flower	Letter sent 08/02/16
11	Letter sent to families / carers	07/04/16	Carol Owen, Jonathan Flower	Letter sent 07/04/16
12	Letter sent to staff	07/04/16	Carol Owen, Jonathan Flower	Letter sent 07/04/16
13	Communication Workstream	07/04/16	Carol Owen, Jonathan Flower, Linc-Cymru	Meeting held 07/04/16
14	Press release	13/04/16	Carol Owen, Jonathan Flower, Liam Ronan	Released 13/04/16
15	Provide case studies for photo film to showcase Extra Care	21/04/16	Catherine Divers (Linc-Cymru)	Case studies finalised 09/05/16

	Review existing film to showcase Extra Care	30/04/16	Claire Lewis (Linc-Cymru)	Existing film quite historic and some tenants have passed away. Therefore not suitable for use
18	Staff champions visits to ECH Schemes	31/05/16	BCBC, Linc-Cymru	Visit arranged for 25/05/16
19	Linc-Cymru engagement / introduction meetings with staff	31/07/16	BCBC, Linc-Cymru	15 th , 21 st , 23 rd June 2016
20	Linc-Cymru engagement / introduction meetings with service users families / carers	31/07/16	BCBC, Linc-Cymru	15 th , 21 st , 23 rd June 2016
21	Community Newsletters	31/07/16	BCBC, Linc-Cymru	
22	Staff FAQs	26/09/16	Carol Owen, Jonathan Flower	Provided to residential managers 23/09/16
23	Families / carers FAQs	31/07/16	Carol Owen, Jonathan Flower	Provided to residential managers 23/09/16
24	Film to showcase Extra Care	26/09/16	BCBC, Linc-Cymru	Completed 26/09/16
25	Drop in Engagement event, Heronston Hotel	26/09/16	BCBC, Linc-Cymru	Held 26/09/16
26	Families / carers champions visits to ECH Schemes	TBC	BCBC, Linc-Cymru	
27	Communication with Members	Ongoing	Carol Owen, Jonathan Flower	
28	Communication with Social Workers	Ongoing	Jackie Davies, Carol Owen	
29	Communication with respite families	TBC	Carol Owen	
30	Local ward members engagement	TBC	Jo Yellen	
31	Community Council engagement	TBC	Jo Yellen	
32	Community engagement	TBC	Jo Yellen	
33	Ancillary staff champions visits to ECH Schemes	TBC	BCBC, Linc-Cymru	
34	Letter sent to families / carers	TBC	Carol Owen, Jonathan Flower	
35	Letter sent to staff	TBC	Carol Owen, Jonathan Flower	
36	Staff newsletter x 2	TBC	Jonathan Flower	
	Service users, families & carers newsletter	TBC	Jonathan Flower	
	Community newsletter	TBC	Jonathan Flower	
	Displays for the hoardings	TBC	Jo Yellen / Jonathan Flower	

	Breaking-ground ceremony (Tondu)	15/03/17	Jo Yellen / Jonathan Flower	
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REVISIONS

REV DATE - DRAWN - CHECKED NOTES



* Artists Impression

DRAWING TITLE

Courtyard Elevations
- 3D Image

PROJECT

Maesteg Lower Comp,
Bridgend, Extra Care

CLIENT



SCALE

@A3

DATE

AUGUST 2016



DRAWING NO.

REV

5286-P-001

Matthews Warehouse - High Orchard Street
Gloucester Quays GL2 5QY T: 01452 424234

KEY	
	Site boundary
	Adopted/Unadopted road - tarmac, colour tba
	Paving slabs - colour tba
	Block paving - colour tba
	Block paving - colour tba
	'Grasscrete' cast-in-site cellular reinforced concrete system
	Tarmac, colour tba
	1.4m high closed boarded timber fencing with 400mm trellis over
	1.8m high closed boarded timber fencing
	Metal railings
	Existing tree to be retained with root protection area
	Existing tree to be removed
	Proposed tree
	Bench
	Bin store (bungalows)
	Rotary dryer
	Area of scrub land

For soft landscaping design see drawings 5286-P-0120 to 0126.
For planting schedule see document 5286-P-3700.

TOTAL SITE AREA = 9371m² = 2.3 ACRES
EXTRA CARE = 3837m² (0.94 ACRES)
HOUSING AREA = 5505 m² (1.36 ACRES)
GFA:
GROUND FLOOR = 857 m²
FIRST = 802 m²
SECOND = 802 m²
TOTAL = 2461m²

- Extra Care**
- 2 No 2B3P Apartments
 - 18 No 1B2P Apartments
 - Dining Function Room
 - Lounge sitting area
 - Hair Salon
 - Bistro Kitchen
 - Scheme Managers office
 - Residents Laundry
 - Guest Bedroom
 - Staff Room
 - Accessible WC's
 - Main Entrance
 - 13 Person Lift
 - Buggy Store

- Care**
- 10 No. Ensuite Care Bedrooms
 - Dining / Sitting / Recreational
 - Nurses station
 - Assisted Bathroom
 - Laundry
 - Holst store
 - WC
 - Linen Store
 - Sluice Rm.

- Refuse Store
- Separate Shared Refuse store.

Parking spaces = 20 (Inc. 3no. Disabled spaces)

HOUSING

- 7no. 1Bed Accessible Bungalows @ 50.7m²
- 10no. 2Bed Accessible Bungalows @ 65m²
- Parking spaces = 22 (Inc. 5 visitor spaces)



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REVISIONS
REV DATE DRAWN CHECKED NOTES
01/04/2016 01/04/2016 01/04/2016
02/04/2016 02/04/2016 02/04/2016
03/04/2016 03/04/2016 03/04/2016
04/04/2016 04/04/2016 04/04/2016
05/04/2016 05/04/2016 05/04/2016



PROJECTS
Maesleg Lower Comp, Bridgend, Extra Care

SCALE
1:250@A1

CLIENT
Linc Cymru

DATE
07.04.2016


DRAWING TITLE
Site Arrangement Plan

DRAWING NO.
5286-P-0110-G

REV

Matthews Workshop, The Orchard Street, Gower Park, Bridgend, G3 7SD. T: 01453 425234

KEY



- Care Bedroom (10no.)
- 1 bed flat (18no.)
- 2 bed flat (2no.)
- Guest room
- Communal rooms
- Office spaces
- Kitchen
- Storage space
- Sanitary spaces
- Circulation
- Risers/Plant



RISK ASSESSMENT
Pre Works or Design Phase - Stage 2

The drawing has been reviewed for risks with the following assessment:

No foreseeable residual risks have been identified and the information provided is ready to be used for construction.

Foreseeable residual risks have been identified in the information contained in this drawing and revisions should be made to the Contract (Master) Risk Assessment File.

The information is issued for Preliminary information and not guaranteed to be correctly being carried out.

Assess. No. of Date: 28.04.2016
Drawing Revisions: -
Reviewed by: WEF

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REVISIONS
REV DATE - DRAWN - CHECKED - NOTED

Rev C: 23.08.2016 LML AT Laundry Room area reconfigured to allow for separate washing and drying areas as requested in client meeting 17.08.2016. Home Office and 11-bed Room also updated to suit.

DRAWING TITLE

Ground Floor GA Plan

PROJECT

Maesteg Lower Comp, Bridgend, Extra Care

CLIENT




SCALE 1:100@A1
DATE June 2016



DRAWING NO. 5286-P-0200-C **REV**

Matthews Workshop, High Orchard Street, Gloucester GL2 5QY T: (01452) 425234

KEY



- Care Bedroom (10no.)
- 1 bed flat (16no.)
- 2 bed flat (2no.)
- Guest room
- Communal rooms
- Office spaces
- Kitchen
- Storage space
- Sanitary spaces
- Circulation
- Risers/Plant



RISK ASSESSMENT
 Pre Works or Design Phase - Stage 2
 The drawing has been reviewed for risks in the following manner:

No foreseeable overhead risks have been identified in the information contained within this drawing and no assessment is required to be made to the correct Hazard Risk Assessment of the:

The information is based on preliminary information and no assessment is currently being carried out.

Assessed Date: 21.07.2016
 Drawing Reviewer: [Signature]
 Reviewed by: [Signature]

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REVISIONS

REV DATE | DRAWN | CHECKED | NOTES

Rev C: 23.08.2016, MML, AT, SML added to Residents Laundry Room as confirmed in client meeting 17.08.2016. IT cupboard removed and Area 24 run through.

DRAWING TITLE

First Floor GA Plan

PROJECT

Maesteg Lower Comp, Bridgend, Extra Care

CLIENT




SCALE 1:100@A1
DATE June 2016



DRAWING NO. 5286-P-0201-C **REV**

Matthew's Workshop, High Cross Street, Gloucester, G1 2 9QZ T: 01452 425231

KEY



- Care Bedroom (10no.)
- 1 bed flat (18no.)
- 2 bed flat (2no.)
- Guest room
- Communal rooms
- Office spaces
- Kitchen
- Storage space
- Sanitary spaces
- Circulation
- Risers/Plant



RISK ASSESSMENT
Pre Works or Design Phase - Stage 2

The drawing has been reviewed for risk to the following extent:

No foreseeable residual risks have been identified in the information contained within this drawing and no measures should be taken to the contrary beyond that Assessed in the

The information is issued by Preliminary Information and the Assessor will be deemed to be carrying out

Assessment Date: 25.07.2016
Drawing Revision: -
Reviewed by: [Signature]

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REVISIONS

REV DATE DRAWN: DR-CHEE: 30/1/15
Rev C: 23.08.2016: MRL AT: Flat Rooms enlarged to meet basic LGA requirements and lifting floor system.

DRAWING TITLE

Second Floor GA

PROJECT

Maesteg Lower Comp, Bridgend, Extra Care



SCALE 1:100@A1
DATE June 2016



DRAWING NO. 5286-P-0202-C **REV**

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REVISIONS

REV DATE - DRAWN - CHECKED NOTES



* Artists Impression

DRAWING TITLE

Courtyard Elevations
- 3D View

PROJECT

Tondu, Bridgend

CLIENT



SCALE

NTS @A3

DATE

JULY 2016



DRAWING NO.

REV

5285-P-0800

•

1/Willows Warehouse, 140b Orchard Street
Glaucoster Quays GL2 5GY T: 01453 424234



KEY

- Site boundary
- Adopted/Unadopted road - tarmac, colour lba
- Paving slabs - colour tba
- Block paving - colour tba
- Block paving - colour tba
- Tarmac, colour tba
- Rotary dryer
- Brick plinth and piers with timber fencing between piers, total 1.8m high
- 1.8m high Closed boarded timber fencing
- 0.9m high metal railings
- 1.8m high metal railings
- 1.4m high Closed boarded timber fencing with 300mm trellis over
- Existing tree to be removed
- Proposed tree
- Bench
- Bin store (houses)

For soft landscaping design see drawings 5285-P-0120 to 0126.
For planting schedule see document 5285-P-3700.



ACCOMMODATION SCHEDULE

TOTAL SITE AREA = 8243.7m² = 2.03 ACRES
 EXTRA CARE: SITE AREA = 3067m²
 GIFA:
 GROUND FLOOR = 1041 m²
 FIRST = 976 m²
 SECOND = 921 m²
 TOTAL = 2938m²

- Extra Care**
- 2 No 2B3P Apartments
 - 23 No 1B2P Apartments
 - Dining / Activity room / Library
 - Lounge sitting area
 - Hair Salon & Therapy
 - Bistro Kitchen
 - Scheme Managers office
 - Accessible WC's
 - Residents Laundry
 - Guest Bedroom
 - Staff Room
 - Main Entrance
 - 13 Person Lift
 - Buggy Store

- Care**
- 15 No. Ensuite Care Bedrooms
 - Dining / Sitting / Recreational
 - Nurses station
 - Assisted Bathroom
 - Hoist store
 - WC
 - Linen Store
 - Equipment Store
 - Laundry
 - Sluice Room

Separate Refuse store, 24m²
 Parking Spaces = 22 (Inc. 3no. Disabled Spaces)

HOUSING
 SITE AREA = 5176.4m²
 Schedule of Accommodation

- 15 No. 2B4P Houses @84m²
- 4 No. 3B5P Houses @94m²

TOTAL 19 UNITS
 Parking spaces = 40 spaces (including 5 visitors spaces on road)

Adopted road area 740m²
 Pedestrian route through development providing access to new primary school.

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REVISIONS
 REV 001 - DRAWN - CHECKED ADDED
 The drawing has been reviewed for compliance with the Building Regulations 2010 and the Building Act 2010. The drawing has been reviewed for compliance with the Building Regulations 2010 and the Building Act 2010. The drawing has been reviewed for compliance with the Building Regulations 2010 and the Building Act 2010.

RISK ASSESSMENT
 Pre Works or Design Phase - Stage 3
 The drawing has been reviewed for risks to the following elements:

- No foreseeable residual risks have been identified in the information provided in this drawing.
- Foreseeable residual risks have been identified in the information provided in this drawing and reference should be made to the current Risk Management Plan.
- The information is suited for Preliminary Information and not intended to be any current design control tool.

Approved by Date: [Signature]
 Drawing Revision: [Number]
 Reviewed by: [Signature]

DRAWING TITLE

Site Arrangement Plan

PROJECT

Tondu, Bridgend

CLIENT



SCALE 1:250@A1
DATE June 2016



DRAWING NO. REV

5285-P-0110-C

Mail: 101, Waplington, High Street, Bridgend, Gwent, NP23 5JY
 Tel: 01493 214200

RISK ASSESSMENT
Pre Works or Design Phase - Stage 2

The drawing has been reviewed to mark with the following assessment:

No foreseeable residual risks have been identified with the information provided by the drawing.

Foreseeable residual risks have been identified in the information contained within this drawing and relevant checks to be made by the client/contractor.

The information is issued for preliminary information and not action items are currently being opened.

Assess on 16 Dec 2016
Drawing Review on -
Reviewed by: MLD

NOTES

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REVISIONS
REV 001 - DRAWN - CHECKED 16/12/16

Rev A: 16/12/2016: CS: AF Internal kitchen between office and lounge added following our meeting on 17/12/2016.
Rev B: 21/08/2016: MML: AT: Laundry Room area reconfigured to allow for separate washing and drying areas. See reconfigured plan 17/12/2016. 23/08/2016: MML: AT: Laundry Room area reconfigured to suit layout.



North Elevation ▽



KEY

- Care Bedroom (15no.)
- 1 bed flat (23no.)
- 2 bed flat (2no.)
- Guest room
- Communal rooms
- Office spaces
- Kitchen
- Storage space
- Sanitary spaces
- Circulation
- Risers/Plant

DRAWING TITLE
Ground Floor GA Plan

PROJECT
Tondur Bridgend

CLIENT

SCALE 1:100@A1
DATE June 2016

DRAWING NO. 5285-P-0200-B **REV**

Mathews Workplace, High Orchard Street, Gloucester GL2 2JF | T: 01452 471234

RISK ASSESSMENT
 The drawing has been reviewed for risk in accordance with the following assessment:
 No foreseeable health or safety risks have been identified with the information provided in this drawing.
 Environmental health risks have been identified on the information contained within this drawing and reference should be made to the current Health and Safety Assessment File.
 This information is issued for preliminary information and not assessment and is generally for guidance only.
 Assessment Date: 21/07/2016
 Drawing Revision: -
 Reviewed by: JMB

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REVISIONS
 REV 001 - DRAWING - CHECKED NOTES
 Rev A: 21/07/2016: IMA AT: Final construction and survey of site to be undertaken at stage 3 before starting Laundry Plant and set for completion of layout.



KEY

- Care Bedroom (15no.)
- 1 bed flat (23no.)
- 2 bed flat (2no.)
- Guest room
- Communal rooms
- Office spaces
- Kitchen
- Storage space
- Sanitary spaces
- Circulation
- Risers/Plant

DRAWING TITLE
 First Floor GA Plan

PROJECT
 Tondur, Bridgend

CLIENT


SCALE 1:100@A1
DATE June 2016



DRAWING NO. 5285-P-0201-A
REV. -

1221 New Street, Walsby, Bridgend, Mid Glamorgan, SA7 2JG
 01492 522111 Fax 01492 522112

RISK ASSESSMENT
 (Architectural Design Phase - Issues 1)

The drawing has been reviewed for risk in the following assessment:

No foreseeable material risks have been identified with the information provided by the drawing.

Foreseeable material risks have been identified in the information provided in this drawing and reference should be made to the current design risk assessment file.

This information is based on preliminary information and no assessments are currently being undertaken.

Assessment Date: 20/07/2016
 Drawing Reviewer: [Signature]
 Reviewer by: LM

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REVISIONS

REV: 0010 - DRAWING - CHG 0110 - A2155

Rev A: 23/06/2016 - UMAT: Kitchen extract fan and electrical controls added to Unit 10 and 11 see Stage 2 design. See 1 - 100000001 - 100000001



KEY

- Care Bedroom (15no.)
- 1 bed flat (23no.)
- 2 bed flat (2no.)
- Guest room
- Communal rooms
- Office spaces
- Kitchen
- Storage space
- Sanitary spaces
- Circulation
- Risers/Plant

DRAWING TITLE
 Second Floor GA Plan

PROJECT
 Tondur, Bridgend

CLIENT

 Linc
 People • Ideas • Companies

SCALE 1:100@A1
DATE June 2016


Quattro
 Design Architects

DRAWING NO. 5285-P-0202-A **REV**

Mulliner, Richmond, High Street, Bridgend
 Gwyneth Quay, G2 2NP T: 01547 473734

BRIDGEND COUNTY BOROUGH COUNCIL

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

14 MARCH 2017

REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

ADVOCACY SERVICES – ADULT SOCIAL CARE

1.0 Purpose of Report

- 1.1 To update the Adult Social Care Overview and Scrutiny Committee on the work undertaken to date in developing the provision of Independent Professional Advocacy services, which is being undertaken in response to the Social Services and Well-being (Wales) Act 2014 and the Council's ongoing remodelling plans.
- 1.2 To introduce and highlight progress of the Advocacy Pilot Scheme being undertaken over the next 12 months, which will be used to inform the development and implementation of a new advocacy service model from 2018/19, attached at **Appendix 1**.

2.0 Connection to Corporate Plan

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

- Helping people to be more self-reliant;
- Smarter use of resources.

Plus the following background documents:

- Adult Social Care Commissioning Plan 2010 – 2020: Living Independently in Bridgend in the 21st Century;
- The Remodelling Adult Social Care Programme;
- Medium Term Financial Strategy.

3.0 Background

- 3.1 Section 181(2) of the Social Services and Wellbeing (Wales) Act 2014 defines "advocacy services" as: services which provide assistance (by way of representation or otherwise) to persons for purposes relating to their care and support. Part 10 of the 2014 Act sets out the requirements for local authorities in relation to advocacy, which are to:
 - a. Ensure that access to advocacy services and support is available to enable individuals to engage and participate when local authorities are exercising their statutory duties in relation to them; and
 - b. To arrange an independent professional advocate to facilitate the involvement of individuals in certain circumstances.

- 3.2 An advocate is defined as an ‘appropriate individual’ who can speak on behalf of someone who is facing barriers to communicating or understanding, weighing-up, or deciding on information related to services that they receive. Advocacy services come in a variety of forms, and range from informal, peer and voluntary advocacy through to the provision of paid and professional advocates.
- 3.3 Independent Professional Advocacy (IPA) is not meant to replace other forms of representation - it is a final option where other appropriate individuals, including family, friends and peers are not able to provide a voice for an individual. However, local authorities must arrange for the provision of an independent professional advocate when a person can only overcome barriers to participate fully in the assessment, care and support planning, review and safeguarding processes with assistance from an appropriate individual, but there is no appropriate individual available.
- 3.4 The council currently supports independent professional advocacy for adults with learning disabilities through a Third Sector contract with People First, who deliver support to people so that they may be empowered to have a voice and live more independently with lesser reliance on those around them for support. As well as providing independent professional advocacy, their work also helps support individuals to gain confidence and acquire self-advocacy skills, which helps promote person-centeredness in how services are delivered. Activities undertaken by People First as part of this contract includes:
- Independent Professional Advocacy service;
 - Coordinating ‘Having a Say’ (empowerment) group meetings;
 - Facilitating and attending consultation events – seeking views of individuals;
 - Participation at events with national bodies;
 - Delivery of accredited courses, where individuals obtain certificates of learning;
 - Facilitating Autism/Disability awareness sessions with various organisations;
 - Completing person-centred plans in partnership with Learning Disability providers
- 3.5 The council also meets its existing statutory requirements for independent advocacy under the Mental Health Act and the Mental Capacity Act 2005.
- 3.6 A range of other informal, community-based and non-statutory advocacy services for adults in Bridgend are provided independently as part of wider SLA agreements for other service provision by Third Sector providers to different client groups, including sensory impairment, dementia, and those who have had a stroke.
- 3.7 In recognition of the new duties for local authorities, Welsh Government has funded the Golden Thread Advocacy Programme (GTAP) to support local authorities with the commissioning of IPA services across Wales. Bridgend has secured the support of GTAP to assist in assessing levels of service demand, to help with stakeholder engagement, and to support the local work to develop a sustainable service model.

4.0 Current Situation

- 4.1 The Council has reviewed the range and level of commissioned advocacy services, including informal, peer and independent professional advocates. Consultation has also been undertaken with stakeholders in Bridgend including providers of

advocacy services along with other representative bodies including BAVO (including the Community Voice project), Bridgend Carers Centre, Community Health Council and other third sector services that provide peer or informal representation for a wide range of client groups. This engagement, which included individual discussions as well as a stakeholder workshop, has identified that whilst some of the most vulnerable people within services are able to access an IPA, there is a limited level of co-ordination in ensuring that everyone who is eligible for social services is able to access an IPA service, as defined under the new legislation.

- 4.2 The Golden Thread Advocacy Programme has supported BCBC since the summer of 2016 in order to support the commissioning process and engage local stakeholders, with the purpose of developing a robust and fully compliant service model.
- 4.3 A stakeholder workshop was facilitated by GTAP in October 2016 with representation from advocacy providers, as well as other services that offer representation and support to individuals and groups in the local community. This was undertaken in line with the new statutory duties for 'co-producing' service models with providers, service users and other stakeholders.
- 4.4 At the workshop, stakeholders helped to co-produce a 'Hub & Spoke' service model, which will be tested through a 12 month Pilot Scheme. The 'Hub' will provide information directly to the public and service users who make contact, signposting to a variety of community-based support services in support of the preventative approach, and will also make referrals to formal IPA services, as required. Collectively, the range of independent external services (formal and informal) will act as the 'spokes'. The Hub & Spoke model should allow for information, signposting and referral to all types of advocacy service, to ensure that people in Bridgend get the right service at the right time. In keeping with the Social Services and Wellbeing (Wales) Act 2014, this supports a preventative approach in reducing escalation of needs and supporting early resolutions through access to the most appropriate type of support.
- 4.5 In moving forward, work being undertaken to further develop a statutory advocacy service response includes:
 - a. Development of an Advocacy Directory for Bridgend, to include all levels of advocacy available, which includes IPA. This will be a feature of the Information, Advice & Assistance service and will help those involved in the referral process.
 - b. Maintaining support for existing providers of advocacy including informal community support services and more formal peer/professional advocacy for learning disabilities and maintaining referrals into IMCA/IMHA as required.
 - c. Development of a Pilot Scheme of complimentary IPA services through working relationships with IPA providers with ability to provide:
 - IPA1: an Advocacy Information Hub (signposting, referral and information),
 - IPA2: a specialist IPA service based on specialised client support and communication needs, and

- IPA3: a fully accessible IPA service to ensure that as many people as possible are able to access an IPA as needed.

4.6 Through commissioning three specific Pilot Services within a co-ordinated Scheme, BCBC aims to ensure appropriate specialist services, and a sufficient pool of informal and professional advocates. This Pilot Scheme aims to reduce unnecessary escalation of needs, based on making sure that a service user's voice is heard and understood in finding early interventions, resolutions and service solutions to care and support requirements.

4.7 Invitations to quote for the Pilot Services were issued in December 2016. Three independent providers submitted bids in January 2017, and an evaluation panel has met to agree the successful tenders for each element of the Pilot Scheme, and it is planned to commence the Pilot Scheme in March/April 2017.

4.8 A Steering Group will be convened to oversee the Pilot Scheme, and to provide independent evaluation to help inform the development of a longer-term service model. Agreement to participate in the Steering Group has been given by the regional GTAP Development Officer, from Dr Mark Llewellyn (Deputy Director of the Welsh Institute for Health and Social Care at the University of South Wales - an academic expert advisor on advocacy), as well as including representation from the service providers of the Pilot Schemes, and pertinent council officers.

4.9 Work to review, maintain and further develop advocacy services will be undertaken collectively by the Steering Group in their appraisal and analysis of the Bridgend IPA Pilot Scheme during 2017/18. This is especially important in light of emerging legislation from the Regulation and Inspection of Social Care (Wales) Act 2016, which identifies a proposed duty to make Independent Professional Advocacy a regulated service requiring registration and inspection with the Care and Social Services Inspectorate Wales (CSSIW) and Social Care Wales (SCW).

4.10 The Steering Group will also help to develop an evidence base from further stakeholder engagement, including consultation with local citizens and service users, and baseline data of actual take-up of service during the 12 month period, which will lead to a well-informed, independent evaluation of the Pilot Scheme. This will be used to build a robust business case for shaping a longer-term co-production service model in Bridgend, and potentially across Western Bay.

4.11 It is anticipated that a cost-efficient Hub & Spoke IPA model (that also dovetails with the Information, Advice & Assistance service) will enable the Council to meet its duties for early intervention and preventative approaches, connecting to a wider network of community-based services and activities.

5.0 Effect upon Policy Framework and Procedure Rules

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

6.0 Equality Impact Assessment

6.1 An Equality Impact Assessment screening has been carried out in February 2017. In consultation with the Equalities & Diversity Officer, it has been agreed that a further EIA screening will need to be undertaken at a later date, when the longer-

term model has been developed for advocacy services, which will have been informed by the findings of the 12 month IPA Pilot Scheme.

7.0 Financial Implications

- 7.1 A budget of £50,000 pressure funding was awarded in the MTFS 2016-17 to 2019-20 and this is being used to fund the three distinct elements of the IPA Pilot Scheme.
- 7.2 Through providing accurate and timely information, advice and assistance as a first stage of intervention, it is envisaged that the new service model for advocacy services (which will be informed by the Pilot Scheme) will help prevent escalation of needs, and therefore contribute towards achievement of budget reduction targets set out in the Medium Term Financial Strategy.

8.0 Recommendation

- 8.1 The Adult Social Care Overview and Scrutiny Committee is recommended to note the information contained in this report, and provide comment on the work undertaken to date and on the proposed next steps.

Susan Cooper

Corporate Director – Social Services and Wellbeing
March 2017

9.0 Contact Officers

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Jacqueline.Davies@bridgend.gov.uk

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Mark.wilkinson@bridgend.gov.uk

10.0 Background documents

None

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Bridgend Independent Professional Advocacy (IPA) Pilot Scheme 2017.

Golden Thread Advocacy Programme were engaged to support development of commissioning plans for IPA services. **Stakeholder event** held Oct 2016 (18 orgs represented inc ABMU, IMCA and IMHA services, independent voluntary and paid advocates and representative groups e.g. Carers Centre, BAVO, Citizen Advice Bureau). The range of advocacy services represented:



Pilot Scheme Service Specification drafted to compliment existing IPA services (e.g. LD, IMCA, NHS complaints, etc) and to include 3 service elements:

Pilot Service 1: Advocacy Hub including referral service, development of Awareness-raising materials and a Data Collection & Monitoring System for all clients groups

Pilot Service 2: IPA for Adults entering or receiving Social Services with **Specialist Support or Communication needs:**

- Physical Disabilities (PD)
- Sensory Impairment (SI)
- Mental Health (MH)
- People with dementia

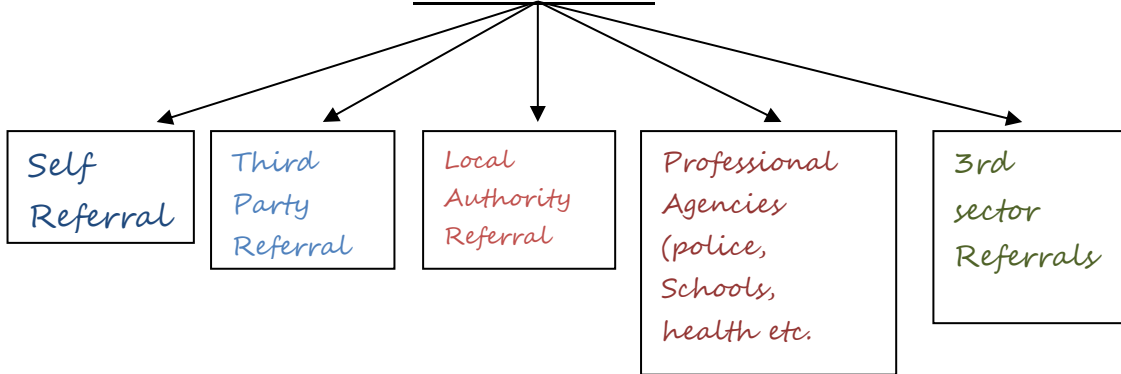
Pilot Service 3: Access-all IPA for all other eligible adults entering or receiving Social Services including (but not limited to):

- Older People (including Care Home residents)
- Carers
- Protected characteristics (including language and ethnicity, gender, sexuality)
- Other eligible service users in the community

The pilot scheme will learn from the National Approach developed for Children's Advocacy which has developed a National Reporting Template.

The Advocacy Hub function will act as a signposting and information resource and will assist in monitoring service usage and outcomes. The evaluation of the Pilot Scheme will help identify source/location/client groups and will inform a longer-term advocacy service model.

Referral Routes



Informal, Community and Commissioned Advocacy Providers

All organisations work together - all aware of what each other do.
Range of advocacy services including informal, peer, formal and IPA.

