

Notice of Meeting

You are invited to attend a Meeting of the

**People Policy Development Committee**

**At:** Committee Room 5 - Guildhall, Swansea

**On:** Wednesday, 17 April 2019

**Time:** 4.00 pm

**Chair:** Councillor Ceri Evans

**Membership:**

Councillors: C Anderson, S J Gallagher, P R Hood-Williams, E T Kirchner,  
M B Lewis, S Pritchard, C Richards, M Sykes and G J Tanner

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**Agenda**

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|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <b>1</b> | <b>Apologies for Absence.</b>                                                                                                                                           |                |
| <b>2</b> | <b>Disclosures of Personal &amp; Prejudicial Interests.</b><br><a href="http://www.swansea.gov.uk/disclosuresofinterests">www.swansea.gov.uk/disclosuresofinterests</a> |                |
| <b>3</b> | <b>Minutes:</b><br>To approve & sign the Minutes of the previous meeting(s) as a correct record.                                                                        | <b>1 - 2</b>   |
| <b>4</b> | <b>Transition for Children and Young People with a Disability.</b>                                                                                                      | <b>3 - 13</b>  |
| <b>5</b> | <b>Supported Living - Draft Report to Cabinet.</b>                                                                                                                      | <b>14 - 22</b> |
| <b>6</b> | <b>Adverse Childhood Experiences. (Verbal Update)</b>                                                                                                                   |                |



**Huw Evans**  
**Head of Democratic Services**  
**Wednesday, 10 April 2019**

**Contact: Democratic Services - (01792) 636923**

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# Agenda Item 3



City and County of Swansea

## Minutes of the **People Policy Development Committee**

Committee Room 5 - Guildhall, Swansea

Wednesday, 20 March 2019 at 4.00 pm

**Present:** Councillor C R Evans (Chair) Presided

**Councillor(s)**

C Anderson  
E T Kirchner

**Councillor(s)**

S J Gallagher  
M B Lewis

**Councillor(s)**

P R Hood-Williams  
S Pritchard

**Officer(s)**

Mark Campisi  
Peter Field

Principal Officer Mental Health and Learning Disabilities  
Principal Officer Prevention, Wellbeing and  
Commissioning

Simon Jones

Social Services Strategy and Performance Improvement  
Officer

Allison Lowe  
Lisa Thomas

Democratic Services Officer  
Senior Lawyer

**Apologies for Absence**

Councillor(s): C Richards

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**43 Disclosures of Personal & Prejudicial Interests.**

In accordance with the Code of Conduct adopted by the City & County of Swansea, no interests were declared.

**44 Minutes:**

**Resolved** that the Minutes of the People Policy Development Committee held on 20 February 2019 be approved and signed as a correct record.

**45 Supported Living - Proposals to Improve Community Engagement and Ward Members. (Verbal)**

The Principal Officer Mental Health and Learning Disabilities, supported by the Principal Officer Prevention, Wellbeing & Commissioning provided an update on the proposals to improve Community Engagement including with Ward Members.

A process to improve communication flowchart had been devised as follows:

1. A Registered Social Landlord (RSL) will be commissioned to develop a supported housing scheme. General specifications of the property will be provided along with the number of tenants for the property;

2. The Registered Social Landlord provides one or more accommodation options and the Mental Health and Learning Disability Managers will engage to identify and select the most suitable option and property acquired;
3. Cabinet and Ward Member will be contacted by the Principal Officer for Mental Health and Learning Disability Services to inform them of the new development address and client group;
4. Cohort of individuals to be accommodation identified;
5. The Care Providing agency tendered for, selected and contract awarded;
6. The Contact details of the registered manager of the care agency new development will be provided to Cabinet and Ward members as required.

A lengthy discussion ensued regarding the stage at which Ward Councillors be notified of the accommodation options (point 2). It was agreed that the flowchart remain as drafted and Ward Members be informed of the selected accommodation option once it had been identified. This would enable Ward Members to highlight any concerns at this point, however it was noted that unless there were concerns of any major relevance, the process would likely still continue.

In relation to point 6 it was agreed that should Ward Members be aware of an issue with a supported living accommodation or wish to discuss any concerns, they contact the Principal Officer Mental Health & Learning Disabilities in the first instance (or the Emergency Duty Team if out of hours). This was due to care providers and registered managers' details being subject to change.

The Chair thanked the officers for all their work in developing the process which had been a helpful, informative and a productive exercise.

**Resolved** that:

- 1) The update be noted;
- 2) A draft report to Cabinet on "Supported Living" be prepared by the Principal Officer for Mental Health & Learning Disabilities in conjunction with the Chair of People Policy Development Committee.

**46 Work Plan 2018-2019.**

The Chair outlined the Work Plan for 2018-2019.

**Resolved** that the Work Plan be noted subject to the following addition:

- Update on Advanced Childhood Experiences (ACE's) be added to the agenda for the next meeting scheduled for 17 April 2019.

The meeting ended at 4.41 pm

**Chair**

# Agenda Item 4



## Report of the Chair of People Policy Development Committee

People Policy Development Committee – 17 April 2019

### Transition for Children and Young People with a Disability

<b>Purpose:</b>	This report is a summary of the work on transition as undertaken by the People Policy Development Committee (PDC), as part of the work programme agreed for 2018/19.
<b>Policy Framework:</b>	Additional Learning Needs and Education Tribunal (Wales) Act 2018 Well-being of Future Generations (Wales) Act 2015 Social Services & Well-being (Wales) Act 2014
<b>Consultation:</b>	This report was prepared after work undertaken by elected members and officers attending the People Policy Development Committee.
<b>Recommendation(s):</b>	It is recommended that:- <ol style="list-style-type: none"><li>1. The report is received by the People Policy Development Committee.</li><li>2. A new policy for the transition of young people to adulthood is prepared to replace the existing version (dated 2011). The development of the new policy is overseen by the PDC and with the expectation that it is completed by September 2018.</li><li>3. Key stakeholders will be engaged in the development of the policy. A Participation and Children's Rights Officer will lead a piece of work to ensure Children, young people and families are fully involved. A report detailing their feedback will accompany the policy when it is circulated for sign-off.</li></ol>
<b>Report Authors:</b>	Councillor Ceri Evans & Chris Francis
<b>Finance Officer:</b>	Chris Davies
<b>Legal Officer:</b>	Lucy Moore
<b>Access to Services Officer:</b>	Rhian Millar

## **1. Introduction and background**

- 1.1 Children with disabilities and/or additional learning needs will experience change in a number of areas as they reach 18 and move into adulthood: from Child and Family Services to Adult Services, paediatric to adult health services, school to higher education or work, and childhood dependence to adult autonomy. For young people these changes can be difficult, frightening and stressful. If these are not properly managed there is a risk of the young person experiencing poor outcomes. It can also cause considerable stress for families and impact family relationships.
- 1.2 The term 'transition' is used in this context as it describe a process of moving or changing from one thing to another. Transition is therefore different from a transfer, which is a discrete event, as it needs to be a gradual, purposeful and goal oriented process. It should start well before transfer and enable young people and families to understand the service changes they can expect.
- 1.3 This report examines proposals to improve the quality of transition arrangements in Swansea, with a particular focus on how the voice and choice of citizens will influence our policy and practice. The vision for our future policy framework is, in broad terms, to promote the formation of seamless services and a less complex process which is better co-ordinated for the individual, that enables joint working and close professional integration, and avoid changes which create uncertainty for the young person and their family. The policy should also maximise opportunities for efficiencies that help deliver value for money.

## **2. Policy Context**

- 2.1 Transition is a highly topical subject for a wide range of organisations. Welsh Government is hoping to transform the expectations, experiences and outcomes of young people with additional learning needs (ALN) in Wales. The legislative framework for this transformation is the Additional Learning Needs and Education Tribunal (Wales) Act 2018. One of the key changes that this will introduce when it comes into force – it is to be introduced in stages starting in 2020 - is the extension of education responsibilities to support eligible young people up to the age of 25.
- 2.2 While the Social Services and Well-being (Wales) Act 2014 makes little express mention to transition, one of the underpinning ideas of the Act is that the Council's responsibilities should run from 'cradle to grave'. Another cornerstone of the Act is the greater recognition given to the role of carers, which includes parents of young people with a disability. The Well-Being of Future Generations (Wales) Act 2015 reinforces many of the themes within the Social Services and Well-being Act and requires public services to work together to provide people with a flexible service that works for them.

- 2.3 In 2018, the Children’s Commissioner published a report examining transition. It was critical about the limited impact of the Social Services and Well-being Act 2014 and the Well-Being of Future Generations (Wales) Act 2015. Although the principles were said to be sound, in practice it was not thought to be consistently leading to improved experiences. The Commissioner reported that in too many cases, young people did not feel part of decisions and families had difficulties in accessing the information and support they need.
- 2.4 The existing multi-agency policy for transition in Swansea is dated November 2011.

### **3. Current Research**

- 3.1 The National Institute for Health and Care Excellence (NICE) published guidance on transition in 2016 based on the latest research available at the time. At an operational level, the Guidance states that transition support must:
- be developmentally appropriate, taking into account, amongst other things, the person’s maturity, cognitive abilities, psychological status, communication needs etc;
  - be person-centred;
  - be provided in a strengths-based approach;
  - consider the holistic needs of the young person and their parent carer;
  - involve the young person and their family or carers in decisions; and
  - have agreed goals which are periodically reviewed.
- 3.2 At a more strategic level, it is advised that services and managers work together proactively to support young people transitioning to adult services. This work could involve the creation of a joint mission statement, common policy and information-sharing protocols. It also requires a detailed planning activity to ensure services are aware and prepared for young people who are forecast to have support needs in adulthood.

### **4. Work undertaken by the People Policy Development Committee**

Within the work programme 2018/19, the People Policy Development Committee (People PDC) looked at how the Council could improve transition arrangements. In undertaking this work, People PDC considered the following three policy issues:

- How does transition currently work across the Health, Social Care and Education system, particularly focussing on citizen experience?
- Current plans to improve transition.
- Potential proposals to improve matters particularly focussing on voice and choice of citizens.

#### **4.1 How does transition currently work across the Health, Social Care and Education system, particularly focussing on citizen experience?**

4.1.1 In addressing this question, Christopher Francis, Principal Officer for Business Development and Commissioning, Child and Family Services gave a presentation to the People PDC exploring the potential scope of transition. This led to a discussion about how the work of the PDC may differ depending on decisions as to; (i) which subject area to choose, and (ii) the age band for consideration. Reference was made to the report by the Children's Commissioner, and it was ultimately agreed that the PDC should focus on the transition to adulthood for those young people with a disability.

#### **4.2 Current plans to improve transition**

4.2.1 In considering this issue, the People PDC looked further at how the current arrangements operated, strengths and weaknesses, the drivers for change and the existing governance arrangements for implementing change. The PDC heard information on the effective support provided to many young people in Swansea, but it was acknowledged that there was room for improvement. The existing 2011 policy was outlined and the PDC determined that it needed to be revisited for the reasons set out:-

- It no longer reflects the statutory responsibilities of the respective signatory agencies.
- It was only ever intended to be an interim document while a more ambitious document was agreed. Unfortunately, the replacement policy was not signed-off by all organisations so it remained in place by way of default.
- Over the intervening years there have been several changes to the local transition process which are not reflective of the policy.

4.2.2 The PDC discussed that the authors of a future policy would need to answer a number of questions, not least:

- Does it minimise the challenge of working with multiple services?
- Does it ensure the voice of the young person and parents are properly heard?
- Does it give confidence to parents that they continue to play an important role after their child turns 18?
- Is there suitable information available for families to help them through the process?
- Does it enable timely decisions to be taken and for planning of services?
- Does it allow practitioners to give due weight to 'What Matters' to the family?

#### **4.3 Potential proposals to improve matters particularly focussing on voice and choice of citizens**

4.3.1 In considering the third and final question, the PDC discussed the overarching need for the Council and society to reduce the social exclusion associated with

disability and welcome young people with disabilities as equal members of our schools, workplaces and communities. Notwithstanding this wider need, the PDC felt that social services and partners should review and improve their transition arrangements. As part of this work, the PDC held that it was fundamentally important to capture the views of the following stakeholders:-

- Professionals across a range of organisations.
- Parents and carers.
- Children and young people. The PDC reaffirmed the right for children and young people to participate in decision-making (Article 12 of the Convention on the Rights of the Child 1989), and that we must ensure children with disabilities have the right to express their views freely on all matters affecting them, their views being given due weight in accordance with their age and maturity, on an equal basis with other children, and to be provided with disability and age-appropriate assistance to realize that right (the UN Convention on the Rights of Persons with Disabilities – Article 7).
- Third sector partners.

4.3.2 As well as meeting our important equality responsibilities, the PDC concluded that it would only be by virtue of involving young people and families that we would ensure the future policy is fit for purpose. Recognising that some of the young people may have higher support needs and communication barriers to participation, it was agreed that sufficient time and resources is given so that they are able to meaningfully participate. Some future expectations regarding engagement were also discussed.

- The recently established Parent Carer Forum should be explored as a vehicle to support this work where possible and appropriate.
- The subject and how we take forward the engagement activity will be raised with the Local Offer Group. This is a new group which first met in January 2019. Sitting under the Children and Young People Partnership Board, its purpose is to be the strategic forum for child disability issues.
- There is a need for a multi-faceted approach to capture the views of many young people as possible.

4.3.3 The PDC also considered the potential outcomes of this work. Aside from the development and implementation of an agreed policy, it was suggested that it would enable children and young people to have a better knowledge of their right to be heard and the opportunities that exist for them to share their views.

## **5. Recommendations**

5.1 Members are asked to agree the following recommendations:-

- that the Council lead on the development of a new transition policy for children and young people with disabilities to replace the protocol from 2011;
- that this policy needs to be developed in collaboration with key stakeholders in order to ensure the voice of children and families is at



the fore (a report detailing the feedback will be produced in June 2019); and;

- that the policy development is overseen by the PDC and is presented to members for sign-off in September 2019.

## **6. Update and Way Forward**

6.1 Since the last presentation a number of activities have taken place:-

- The subject has been discussed with the coordinator and members of the Parent Carer Forum. Members from partner services were also present at the initial Local Offer Group and the subject is on the agenda again for the second meeting in April;
- The first multi-agency Transition Meeting has been convened. In essence, this is an operational meeting for managers (from social services, health and education) to oversee the plans for transition more efficiently and effectively. The meeting will hopefully provide managers with the opportunity to take a more systematic approach that ensures transition plan are as thorough and robust as possible. This meeting is suspected to be an important development that has the potential to address a number of shortcomings with the existing policy. Without wishing to make any assumptions prior to the outcome of the engagement and participation activity, it is anticipated that the meeting, possibly in a slightly revised form, will be included in the future policy arrangements;
- A Participation and Children's Rights Officer has been identified to lead on the participation activity with young people. They will be supported by the Child and Family Services Planning Officer and the Participation Champion for the Child Disability Team.

6.2 The Participation and Children's Rights Officer has proposed the following plan as a way forward for their aspect of the task:-

### **Themes for discussion**

What is transition?

Is there a distinct start-middle and end?

Are there too many services / key workers?

Were Young People involved in decisions?

What is most important to Young People?

Who supports young people and what are the expectations on families?

What are my hopes for the future?

### **Where will we go to discuss with young people?**

Child Disability Team – bespoke young person group session

Pen-Y-Bryn – Work with Pen Y Bryn school council/6<sup>th</sup> Form

Dylan Thomas STF

Mixt Up Young People group

Interplay Participation group

## **Survey**

An adaptable and observational survey will be developed. It will be circulated to partners who will be asked to promote its completion. This will help to ensure we capture the voice of young people not attending participation activities/days.

- 6.3 The Participation and Children's Rights Officer has advised that his work will be finalised and written up by June. The timescales previously discussed involved the potential completion of the entire policy by this date. This is not now going to be possible or appropriate without this feedback. Moreover, at the first Transition Meeting - held since the last presentation to the PDC - the author has learnt that Welsh Government has tasked the Ministerial Advisory Group To Improve Services For People With Learning Disabilities to consider the subject of transition. It is important to acknowledge that the future policy in Swansea should be aligned with the work by the Welsh Government. It is therefore recommended that the timescales for the policy are extended to September 2019. In the interim the author will be in touch with Welsh Government to understand more about their work and how we can potentially influence it.

## **7. Equality and Engagement Implications**

- 7.1 The Council is subject to the Public Sector Equality Duty (Wales) and must, in the exercise of its functions, have due regard to the need to:
- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
  - Advance equality of opportunity between people who share a protected characteristic and those who do not.
  - Foster good relations between people who share a protected characteristic and those who do not.

Our Equality Impact Assessment process ensures that we have paid due regard to the above.

- 7.2 The Transition policy aims to improve social inclusion and to reduce the impact of disability for young people and their families when engaged with public services. The intention is that the future policy will learn from the feedback of young people and that a full Equalities Impact Assessment will be carried out before the policy is finally signed-off.
- 7.3 An Equality Impact Assessment Screening Form has been completed (see Appendix 1). A full Equality Impact Assessment will be opened and populated alongside the development of the policy.

## **8 Financial Implications**

- 8.1 Whilst there are no immediate financial implications arising from this report, acceptance could result in additional expenditure at a future time. Acceptance does not mean that additional resources will be made available and it should be assumed that future spending needs will need to be contained within existing budget provision and have full and due regard to the budget principles set out in 'Sustainable Swansea – Fit for the Future' and the likely levels of future budgets.

## **9 Legal Implications**

- 9.1 There are no legal implications in addition to those already set out in the body of the report.

**Background Papers:** None

**Appendix 1:** Equality Impact Assessment Screening Form

Equality Impact Assessment Screening Form – 2017/8

Please ensure that you refer to the Screening Form Guidance while completing this form. If you would like further guidance please contact the Access to Services team (see guidance for details).

**Section 1**

Which service area and directorate are you from?

Service Area: Child and Family Services

Directorate: Social Services

**Q1(a) WHAT ARE YOU SCREENING FOR RELEVANCE?**

Service/ Function	Policy/ Procedure	Project	Strategy	Plan	Proposal
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(b) Please name and describe here:**

Multi-agency policy describing the arrangements for transitioning young people with a disability as they reach adulthood.

**Q2(a) WHAT DOES Q1a RELATE TO?**

Direct front line  
service delivery

Indirect front line  
service delivery

Indirect back room  
service delivery

(H)

(M)

(L)

**(b) DO YOUR CUSTOMERS/CLIENTS ACCESS THIS...?**

Because they  
need to

Because they  
want to

Because it is  
automatically provided to  
everyone in Swansea

On an internal  
basis  
i.e. Staff

(H)

(M)

(M)

(L)

**Q3 WHAT IS THE POTENTIAL IMPACT ON THE FOLLOWING...**

	High Impact (H)	Medium Impact (M)	Low Impact (L)	Don't know (H)
Children/young people (0-18) →	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+) →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Any other age group →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability →	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees) →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Asylum seekers →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Welsh Language →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carers (inc. young carers) →	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Community cohesion	→	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	→	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	→	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Q4 WHAT ENGAGEMENT / CONSULTATION / CO-PRODUCTIVE APPROACHES WILL YOU UNDERTAKE?**

Please provide details below – either of your planned activities or your reasons for not undertaking engagement

Before the policy is prepared in August 2019, we will undertake a range of engagement activities. In terms of young people, participation sessions will be held with a group open to the Child Disability Team, Ysgol Pen-Y-Bryn and Dylan Thomas STF, plus the Mixt Up Young People group and the Interplay Participation group. An adaptable and observational survey will also be developed. It will be circulated to partners who will be asked to promote its completion. This will help to ensure we capture the voice of young people not attending participation activities/days. In terms of parents and carers, the Council has recently commissioned a Forum, which is in part to support these engagement exercises. We have started discussions with the Forum with regards to our need to reach out to a large number of carers.

**Q5(a) HOW VISIBLE IS THIS INITIATIVE TO THE GENERAL PUBLIC?**

High visibility <input type="checkbox"/> (H)	Medium visibility <input checked="" type="checkbox"/> (M)	Low visibility <input type="checkbox"/> (L)
-------------------------------------------------	--------------------------------------------------------------	------------------------------------------------

**(b) WHAT IS THE POTENTIAL RISK TO THE COUNCIL'S REPUTATION?**  
(Consider the following impacts – legal, financial, political, media, public perception etc...)

High risk <input type="checkbox"/> (H)	Medium risk <input checked="" type="checkbox"/> (M)	Low risk <input type="checkbox"/> (L)
-------------------------------------------	--------------------------------------------------------	------------------------------------------

**Q6 Will this initiative have an impact (however minor) on any other Council service?**

Yes       No

**If yes, please provide details below**

This is a multi-agency policy which will have particular implications for Education. The policy can only be developed with the input of education and other interested service areas.

**Q7 HOW DID YOU SCORE?**

Please tick the relevant box

MOSTLY H and/or M → HIGH PRIORITY →  EIA to be completed  
Please go to Section 2

MOSTLY L → LOW PRIORITY / →  Do not complete EIA

**NOT RELEVANT**

**Please go to Q8 followed  
by Section 2**

**Q8 If you determine that this initiative is not relevant for an EIA report, you must provide a full explanation here. Please ensure that you cover all of the relevant protected groups.**

An EIA will be opened to help inform the future shape of the policy.

**Section 2**

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email – no electronic signatures or paper copies are needed.

<b>Screening completed by:</b>
Name: Chris Francis
Job title: Principal Officer for Business Development and Commissioning
Date: 09/04/19
<b>Approval by Head of Service:</b>
Name:
Position:
Date:

**Please return the completed form to [accesstoservices@swansea.gov.uk](mailto:accesstoservices@swansea.gov.uk)**



## Report of the Chair of People Policy Development Committee

People Policy Development Committee – 17 April 2019

### Supported Living

<b>Purpose:</b>	This report is a summary of the work on Supported Living as undertaken by the People Policy Development Committee, as part of the work programme agreed for 2018/19.
<b>Policy Framework:</b>	Well-being of Future Generations (Wales) Act 2015 Social Services & Well-being (Wales) Act 2014
<b>Consultation:</b>	People Policy Development Committee, Finance, Legal & Access to Services
<b>Recommendation(s):</b>	It is recommended that:  1) The communication exchange process regarding supported living developments for Mental Health and Learning Disability Services and Council Members be approved and recommended to Cabinet for approval.
<b>Report Authors:</b>	Councillor Ceri Evans, Mark Campisi, Peter Field & Simon Jones
<b>Finance Officer:</b>	Chris Davies
<b>Legal Officer:</b>	Lucy Moore
<b>Access to Services Officer:</b>	Catherine Window

## **1. Introduction**

- 1.1 This report sets out the arrangements for informing the Cabinet Member and local Ward members when a supported living facility is being developed in their area. This is to allow for information to be given to relevant parties so that in the event that issues arise in their ward areas that members are able to respond in an informed and sensitive way to the enquiries.

## **2. Background**

Based on a limited number of complaints from residents over the years the Head of Adult Services felt it would be beneficial to develop a communication policy between officers within Mental Health and Learning Disability services and Council members in relation to supported living scheme developments. The aim was to provide timely information to Council Members so that they could respond to resident's queries in a timely and informed manner.

### **2.1 Supported Living in Swansea**

- Builds on the 1983 All Wales learning Disability Strategy and the 1990 NHS and Community Care Act to provide care in the community
- A shift from residential to tenancy based models of care and support
- To provide support to people in ways which promote citizenship
- Our approach is to deliver locality based services that build on and develop people's connections to their community and social networks

### **2.2 Current Position**

- Swansea support about 250 people to live in supported living services, in single commissioned services
- They receive about 24,000 hours of support from staff every week with little connection or co-production between services/providers
- People live independently, or in small groups of up to 5 people, all of whom get staff support. This gives rise to the night time staffing challenge and increase costs due to Legal Minimum Wage and Working Time Directive.
- Last year Swansea appointed 8 Support Providers. It is from these Providers that Swansea will choose to support people using supported living services in the future.

### **2.3 Scope of work - Proposed Changes**

- The plan is to divide Swansea into 16 areas, each area would receive about 1200 to 1800 hours of support from staff per week.
- Swansea Council want to make sure that the people concerned are supported to be involved in choosing the organisation that supports them.
- We will work together to choose one of the 8 Support Providers to manage the support for each of these 16 groups of people. The maximum any Support Provider will have is 4 areas.



## 2.4 What have we done to date?

- Co-produced a new Supported Living Framework that has brought new providers into Swansea.
- Used assistive technology to evidence need and deliver efficiencies
- Engaged in a regional approach to better review and commission services through Western Bay
- Designed a new geographical model for service provision

## 3. Policy Context

- Builds on the 1983 All Wales learning Disability Strategy and the 1990 NHS and Community Care Act to provide care in the community
- To shift from residential to tenancy based models of care and support
- To provide support to people in ways which promote citizenship
- Our approach is to deliver locality based services that build on and develop people's connections to their community and social networks

Changes to Social Services:

- Social Services and Wellbeing (Wales) Act 2014
- Sustainable Swansea: 'Fit for the Future'
- Austerity

Managing these changes has been considered necessary due to the following Commissioning priorities:-

- wellbeing and prevention
- cost efficiency
- new models of service
- managing demand

Social Services Model:

- Citizen Based
- Strengths Based
- Progression Model
- Outcome Focussed
- Co-Production

## 3.1 Supported Living

Other key pieces of legislation highlighting Welsh Government's commitment to prioritising collaborative working, and early action to improve the well-being of people who need care and support:

- Well-being of Future Generations (Wales) 2015 Act
- Social Services and Well-being (Wales) Act

#### **4. Work undertaken by the People Policy Development Committee**

##### 4.1 What is Supported Living, and how are new arrangements developed.

- Mental Health and Learning Disability services develop properties within the community which are indistinguishable from accommodation that is inhabited by any other citizen of the Council as a principle.

##### Supported Living Development Process

- Assessment of Need for Accommodation and Support Submitted to Multi-Disciplinary Team Accommodation Group
- Accommodation Group Identification of Cohort of Individuals for shared Living.
- Engage Registered Social Landlord (RSL) to purchase accommodation
- (RSL) Adapts specific property or new build accommodation based on pen pictures of Individual Need
- Placement identified and care costs submitted to MH&LD service challenge group and MH&LD Complex Case Panel for cost ratification and formal agreement.

##### 4.2 Current arrangements to engage community including Ward Members

Many of our service users are considered vulnerable and therefore we choose not to consult with local communities in an overtly formal way as this has and may continue to increase the risk of negative and inaccurate information affecting local relations and attitudes.

##### **Minimum standards from care providers when dealing with neighbours and other members of the community**

- Get to know the neighbours, exchange contact details and develop and maintain positive professional relationships.
- Staff members maintain appropriate professional boundaries with neighbours.
- Ensuring all complaints from neighbours are dealt with in line with organisational Complaints Policy.
- Provide opportunities for members of the public to raise concerns or anxieties about any aspect of the services provided.

##### **Complaints**

- If neighbour related issues cannot be resolved by the care provider then the neighbours will be directed to the local Community Support Team Managers to discuss their concerns. If issues are unable to be resolved at this stage then they will be given information on the Councils Complaints Procedure

#### 4.3 Proposals to improve community engagement and Ward Members

- The Principal Officer for Mental Health and Learning Disability will inform the relevant Council Ward Members and the designated Council Cabinet Member to update them on new accommodation developments so that they are aware and informed.
- This information and liaison will hopefully mitigate against any problematic relationship issues with local residents and neighbours regarding new build or property renovation.

#### 4.4 Cabinet Communication Process for Supported Living Development

1. A Registered Social Landlord will be commissioned to develop a supported housing scheme. General specifications of the property will be provided along with the number of tenants for the property.
2. The Registered Social Landlord provides one or more accommodation options and the MH and LD Managers will engage to identify and select the most suitable option.
3. The Care Providing agency will be tendered for, selected and contract awarded.
4. Cabinet and Ward Member will be contacted by the Principal Officer for Mental Health and Learning Disability Services to inform them of the new development.
5. The new development details will be provided to Cabinet and Ward members as required.
  - a. Address of the new property
  - b. Contact details of the registered manager of the care agency
  - c. The client group for which the facility is being developed.

### 5. Conclusion

- 5.1 Following discussions with the Peoples Policy Development Committee it has been agreed that the process described in 4.3 above be adopted as the agreed process in future supported living developments for mental health and learning disability service. The process merely sets out the agreed process and is clarification of the process and does not constitute a material policy change.

### 6. Way Forward

- 6.1 To be presented to PDC for ratification and then to Cabinet for agreement.
- 6.2 How current policy will be operated in future - please see paragraph 4.3 above and Flowchart in Appendix 1 below.

## **7. Equality and Engagement Implications**

7.1 The Council is subject to the Public Sector Equality Duty (Wales) and must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Our Equality Impact Assessment process ensures that we have paid due regard to the above

7.2 Supported Living framework supports the equalities duties by improved communication and the resultant ease of community based supported living development for people with complex mental health and learning disability related conditions. The EIA screening scoring was low and indicated no need for a full EIA assessment

## **8. Financial Implications**

8.1 Whilst there are no immediate financial implications arising from this report, acceptance could result in additional expenditure at a future time. Acceptance does not mean that additional resources will be made available and it should be assumed that future spending needs will need to be contained within existing budget provision and have full and due regard to the budget principles set out in 'Sustainable Swansea – Fit for the Future' and the likely levels of future budgets.

## **9. Legal Implications**

9.1 There are no legal implications in addition to those already set out in the body of the report.

### **Background Papers:**

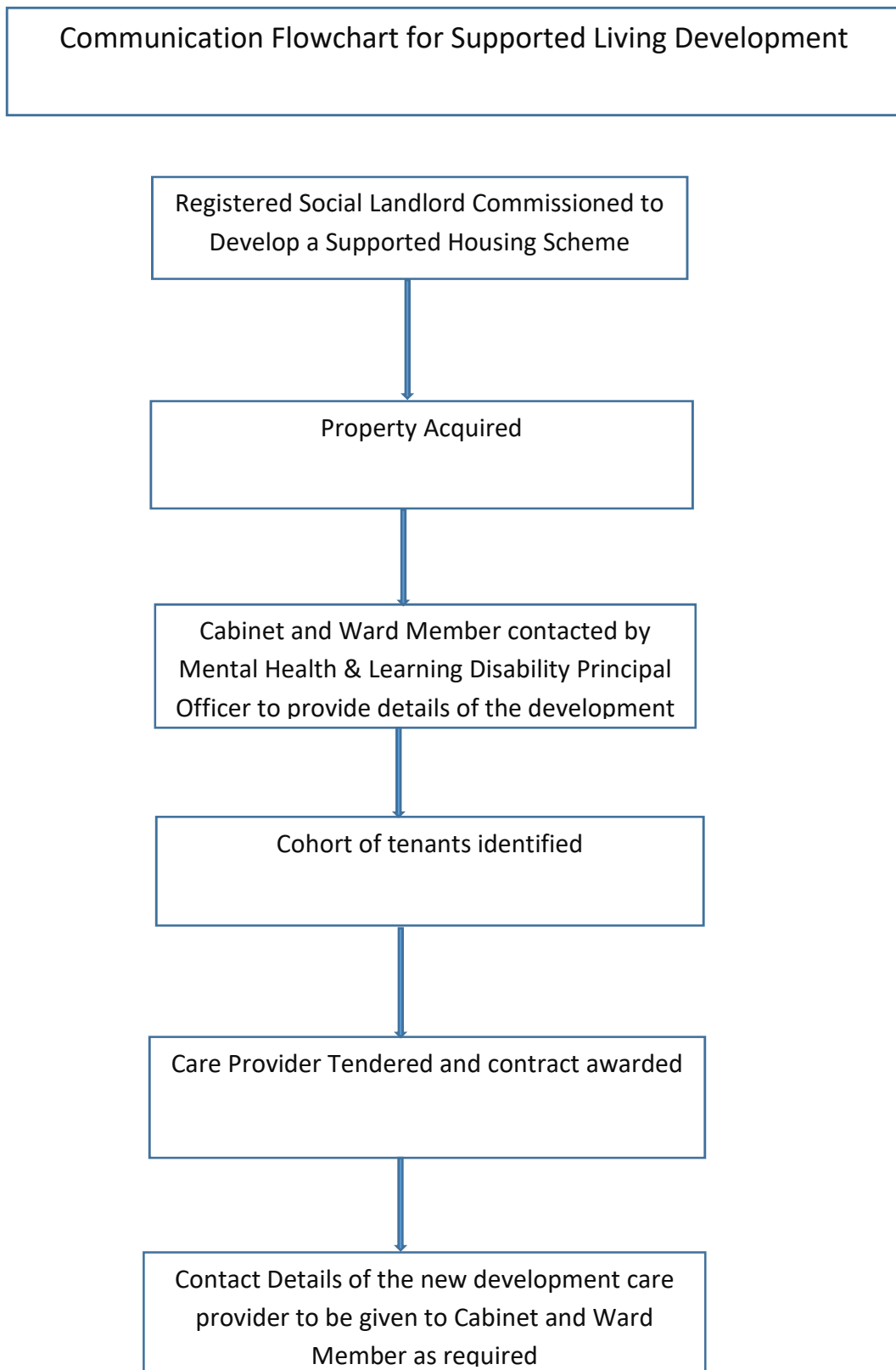
None

### **Appendices:**

Appendix 1 - Flowchart – Supported living for people with Mental Health / Learning disabilities

Appendix 2 - Equalities Impact Screening form

## Appendix 1 - Flowchart – Supported living for people with Mental Health / Learning disabilities



Please ensure that you refer to the Screening Form Guidance while completing this form. If you would like further guidance please contact the Access to Services team (see guidance for details).

**Section 1**

Which service area and directorate are you from?

Service Area: **Adult Mental Health and Learning Disability Services**

Directorate: **Adult Social Care**

**Q1(a) WHAT ARE YOU SCREENING FOR RELEVANCE?**

Service/ Function	Policy/ Procedure	Project	Strategy	Plan	Proposal
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**(b) Please name and describe here:**

Supported Living Development Communication Policy

**Q2(a) WHAT DOES Q1a RELATE TO?**

Direct front line service delivery	Indirect front line service delivery	Indirect back room service delivery
<input type="checkbox"/> (H)	<input checked="" type="checkbox"/> (M)	<input type="checkbox"/> (L)

**(b) DO YOUR CUSTOMERS/CLIENTS ACCESS THIS...?**

Because they need to	Because they want to	Because it is automatically provided to everyone in Swansea	On an internal basis i.e. Staff
<input type="checkbox"/> (H)	<input checked="" type="checkbox"/> (M)	<input type="checkbox"/> (M)	<input type="checkbox"/> (L)

**Q3 WHAT IS THE POTENTIAL IMPACT ON THE FOLLOWING...**

	High Impact (H)	Medium Impact (M)	Low Impact (L)	Don't know (H)
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q4 WHAT ENGAGEMENT / CONSULTATION / CO-PRODUCTIVE APPROACHES WILL YOU UNDERTAKE?**

Please provide details below – either of your planned activities or your reasons for not undertaking engagement

Contact with Cabinet and Ward Members prior to the development of community based shared supported living schemes .

**Q5(a) HOW VISIBLE IS THIS INITIATIVE TO THE GENERAL PUBLIC?**

High visibility <input type="checkbox"/> (H)	Medium visibility <input type="checkbox"/> (M)	Low visibility X <input type="checkbox"/> (L)
-------------------------------------------------	---------------------------------------------------	--------------------------------------------------

**(b) WHAT IS THE POTENTIAL RISK TO THE COUNCIL'S REPUTATION?**  
*(Consider the following impacts – legal, financial, political, media, public perception etc...)*

High risk <input type="checkbox"/> (H)	Medium risk <input type="checkbox"/> (M)	Low risk X <input type="checkbox"/> (L)
-------------------------------------------	---------------------------------------------	--------------------------------------------

**Q6 Will this initiative have an impact (however minor) on any other Council service?**

Yes      X  No      **If yes, please provide details below**

**Q7 HOW DID YOU SCORE?**  
*Please tick the relevant box*

**MOSTLY H and/or M** → **HIGH PRIORITY** →  **EIA to be completed**  
**Please go to Section 2**

**MOSTLY L** → **LOW PRIORITY / NOT RELEVANT** → X  **Do not complete EIA**  
**Please go to Q8 followed by Section 2**

**Q8 If you determine that this initiative is not relevant for an EIA report, you must provide a full explanation here. Please ensure that you cover all of the relevant protected groups.**

This policy is merely setting out clearly the communication process between Council elected members and officers when supported living facilities are being developed in their wards within Swansea Council. This process sets out how information is provided to specific members of the Council so that any local queries or concerns from the public can be dealt with quickly and sensitively.

**Section 2**

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email – no electronic signatures or paper copies are needed.

<b>Screening completed by:</b>
Name: M. H. Campisi
Job title: Principal Officer for mental health and Learning Disability services
Date: 08.04.19
<b>Approval by Head of Service:</b>
Name:
Position:
Date:

**Please return the completed form to [accesstoservices@swansea.gov.uk](mailto:accesstoservices@swansea.gov.uk)**