



Report of the Chair of People Policy Development Committee

Cabinet – 16 May 2019

Supported Living

Purpose:	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.
Policy Framework:	Well-being of Future Generations (Wales) Act 2015 Social Services & Well-being (Wales) Act 2014
Consultation:	People Policy Development Committee, Finance, Legal & Access to Services
Recommendation(s):	It is recommended that Cabinet approve: 1) The communication exchange process regarding supported living developments for Mental Health and Learning Disability Services and Council Members set out at paragraphs 4.3, 4.4 and Appendix 1.
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Finance Officer:	Chris Davies
Legal Officer:	Lucy Moore
Access to Services Officer:	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 with Ward Members

- The Principal Officer for Mental Health and Learning Disability will update the relevant Ward Members and the designated Cabinet Member 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 Member 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. The Cabinet Member 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 Members and Ward members as required.
 - i.e.
 - 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.

4.5 With regard to any issues regarding planning permission, the current arrangements apply, in that elected members can expect to be alerted to any new supported housing schemes proposed in their area immediately after housing/land purchase, and before application for planning.

4.6 This process as outlined is not intended to apply to all supported living type initiatives e.g. Housing first initiative at this stage. Housing First is housing-related, tenancy support for individuals, and not focused primarily on care and support. To bring all such cases into such arrangements may mean that any service user placed in general needs accommodation and funded for tenancy support related issues would need to be flagged to Ward and Cabinet member/s. This expectation could prove to be resource intensive for social care staff, and if required would need to be the focus of future policy development, possibly through the next round of policy development committees.

5. Conclusion

- 5.1 Following discussions with the Peoples Policy Development Committee it has been agreed that the process described in paragraphs 4.3 and 4.4 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 does not constitute a material policy change.

6. Way Forward

- 6.1 Presented to People PDC on 17 April 2019 and onward submission to Cabinet on 16 May 2019 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:

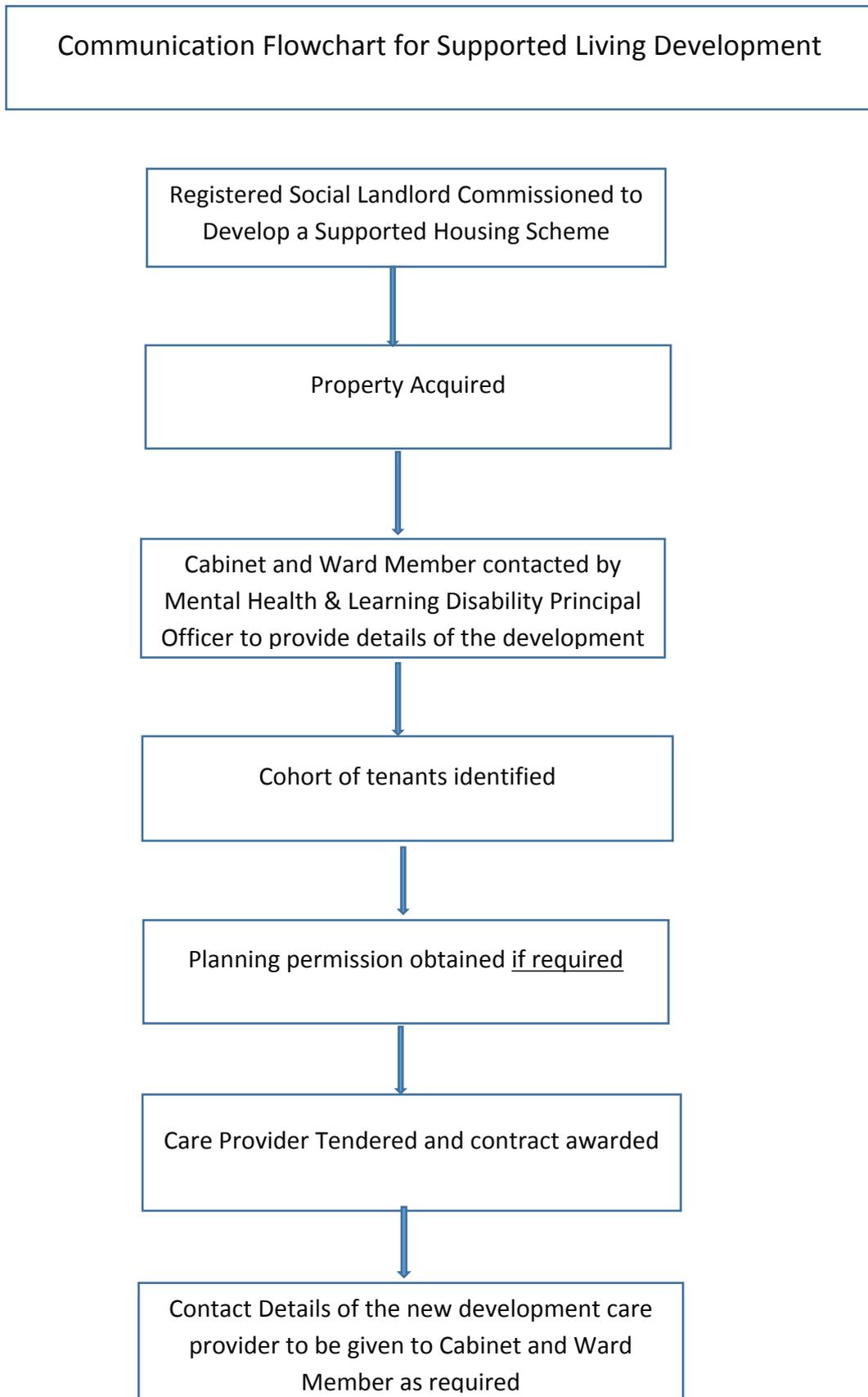
None

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 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)
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(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)
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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.

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

Please return the completed form to accesstoservices@swansea.gov.uk