



City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Scrutiny Performance Panel – Public Services Board

At: Committee Room 5, Guildhall, Swansea

On: Wednesday, 25 October 2017

Time: 10.00 am

Convenor: Councillor Mary Jones

Membership:

Councillors: P M Black, T J Hennegan, C A Holley, P R Hood-Williams, J W Jones and M Sykes

Co-opted Members: Cherrie Bija and John Warman

Agenda

Page No.

- | | | |
|----------|--|----------------|
| 1 | Apologies for Absence. | |
| 2 | Disclosure of Personal and Prejudicial Interests.
www.swansea.gov.uk/disclosuresofinterests | |
| 3 | Public Questions | |
| 4 | Minutes.
To approve & sign the Notes of the previous meeting(s) as a correct record. | 1 - 3 |
| 5 | Domestic Abuse Work Stream <ul style="list-style-type: none">• Chris Sivers – Director – People• Jane Whitmore - Partnership and Commissioning Manager• Megan Stevens - Key 3 Project Worker | 4 - 8 |
| 6 | Ageing Well Work Stream <ul style="list-style-type: none">• Chris Sivers – Director – People• Jane Whitmore - Partnership and Commissioning Manager• Polly Gordon - Life Stages Partnership Manager | 9 - 13 |
| 7 | Work Plan 2017/2018. | 14 - 15 |

Next Meeting: Wednesday, 13 December 2017 at 10.00 am

Huw Evans

Huw Evans
Head of Democratic Services
Wednesday, 18 October 2017

Contact: Scrutiny - 637732



City and County of Swansea

Minutes of the **Scrutiny Performance Panel – Public Services Board**

Committee Room 5, Guildhall, Swansea

Wednesday, 30 August 2017 at 10.00 am

Present: Councillor M H Jones (Chair) Presided

Councillor(s)

P M Black
J W Jones

Councillor(s)

C A Holley
K M Roberts

Councillor(s)

P R Hood-Williams
M Sykes

Co-opted Member(s)

Cherrie Bija

Co-opted Member(s)

Co-opted Member(s)

Officer(s)

Bethan Hopkins
Steve King
Chris Sivers

Scrutiny Officer
Senior Policy and Research Officer
Director of People

Apologies for Absence

Councillor(s): None

Co-opted Member(s): John Warman

1 Disclosure of Personal and Prejudicial Interests.

None Disclosed

2 Public Questions

None

3 Terms of Reference

The Panel discussed their role and effective working.

It was noted that any reports / recommendations from this panel with respect to the PSBs functions or governance arrangements are to be sent to the Welsh Ministers, the Future Generations Commissioner for Wales and the Auditor General for Wales for their information. This is in accordance with the Wellbeing of Future Generations Act.

4 Minutes

Notes of the meeting held on 12 April 2017 agreed as a correct record

5 Conveners letter and response from previous meeting

The Panel discussed the response provided by the Chair of the PSB to its letter dated 9 June and wanted to have more information on transition plans referred to in relation to Communities First.

6 Officer Briefing - Wellbeing Assessment

Steve King, Senior Research Officer, attended to brief the Panel on the key findings of the Wellbeing Assessment agreed by the Swansea PSB. He provided information about how the information was gathered, and the outcomes and scores.

Key points raised:

- The assessment of wellbeing is a live document and will be reviewed, updated and improved over time
- It is difficult to make comparisons as it is the first well-being assessment but the evidence base will be reviewed annually and a new assessment undertaken every 5 years, in line with Welsh Government expectations.
- Some of the scores are based on averages which may impact detailed analysis
- The main purpose of the assessment is to provide an evidence base to help the PSB to develop a Wellbeing Plan for Swansea, with a small number of objectives, that will make a real difference for citizens

The following issues were discussed:

- The meaningfulness of the scores attached to each of the primary drivers
- What is meant by 'good' when referred to in drivers e.g. 'good job'
- The accuracy of the picture the assessment paints about the level of income poverty in Swansea
- How the assessment will lead to measurable action

7 Officer Briefing - Wellbeing Plan

Chris Sivers, Director - People, attended to brief the Panel on the Wellbeing Plan. She provided information on how the plan is being developed, who is involved and the next steps.

She also provided some background to the PSB and organisational structure providing advice to the PSB through various work streams, delivery groups and sub-groups.

Key points raised:

- There are expectations of greater regional working in the future
- The plan must be published by May 2018 after public consultation

- The key is to embed partnership working into every organisation involved so it becomes their core business

The following issues were discussed:

- The timetable for developing the Wellbeing Plan
- The need for public consultation to be accessible and meaningful
- The need for a scrutiny stage, as a statutory consultee, to be built into the development of the Wellbeing Plan, prior to sign off.
- The need for a clear performance framework to support the delivery of the Wellbeing Plan, which can be scrutinized.

It was agreed that a letter be sent to the Chair of the PSB reflecting on our discussion and views on the Wellbeing Assessment and Plan.

8 Work Plan 2017/2018.

A work plan for the year ahead was discussed.

It was noted that:

- Changes may be made to the work plan as the Panel develops
- Cherrie Bija offered to hold one a future Panel meeting in one of the Family Centres run by her organisation, Faith in Families
- An information session on the Wellbeing of Future Generations Act and the role of scrutiny has been arranged for Panel members for 13 September (10.00-11.45am)

It was agreed that:

- a) the Panel meeting on 13 December deal with the draft Wellbeing Plan; and
- b) the meetings on 25 October and 14 February review progress and achievements over the last year concerning the four PSB objectives, inviting in the relevant lead officers and project sponsors to meet the Panel.

The meeting ended at 11.45 am

Chair

Agenda Item 5

Report of the Director of People

Public Services Board Scrutiny Performance Panel (25th October 2017)

Briefing on Domestic Abuse, Substance Misuse and Mental Health Key 3 Project

Purpose	This report provides the Panel with an update of PSB Priority on Key 3 Project covering Domestic Abuse, Substance Misuse and Mental Health
Content	This report outlines project progression and highlights to date, and future planned developments.
Panel Members are being asked to	Discuss the report and identify if there are any comments and/or recommendations to report back to the PSB.
Lead Cabinet Member	Councillor Will Evans
Lead officer	Chris Sivers
Report Author	Megan Stevens/Jane Whitmore

1. Introduction

- 1.1 The Key 3 Project aims to develop and implement a clear referral pathway between domestic violence against women, domestic abuse and sexual violence (VAWDASV), substance misuse and mental health agencies resulting in timely appropriate support and interventions for those experiencing the co-existing issues. Woven into the pathway is a referral route for support and interventions for those perpetrating abuse that have substance misuse and mental ill health.

The focus is on raising awareness within the agencies of the interaction between the three issues, encouraging information sharing between Key agencies and providing a clear, stringent pathway to provision for staff to enable service users to access the right support at the right time.

2. Context

- 2.1 The Key 3 Project Coordinator post was developed to address the lack of integrated care and support for those experiencing a combination of VAWDASV, substance misuse and mental ill health, along with a lack of support for those perpetrating abuse facing the same issues.
- 2.2 The PSB and the Domestic Abuse Strategy Group identified that there is not sufficient support for people with multiple complex needs, which leads to increasing vulnerability and risk for those experiencing domestic abuse and an increase in costs for agencies.

- 2.3 The project will aim to
- ✓ acknowledge and respond to the complex needs of the individual due to the chaotic nature of their lifestyle, with a focus on promoting engagement
 - ✓ allow individuals facing Key 3 issues to access appropriate and timely support, ideally to shorten the length of time they need services
 - ✓ reduce repeat referrals and those repeatedly going in and out of services
 - ✓ decrease safeguarding/ child protection cases
 - ✓ deliver a multi-agency response for integrated interventions, care and support
 - ✓ avoid duplication of support from agencies
 - ✓ allow for effective information sharing and promote multi-agency working

3. Overview of work programme for 17/18

3.1 Month 1-3: Consultation, agency sign up and development of materials

Month 3-6: Evaluation and development of referral pathway and related documents

Month 6-11: Development and delivery of training package and implementation of pathway

Month 12: Annual review

4. Highlights of achievement to date

4.1 Key 3 Project Steering Group

The purpose of the group is to work towards a facilitated and coordinated approach to improve support for individuals with Key 3 issues. The Group consists of representatives from key statutory and non-statutory agencies in the Key 3 areas in order to oversee and steer its progress. The Group meets on a bimonthly basis to discuss developments and make decisions on steps to be taken. A terms of reference has been developed for this multiagency group and membership established (subject to additional agencies as the project develops).

4.2 Information Sharing Protocol

A WASPI has been written in order to ensure correct protocol and procedures are in place to allow relevant and appropriate sharing of information between agencies signed up to the Project.

4.3 Consultation

Consultation took place with 69 members of staff from different professions in statutory and non-statutory services in order to gain their perspectives on the issues facing them when supporting Key 3 individuals. The Key 3 worker has managed a caseload of 30 individuals identifying with Key 3 issues in order to track their experiences of accessing services and gain insight into what works and the barriers they face when things go wrong.

4.4 Referral Pathway

The Key 3 Referral Pathway has been written in line with the DA Hub Pathway and has been taken to the Steering Group for approval. This will ensure appropriate information sharing between the agencies (when consent is given) and access to the appropriate service for service users and clear guidance for staff.

Pathway to Provision form - The Key 3 Pathway to Provision form has been drafted and will be taken to the next Steering Group for consideration at the next meeting.

4.5 Training - Introduction to Key 3

An awareness raising session has been written for initial contact and introduction with agencies, and includes an introduction to the Key 3 issues, their impact on victims and barriers to them accessing the right services. This has been delivered to 134 members of staff from an array of agencies to raise awareness of the project.

4.6 Partnership Working

The Key 3 worker has been attending regular drop-in sessions at key agency to offer support to service users in the other areas of need. This has been an effective way of engaging hard to reach individuals who are in need of support, but have difficulty keeping appointments.

5. Forward Look

5.1 Pathway to Provision

Pathway to Provision form will be taken to Steering Group Meeting on November 5th for discussion and finalisation prior to use.

5.2 Training Package

A Training package will be developed incorporating awareness on the Key 3 issues and the way in which they interact, as well as guidance for practitioners on how to use the Referral Pathway, and completing the Pathway to Provision form. This will be done alongside the ABMUHB 'Ask & Act' training, and the aim is to facilitate it jointly with the Ask & Act trainer from the mental health team.

This will feed into the National Training Framework produced by Welsh Government and will feed into the 5 year training plan, indicating how many staff member/ teams will be trained on a monthly basis, in collaboration with ABMUHB.

5.3 Implementing Pathway

After receiving training, staff will be encouraged to operate the pathway, utilising the Key 3 worker for support with this i.e. offering joint visits or support to complete the Pathway to Provision form if required. When referrals are received, the Key 3 worker will take the necessary steps to facilitate access to support from the right person at the right time, in line with the support requirements listed on the form.

Action required can be requested from the following options:

- ✓ Support to be provided by referring agency
- ✓ Support to be provided by referring agency in consultation with specialist domestic abuse service
- ✓ Support to be provided by preferred alternative identified
- ✓ No service identified- needs match to be completed

5.4 Perpetrator Focus

Key 3 worker is to undergo training with the Equilibrium perpetrator group facilitator with the aim of delivering some Key 3 specific perpetrator work on a one to one or group basis. This will be done in collaboration with partner agencies (to start with, Dyfodol). The Pathway to Provision form allows for perpetrator and victim referrals.

5.5 Drop-ins

Development of Key 3 Drop-in service to take place at Swansea's Domestic Abuse One Stop Shop, where people will be able to access support from workers in the three areas on a drop-in basis.

5.6 Wider Agencies

There is a potential to extend this approach across wider agencies who are not specialist in the Key 3 areas but still have dealings with clients facing these issues e.g. Housing, Red Cross, GP's, A & E etc.

5.7 Future Commissioning

As part of the Domestic Abuse Hub and the Partnership and Commissioning Team the Key 3 Coordinator can identify using the Pathway to Provision and Outcome, any areas of unmet need, which can be used to inform future commissioning arrangements across this service area and regionally. There has been interest in this project from across Wales and Swansea is a part of the Home Office Transformation Funded Collaborative Partner Group facilitated by the Police and Crime Commissioners Office.

5.8 Funding

The post was initially only a 12 month contract supported through Police and Crime Commissioners Grant funding administered by the Safer Swansea Partnership as a sub-group of the Public Service Board.

To ensure that the pathway is embedded into services funding for the post will be extended by a further 12 months.

This will ensure training is undertaken and the model is embedded and sustained. This also aligned with the requirements of the National Training Framework specified by Welsh Government in terms of Ask and Act.

6. Recommendations

- 6.1 The Panel is asked to discuss the report and identify if there are any comments and/or recommendations to be reported back to the Public Services Board

Background Papers

Copies of the Pathway, Pathway to Provision form, WASPI and Terms of Reference are available on request.

Report of Director of People

PSB Scrutiny Performance Panel 25th October 2017

Briefing on PSB Ageing Well Priority

Purpose	This report provides the Panel with an update of the PSB Priority on Ageing Well.
Content	This report outlines the background and context of Ageing Work and gives an overview of what has been achieved so far against the actions in the original Ageing well Plan/Strategy for Older People and looks at how Ageing Well will be taken forward and aligned with the requirements of the Future Generations Act.
Panel Members are being asked to	Discuss the report and identify if there are any comments and/or recommendations to be reported back to the PSB.
Lead Cabinet Member	Councillor Mark Child
Lead officer	Chris Sivers
Report Author	Polly Gordon/Jane Whitmore

1. Introduction

- 1.1 In Swansea today nearly 20% (46,800) of our total population is over the age of 65. This number is set to increase by approximately a further 28% over the next 25 years, compared to an overall estimated population increase of just 8% over the same time period, perhaps more shockingly, the population of people who are over 85 is set to increase by 104% over the next 20 years (Daffodil Cymru, 2015) This is mostly due to improved mortality rates and the ageing forward of some population cohorts, including those born in the post-war 'baby boom' (Swansea Council, 2014).
- 1.2 It is recognised that this is one of the big challenges of our times and that whilst there is the need to review and adapt the way we deliver Adult Social Services we also need to look beyond core services to our communities and wider workforce. If we are able to build and strengthen our community resources we can in turn build individual resilience and the chance of enjoying a good quality of life in their community rather than in care services.

2. Context

- 2.1 Ageing Well in Wales is a national Programme hosted by the Older People's Commissioner for Wales. It brings together individuals and communities with public, private and voluntary sectors to develop and promote innovative and practical ways to make Wales a good place to grow older for everyone. The

overall aim of the programme is to ensure that there is an improvement in the wellbeing of people aged 50+ in Wales and it has the following priority areas:

- Age Friendly Communities
- Dementia Supportive
- Communities
- Falls prevention
- Opportunities for Learning and Employment
- Loneliness and Isolation

- 2.2 In response to the Commissioners programme and the Welsh Government Strategy for Older People Swansea developed an *Ageing Well Plan and Independence of Older People Strategy 2015 – 2020*, (referred to in this document as the Ageing Well Plan)The strategy outlines our intentions on how we can support older people to live safe, well and independent lives for as long as possible. The Ageing Well Steering group was established to ensure a successful partnership approach to delivery of the strategy.
- 2.3 ‘Ageing Well’ was agreed as an interim priority work stream by the Public Service Board (PSB) for 2016/17 transition from LSB to PSB
- 2.4 ‘Live Well, Age Well’ was later agreed as one of four key objectives in Swansea’s Local Wellbeing Plan (2017) to be addressed collaboratively by local public services.
- 2.5 Swansea Council signed the *Dublin Declaration on Age Friendly Cities and Communities in Europe* in February 2014 pledging commitment to creating an Age-Friendly City.
- 2.6 A motion was agreed by Council in September and 2014 to become a ‘*Dementia Supportive City*’ in partnership with the Dementia Supportive Community Forum (Now known as Dementia Friendly Swansea)
- 2.7 *Swansea’s Network 50+ Group*, was set up several years ago as a key mechanism for engaging with older people, the membership has over time reduced and we are working collectively to review participation arrangements for older people to enable more people to be involved and the groups to be more representative of Swansea’s demographic make-up.

3. Overview of work programme for 17/18

- 3.1 In July 2016 a number of key objectives from the Ageing Well Plan were prioritised to be the focus of the PSB between 2016 and 2017. These objectives were:
 - Working towards becoming a Dementia-Friendly Community
 - Developing and Age Friendly City Centre
 - Developing and implementing a ‘Making Every Contact Count’ initiative across key partners

- Increasing support for vulnerable people through the expansion of Local Area Coordination
- Increasing awareness of existing Falls Prevention work.

4. Highlights of achievement to date

4.1 Dementia Friendly Communities

- All Local PSB core members have now achieved the BSI standard and are officially recognised by the Alzheimer's Society as working towards being Dementia Friendly.
- As all organisations have different footprints it's difficult to be precise, but we estimate that around 7500 public sector staff in Swansea are Dementia Friends including over 1500 Council staff.
- Survey undertaken on what a Dementia Friendly Swansea would look like completed by 165 people living with dementia or caring for someone with dementia. Report produced of finding with key themes identified.
- Partnership working with PSB organisations and Dementia Friendly Swansea (DFS) to address issues raised – e.g DFS are going to promote directory of social and support groups.

4.2 Making Every Contact Count

- Format and scope of the initiative has been agreed through meetings and workshops involving members of the public and practitioners.
- Task and finish groups have been established to develop the following areas: 1. Training 2. Evaluation and impact 3. Publicity and promotion.
- The Centre for Ageing and Dementia Research at Swansea University have expressed an interest in helping to develop the evaluation process and measure impact.

4.3 Age Friendly City Centre

- The Ageing Well team supported consultation on the proposed St David's development, ensuring older people had a voice.
- More general research on what makes an Age Friendly City Centre was carried out at the Ageing Well Event in April 2017, with more than 60 responses which will be presented to the Development Team at an upcoming meeting.
- Ageing Well Team promoting the Age Friendly Communities, Guidebook from Ageing Well in Wales and working closely with Centre for Ageing and Dementia Research to incorporate the OPERAT (physical environment assessment tool).
- Working with Young Firefighters, CADR and local community members in Cwmrhydycyrrw to promote Ageing Well with the intention of testing the Age Friendly Community resources out.

4.4 Expansion of Local Area Coordination

- This action is not exclusively a PSB action as the LAC manager with support from the Life Stages Manager has been looking at a variety of funding opportunities, which has resulted in four new posts becoming available. Four new posts have been agreed funded from a variety of sources:

- The evaluation report, released by Western Bay in April 2017 has contributed to the decision by the Council to expand Local Area Coordination by funding a further **two** posts.
- As a result of PSB discussions a further post has been agreed; this will be a secondment opportunity fully funded by Mid and West Wales Fire Service for 1-2 years.
- (There is the possibility of a second post funded by PSB members, but this is yet to be confirmed)
- The **fourth** confirmed post will be funded through Supporting People grant.
- Funding has also been secured from Swansea Housing Associations which is already committed to existing posts.

4.5 Increased Awareness of Falls Prevention

- The Community Falls Prevention Pathway for ABMU is in the process of being reviewed to include a wider range of partner responsibilities, for example Local Area Coordinators
- Promotion of the Falls prevention guide and other falls prevention initiatives at the Ageing Well Event in Swansea and across partner organisations
- Falls prevention is included as a key theme in the Making Every Contact Count initiative and makes explicit links to the Steady on, Stay Safe campaign.

4.6 Engagement and Participation

- The Ageing Well team has taken over responsibility for supporting the Network 50+ from Access to Services. We are in the process of drafting and Engagement and Involvement Plan. Members of the Network have been involved in all planning events and Steering Group and Sub-Group meetings.
- The Ageing Well team organised a partnership Ageing Well Engagement Event in April 2017 and are celebrating UK of Older People on October 19th in Swansea Grand.

5. Forward Look/Future developments

- 5.1 Ageing Well was identified as one of four objectives in Swansea's Local Wellbeing Plan which is due to be published in May 2018. Initial focus group meetings have reviewed the content of the Local Wellbeing Assessment along with responses from Ageing Well engagement activities and feedback from PSB workshops and have proposed that this objective takes a 'life course' approach rather than just focusing on Older People. This approach has a prevention focus so intends to build resilience both at individual and community level to enable people to 'Live Well and Age Well'. The detail of the objectives will go out to public consultation in November 2017
- 5.2 The Ageing Well Plan priorities will be reviewed again following the sign-off of Swansea's Wellbeing Plan and more detailed actions and timeframes will be established
- 5.3 The Ageing Well Team are in the process of developing a proposal on how we can embed human rights for older people council-wide.
- 5.4 The Ageing Well Team along with key partners and members of the Network 50+ has drafted an engagement and participation plan for older people which sets out how we plan to inform, engage and involve people in all of our work.

- 5.5 The Ageing Well Team will continue to play a key role in expanding Local Area Coordination to cover all areas of Swansea and take steps to influence others to embed an asset based community development approach in other key service areas.

6. Recommendations

- 6.1 The Panel is asked to discuss the report and identify if there are any comments and/or recommendations to be reported back to the Public Services Board

Agenda Item 7

Public Services Board Performance Panel
Wednesdays at 10am
Work Plan 2017/18

<u>Meeting Details</u>	Items to be discussed
<p>Committee Room 5 Guildhall 10am – 12pm (9.30am Pre-Meeting when required)</p>	
<p><u>Meeting 1</u></p> <p>Wednesday 30th August 2017</p>	<ul style="list-style-type: none"> • Terms of Reference • Wellbeing Assessment review and briefing Steve King – Information, Research & GIS Team Leader • PSB Update – Officer Briefing Chris Sivers – Director of People • Draft work plan discussion
<p><u>Training</u></p> <p>Wednesday 13th September 2017</p> <p>10am – 11.45am Committee Room 3C Guildhall</p>	<ul style="list-style-type: none"> • PSB/Wellbeing and Future Generations Scrutiny Information Session Penny Gruffydd – Sustainable Policy Officer
<p><u>Meeting 2</u></p> <p>Wednesday 25th October 2017</p>	<ul style="list-style-type: none"> • Domestic Abuse – Work Stream Jane Whitmore – Partnership and Commissioning Manager Chris Sivers – Director People Megan Stevens – Key 3 Project Worker • Ageing Well – Work Stream Jane Whitmore – Partnership and Commissioning Manager Chris Sivers - Director People Polly Gordon – Life Stages Partnership Manager
<p><u>Meeting 3</u></p> <p>Wednesday 13th December 2017</p>	<ul style="list-style-type: none"> • Draft Wellbeing Plan Discussion Penny Gruffydd Suzy Richards

<p><u>Meeting 4</u></p> <p>Wednesday 14th February 2018</p>	<ul style="list-style-type: none"> • Early Years – Work Stream Sian Bingham – Prevention and Early Intervention Strategic Manager Andrew Davies – Chair ABM Health Board Chris Sivers – Director of People • City Centre – Work Stream Phil Holmes – Head of Service Planning and City Regeneration Rob Stewart – Council Leader
<p><u>Meeting 5</u></p> <p>Wednesday 11th April 2018</p>	<ul style="list-style-type: none"> • Annual Review of panels work