

To: Members of the Partnerships
Scrutiny Committee

Date: 8 April 2021

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Dear Councillor

You are invited to attend a meeting of the **PARTNERSHIPS SCRUTINY COMMITTEE** to be held at **10.00 am** on **THURSDAY, 15 APRIL 2021 BY VIDEO CONFERENCE**.

Yours sincerely

G. Williams
Head of Legal, HR and Democratic Services

AGENDA

PART 1 - THE PRESS AND PUBLIC ARE INVITED TO ATTEND THIS PART OF THE MEETING

1 APOLOGIES

2 DECLARATION OF INTERESTS (Pages 3 - 4)

Members to declare any personal or prejudicial interests in any business identified to be considered at this meeting.

3 URGENT MATTERS AS AGREED BY THE CHAIR

Notice of items which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act 1972.

4 MINUTES OF THE LAST MEETING (Pages 5 - 8)

To receive the minutes of the Partnerships Scrutiny Committee meeting held on 11 February 2021 (copy enclosed).

5 COMMUNITY SUPPORT SERVICES MARKET POSITION STATEMENT 2021-24 (Pages 9 - 58)

To consider a report by the Principal Manager for Support Services which seeks the Committee's views on Denbighshire County Council Community Support Services' (CSS) Market Position Statement (MPS) for 2021–2024 (copy attached)

10:10am – 10:45am

6 SCRUTINY WORK PROGRAMME (Pages 59 - 84)

To consider a report by the Scrutiny Coordinator (copy enclosed) seeking a review of the committee's forward work programme and updating members on relevant issues.

10:45am – 11:05am

7 FEEDBACK FROM COMMITTEE REPRESENTATIVES

To receive any updates from Committee representatives on various Council Boards and Groups.

11:05am – 11:15am

MEMBERSHIP

Councillors

Councillor Jeanette Chamberlain-Jones (Chair)

Councillor Emrys Wynne (Vice-Chair)

Joan Butterfield
Ann Davies
Gareth Davies
Hugh Irving
Pat Jones

Christine Marston
Melvyn Mile
Rhys Thomas
David Williams

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LOCAL GOVERNMENT ACT 2000

Code of Conduct for Members

DISCLOSURE AND REGISTRATION OF INTERESTS

I, *(name)*

a *member/co-opted member of

*(*please delete as appropriate)*

Denbighshire County Council

CONFIRM that I have declared a ***personal / personal and prejudicial** interest not previously declared in accordance with the provisions of Part III of the Council's Code of Conduct for Members, in respect of the following:-

*(*please delete as appropriate)*

Date of Disclosure:

Committee *(please specify)*:

Agenda Item No.

Subject Matter:

Nature of Interest:

*(See the note below)**

Signed

Date

*Note: Please provide sufficient detail e.g. 'I am the owner of land adjacent to the application for planning permission made by Mr Jones', or 'My husband / wife is an employee of the company which has made an application for financial assistance'.

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PARTNERSHIPS SCRUTINY COMMITTEE

Minutes of a meeting of the Partnerships Scrutiny Committee held by video conference on Thursday, 11 February 2021 at 10.00 am.

PRESENT

Councillors Joan Butterfield, Jeanette Chamberlain-Jones (Chair), Ann Davies, Gareth Davies, Hugh Irving, Pat Jones, Christine Marston, Melvyn Mile, Rhys Thomas and David Williams

Observer – Councillor Meirick Lloyd Davies

Also in attendance -

Councillor Tony Thomas – Lead Member for Housing and Communities
Councillor Brian Jones – Lead Member for Waste, Transport and the Environment.

ALSO PRESENT

Corporate Director Communities (NS), Head of Highways, Facilities and Environmental Services (TW), Works Unit and Streetscene Manager (AC), Democratic Services Manager (SP), Scrutiny Coordinator (RE) and Committee Administrators (SJ and KJ).

1 APOLOGIES

Apologies for absence were received from Councillor Emrys Wynne.

2 DECLARATION OF INTERESTS

No declarations of interest had been raised.

3 URGENT MATTERS AS AGREED BY THE CHAIR

No urgent matters had been raised.

The Chair extended the Committee's best wishes for a full and speedy recovery to the Vice-Chair, Councillor Emrys Wynne, following his recent surgery.

4 MINUTES OF THE LAST MEETING

The minutes of the Partnerships Scrutiny Committee meeting held on 17 December 2020 were submitted.

No matters were raised in relation to the contents of the minutes.

Resolved: - the minutes of the Partnerships Scrutiny Committee meeting held on 17 December 2020 be approved as a true and correct record of the proceedings.

5 HIGHWAYS GRASS VERGE AND HEDGE MAINTENANCE AND PESTICIDE APPLICATION POLICIES

Councillor Tony Thomas – Lead Member for Housing and Communities and the Head of Highways, Facilities and Environmental Services provided members with detailed background information on the Highways grass verge and hedge maintenance and pesticide application policy. The report (previously circulated) had been requested by the Committee following a previous report that had been discussed.

The following points were raised during the discussion –

The Lead Member, Head of Highways, Facilities and Environmental Services and the Works Unit and Streetscene Manager answered members' questions in relation to various aspects of the policies. The following were discussed in more detail:

- Confirmation was provided that research had been undertaken into the different pesticides used in the county. Challenges had been faced over previous years regarding the use of pesticides. It was stressed to members the requirement to control weeds with the method with the least impact on biodiversity and ecology. Alternative solutions to the use of pesticides had been looked into and continued to be researched on an annual basis. Members were informed that further guidance had been sought from Welsh Government to ensure the work the authority completed was in line with National Policy.
- Close working took place with the National group- Amenity Forum to look at best ways to approach biodiversity whilst effectively managing weed growth.
- It was confirmed that 21 pilot sites had been identified as open space experimental biodiversity sites. These sites had been selected based on their nutrient rich basis and because of their animal biodiversity potential. It was hoped to expand the number of sites in the future. The sites had been identified by the Countryside Services as the most suitable to encourage biodiversity. It was confirmed that initially 97 sites had been identified as possible sites. Currently 21 sites had been initiated with a further 2 sites to be developed in the upcoming season. The potential sites had been established across the county regardless of whether they were within the designated Area of Outstanding Natural Beauty (AONB) or not.
- The Streetscene Service was working closely with Countryside Services to identify potential future biodiversity sites. Denbighshire was regarded as a national leader in this field of work.
- Confirmation was provided that consultation with local members regarding the additional sites would take place.
- The Council was currently in the process of purchasing new cut and collect grass mowing equipment for use by the Streetscene Service in conjunction with Countryside Services. The latter Service had been able to source grant funding towards the cost of the equipment.

- Members wanted to thank the officers for the addition of the yellow salt bins in the Llangollen area, as this reduced run off from salt piles and its adverse effects on biodiversity and ecology of the area.
- It was difficult to adopt a one size fits all approach across the county. The pesticide application used in the countryside was done so sparingly. Members were advised that the cost of pesticide was expensive and therefore it was only used when and where needed. To reduce the potential environmental damage only the minimum amount of pesticide needed to be effective was used to complete the work. Members were directed to the method statement that had been included in the report pack (previously circulated).
- It was confirmed that generally it was the responsibility of the landowner to maintain overhanging of branches and hedges. The Authority would take responsibility if the overhang impacted a highway. In rural areas verge cutting was in line with the biodiversity policy to encourage growth and development.
- The Highways Grass Verge Maintenance Policy stated that a one metre swathe should generally be applied when cutting grass verges and hedgerows. Health and Safety cuts were undertaken on designated junctions and blind corners etc. When concerns were raised on an individual basis, they would be investigated and addressed on a risk based approach basis. It was confirmed that a back to boundary approach had not been adopted.
- It was confirmed that the Council had adopted a Tree Management Policy. The general approach to tree management had been to only take action if the tree had become hazardous. A summary document had been made available on the public internet for access and information.

The Chair thanked officers for the detailed report and the appendices attached within the pack. The papers had covered a large scope of information for members to discuss. The members wanted to thank the officers and Countryside officers for the positive work that had begun.

It was therefore,

RESOLVED to receive the contents of the report and the associated appendices:

- ***to support the Council's policy with respect of verge and hedge maintenance and its Pesticide Application Policy;***
- ***that a follow up report be presented to Committee in a year's time; and***
- ***that information reports be circulated to each Member Area Group (MAG) detailing the verge, hedge cutting and pesticide application schedules for their respective areas.***

6 SCRUTINY WORK PROGRAMME

The Scrutiny Coordinator submitted a report (previously circulated) seeking the members' review of the Committee's work programme and provided an update on relevant issues.

Discussion focused on the following –

- Members agreed to defer the business item on the Health Board Capital Plans for services in Denbighshire until May 2021.
- The Chairs and Vice Chairs Group would be meeting in the near future and may add further reports to the forward work programme (FWP) for the Committee to consider. Confirmation was provided that two reports, relating to Denbighshire Voluntary Services Council (DVSC) and Homelessness, had been included on the FWP by the Scrutiny Chairs and Vice Chairs Group, for the Committee for later in the year.
- The April committee meeting had no reports at present, members agreed to keep the meeting in the diary. If nothing had populated the work programme by then, it could be cancelled closer to the meeting date.

The Scrutiny Co-ordinator reminded members of the scrutiny proposal form (Appendix 2 previously circulated) and advised that any proposals should be sent to her directly, so these could be considered by the Scrutiny Chairs and Vice Chairs Group for inclusion on the forward work programme.

RESOLVED, that the forward work programme as detailed in Appendix 1 to the report, be approved.

The meeting concluded at 10.55 a.m.

Report to	Partnerships Scrutiny Committee
Date of meeting	15th April 2021
Lead Member / Officer	Bobby Feeley, Lead Member for Wellbeing and Independence / Phil Gilroy, Head of Community Support Services
Report author	Ann Lloyd, Principal Manager for Support Services
Title	Community Support Services Market Position Statement 2021-24

1. What is the report about?

- 1.1. Denbighshire County Council Community Support Services (CSS) Market position Statement (MPS) for 2021–2024.
- 1.2. The MPS sets out our offer to the market, and summarizes current needs and priorities - helping current/potential providers (including independent sector, third sector, not for profit and social enterprise) to develop and shape their care and support for adults in Denbighshire.

2. What is the reason for making this report?

- 2.1. To enable Scrutiny Committee to consider whether Community Support Services has clearly demonstrated that:
 - 2.1.1. It understands the local market and business of local providers; and
 - 2.1.2. the activities they can undertake to influence the current and future range of care and support available, tailored to respond to specific local issues.
- 2.2. To enable Scrutiny Committee to reassure themselves that the MPS accurately summarises supply and demand in Denbighshire, and informs providers what the future commissioning plans will be in order to support the delivery of the Council's Resilient Communities corporate priority.

3. What are the Recommendations?

That Scrutiny:

- 3.1. agrees that Community Support Services' MPS reflects an understanding of the local market and business of local providers, and that it clearly sets out how the current and future range of care and support will be influenced and tailored to respond to specific local issues, and support the delivery of key corporate and CSS priorities;
- 3.2. feeds back any comments and recommendations as necessary; and
- 3.3. confirms that it has read, understood and taken account of the Well-being Impact Assessment (Appendix 2) as part of its consideration.

4. Report details

- 4.1. Our CSS MPS is a key way by which we set out and communicate our commissioning/development priorities and intentions. This in turn helps current/potential providers to develop and shape their support, to help us meet the care and support needs of adults in Denbighshire. The document provides a summary of how we plan and procure adult social care services, with details of how and why we are looking to commission/develop particular support services/approaches.
- 4.2. The MPS covers the social care areas of older people; people with physical/sensory disabilities; people with complex disabilities (including learning disabilities, acquired brain injury and autism), and carers. The commissioning and development plans for homelessness prevention are captured in a separate Housing & Homelessness Strategy.
- 4.3. Our MPS is not a static document; it can be updated as needs and circumstances change, and we openly invite comments and suggestions from stakeholders.
- 4.4. Our last CSS MPS was finalised in 2017. This new MPS for 2021-24 (appendix 1) has been fully updated to reflect new evidence of needs and demand, new priorities and directions of travel, and some summary detail of specific plans for new developments where these are already known. It also includes a brief chapter

on the impacts of the Covid-19 crisis in terms of how we must respond and shape our social care planning and delivery.

4.5. The Social Services and Wellbeing Act remains the underpinning strategic driver of our commissioning plans and development activity in Community Support Services. As such, our MPS makes clear our focus on earlier intervention, increasing preventative services within the community, helping people to maintain their independence, and ensuring that citizens have voice, choice and control when it comes to their care and support.

4.6. The MPS also explains that we want to work with providers who will offer best value through achieving priority outcomes, and creative, collaborative working. All services that we commission must avoid duplication, and reduce demand upon statutory services.

4.7. Some key priority areas/themes captured in the MPS for 2021-24 include:

4.7.1. Developing outcomes (not outputs) focused support, and person-centred practice. This includes a focus on Support Budgets and Direct Payments (encouraging both their uptake and the creativity of their use), and further embedding co-production, positive risk taking and strengths-based approaches.

4.7.2. Preventing the need for statutory services, and supporting people to stay independent for longer. This will include developing more Extra Care Housing, and continuing to develop a broader range of tenancy-based housing for people with complex needs. Helping people to develop their own support networks must also be a key part of our approach.

4.7.3. Supporting people to use different technologies to meet their outcomes and stay connected, both during and post-the Covid-19 crisis.

4.7.4. Developing a greater range of care and support for people in more rural areas of Denbighshire, and ensuring that our commissioned services can support people in the language of their choice.

4.7.5. Remodelling and modernising traditional day services and residential care settings, and ensuring that more settings are better able to support individuals with more complex needs, including physical disabilities and complex mental health support needs.

- 4.7.6. Continuing to develop our day/work opportunities for people with learning disabilities, ensuring a progression approach and supporting more people with learning disabilities into paid work.
- 4.7.7. Continuing to develop services/approaches to relieve the immense pressure on carers, including young carers - including through provision of accessible information, advice and assistance, practical and emotional support, and developing different kinds of respite options.

5. How does the decision contribute to the Corporate Priorities?

- 5.1. Through the priorities and developments summarised as above, we will contribute to delivering several corporate priorities, particularly including those around resilient and connected communities, young people (16+) and housing.

6. What will it cost and how will it affect other services?

- 6.1. All developments in line with the MPS will be managed within existing allocated budgets. The CSS Contracts and Commissioning Team will as always work and invest collaboratively with both internal and external partners, and maximise various new and existing funding streams as they become available.

7. What are the main conclusions of the Well-being Impact Assessment?

- 7.1. A Wellbeing Impact Assessment for this MPS was completed in March 2021 (please see appendix 2). It was completed by the CSS Contracts and Commissioning Team, although input from consultations/feedback from other stakeholders, as outlined below, fed into the Assessment.
- 7.2. The MPS scored 32 out of a possible 36 in terms of its sustainability, and was identified to make a positive contribution to all 7 of the wellbeing goals - with clear strategies identified to address any potential unintended negative consequences.

8. What consultations have been carried out with Scrutiny and others?

- 8.1. The priorities and actions set out in the MPS are informed by a wide range of information CSS gathers throughout the year, including through regular

monitoring/reviews and other contracts and commissioning activity, which provides us with up to date information on needs and demand.

8.2. Several forums/groups have helped to inform the plans and priorities set out in the MPS, including the Commissioning Cycle Group, Ageing Well in Denbighshire, Carers Strategy Group, and the Corporate Supporting Carers Group. The MPS has also been reviewed and approved by the CSS Senior Leadership Team.

8.3. A number of primary data gathering exercises have also helped to shape this MPS, including a carers survey, Have your Say, and our complex disabilities Denbighshire housing needs database.

8.4. Many secondary data sources have also been used to help shape the MPS, including the North Wales Population Assessment, the Daffodil database, and other various local and national reports, plans and strategies.

9. Chief Finance Officer Statement

9.1. It is important that the Council works in partnership with providers and plans effectively to help ensure that procurement is as efficient as possible and that appropriate resources are allocated. As stated above the impact of the current MPS is included in current budget estimates for the service. The pressures within CSS are looked at in detail and appropriate additional resources are included in budget proposals. It is also welcome that the need to maximise external funding sources is recognised in the report.

10. What risks are there and is there anything we can do to reduce them?

10.1. There is always the risk that social care developments don't achieve what we need them to; however, robust planning (including co-producing), monitoring and evaluation measures implemented by the Contracts and Commissioning Team throughout the year ensure continuous learning, and the opportunity to identify and address any concerns as quickly as possible.

10.2. This continuous planning and monitoring, in line with the commissioning cycle, also enables us to plan carefully around the changing levels/availability of different funding streams, ensuring that any potential future cuts to funding can be managed in a planned way, in order to minimise disruption to frontline care and support services as far as possible.

11. Power to make the decision

11.1. Section 21 of the Local Government Act 2000

11.2. Scrutiny's powers with respect of policy development and review are outlined in Section 7.4.1 of the Council's Constitution.

12. Appendices

12.1. Appendix 1 – Community Support Services Market Position Statement 2021-24

12.2. Appendix 2 – Wellbeing Impact Assessment for CSS MPS 2021-24

Community Support Services Market Position Statement and Commissioning Intentions 2021 - 2024

Community Support Services Market Position Statement and Commissioning Intentions 2021 - 2024

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Community Support Services Market Position Statement and Commissioning Intentions 2021 - 2024

1. Introduction

This document sets out Denbighshire County Council Community Support Services market position statement (MPS) and commissioning intentions for 2021 – 2024.

Our MPS sets out our offer to the market, and summarizes the current needs and priorities - helping current/potential providers (including independent sector, third sector, not for profit and social enterprise) to develop and shape their support for adults in Denbighshire.

Please contact us at C&CteamCSS@denbighshire.gov.uk / 01824 712306 if you wish to discuss this document or any aspect of our market position and commissioning intentions.

N.B. Commissioning intentions for homelessness prevention support are captured in a separate annual commissioning plan – please contact us if you would like a copy of this.

2. Responding to COVID-19

The COVID-19 virus has brought about unprecedented challenges for the social care sector and the people it supports. We are grateful to the social care providers in Denbighshire, who have risen to such huge challenges and gone above and beyond to make sure that individuals and their carers and families get the care and support they need.

We must continue to respond to changing needs, and ensure that care and support can continue to be delivered where it is needed most. We must also continue to learn important lessons from the challenges presented, and find opportunities for positive changes to the ways we work. During this crisis we have seen many different services, sectors and parts of the community crucially pull together and collaborate in new ways. Physical distancing has also brought to the forefront the need for better ways to keep people connected and prevent isolation, including through the use of different technologies. We have also seen how vital advocacy services have been in ensuring that citizens' voices do not get lost during a period of such widespread crisis management.

Our relationship with providers has changed too. Since the crisis hit, we have developed a much more open and supportive approach with many providers.

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There are also increased opportunities for peer support. We intend to build on this, and ensure that open communication and mutual support remain essential tenets of how we work in Denbighshire.

3. Our approach and what shapes it

Co-production and engaging with citizens and providers is a key way in which we shape our approach, both operationally and strategically. We continue to work to embed co-production in our planning, commissioning, delivery and evaluation of care and support.

Nationally, the strategic direction of Local Authorities is set by the Social Services and Well-being (Wales) Act 2014, with its principles of voice and control, prevention and early intervention, well-being and co-production. Some of the main provisions of the Act are:

- A stronger voice and real control for people over the social care services they use
- Prevention and early intervention, supported by partnership working and integration
- Outcomes-focused assessments
- National eligibility criteria – with a rights-based approach, people will be assessed on what they need, rather than just on what services are available locally.
- Strengthening powers for safeguarding of children and adults
- Extending the range of services available by direct payments
- Portable assessments
- Equivalent rights for carers

There are also a number of local plans and strategies that inform our approach, including:

- Denbighshire County Council's Corporate Plan 2017 - 2022, including key priorities around supporting carers and developing seamless social care services.
- Conwy and Denbighshire Public Services Board Well-being Plan (2018-23) which focuses on improving cultural, economic, environmental, and social well-being.
- Supporting Independence in Denbighshire – using the 'What Matters' approach and our asset-based resource wheel to support strengths-based conversations.

We continue to face a number of challenges because of increasing demands and reducing financial resources.

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At the same time, new legislation and contemporary support approaches provide opportunities to help citizens better achieve their outcomes. We need to continue to modernise and develop, including through co-production and collaborative working, and supporting people to make use of new support networks and technologies.

Ultimately, our focus must be on earlier intervention, increasing preventative services within the community, and helping people to maintain their independence. Our mission is to place people at the heart of decisions about the type of support they may receive. For many people, this will mean that they may be given a support budget/direct payment to manage their own care and support to achieve agreed outcomes. We will however also continue to commission managed care and support for those who need it.

We will therefore be seeking to work with and commission from providers who embrace:

- Having meaningful conversations with people
- Connecting people with what matters to them
- Enabling people to maximise their independence and take control of their lives
- Building on the strengths and abilities of people to identify individual solutions

In these turbulent times, we would also like to work with providers who will help to mitigate risks by supporting and influencing our approach, and who will offer best value through achieving priority outcomes, and creative, collaborative working. All services that we commission must avoid duplication, and reduce demand upon statutory services.

4. Contracting and procurement routes

Most of the care and support for adults is provided by the independent and third sector. In line with our Third Sector Strategy, some organisations providing services that meet our priorities are grant-funded, or 'pump-primed' with a view to becoming self-sustaining.

We also use various procurement routes (in line with our Contract Procedure Rules), including:

- **Domiciliary Care providers** are required to be accepted on to the North Wales Domiciliary Care Agreement Framework, which opens to new applications from time to time. There is a care brokerage system in place, ensuring that individual care packages are awarded to the best match provider.

Community Support Services Market Position Statement and Commissioning Intentions 2021 - 2024

- **Care Homes** are required to sign a pre-placement contract with Denbighshire County Council (and Betsi Cadwaladr University Health Board where appropriate).
- **Community Living Scheme** support packages are usually tendered out, providers wishing to be considered for opportunities will already be on a Regional Framework, and opportunities, as they arise, are advertised on Sell2Wales.
- **Day Services for older people and adults with physical or sensory impairment** are commissioned on an individual basis
- **Day Services and Work Opportunities for individuals with a learning disability** procurement routes are currently under review. More information will be available soon.

Direct payments/support budgets

Support budgets are part of our strategic approach to personalisation. There are a number of ways for citizens to access their support budget, including a direct payment, third party or Local Authority managed support budget, or a combination of the three. Demand for Direct Payments is increasing and in 2021 – 2024 we hope to see a significant increase in their uptake.

We will continue to encourage and facilitate further development and uptake of direct payments and have recently introduced pre-paid cards to help individuals, families, carers, and providers to overcome some of the barriers. We encourage existing and potential providers to consider how best to support and respond to the needs of people who are procuring their own services.

Measuring Quality

The Contracts and Commissioning Team draws on various sources of information, which complements the contract review process. This includes a number of approaches and tools to make sure that citizens' voices are heard in this respect, including a 'Have your say' questionnaire, and detailed analysis of person-centred plans on an annual basis within Complex Disabilities services.

Community Support Services Market Position Statement and Commissioning Intentions 2021 - 2024

5. Service area key messages & commissioning intentions

5.1 Older people & people 18+ with physical or sensory impairment

Community Support Services has a clear strategic vision around supporting independence choice and control. Our focus on early intervention, prevention, and reablement approaches will support people to maintain their independence; at the same time, we must ensure that people are protected, and minimise the risk of abuse or exploitation.

There are a number of different service areas in which we commission and deliver care and support for older people and people 18+ with physical or sensory impairment:

5.1.1 Domiciliary care, including support work & specialist domiciliary care

The current picture;

- Most domiciliary care in Denbighshire is provided via independent and third sector.
- Prior to any care package being commissioned, we explore the potential of a period of reablement (usually provided in-house) to determine what support is required to maintain the person's independence and help them to reach their goals. Longer term care will be put in place only when assessed as necessary, often where cases are more complex. Such longer term provision will be outcomes-focussed, and reviewed on a regular basis.
- Domiciliary care provision has reduced since 2016. This is viewed as a positive development and in line with our strategic intention to support more people to live independently without the need for ongoing managed support, e.g. through the provision of reablement and telecare/other assistive technologies.
- However, we also know that demand is outstripping capacity. The number of hours of domiciliary care provided for individuals aged 65+ has increased. Denbighshire's rural geography also provides its own challenges, and we are also very aware of the difficulties being experienced in recruiting and retaining domiciliary care workers.
- Care Brokers mainly struggle to find suitable agencies to meet care needs identified in the south of the county, particularly in more rural areas (generally from Ruthin and further south). There have however also been some issues securing domiciliary care packages in other areas such as Bodelwyddan, Bodfari, Denbigh and St. Asaph.

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- There are a significant number of older people in Denbighshire who have memory problems, not all of whom will have a diagnosis of dementia. From 2017 to 2025 a rise of 25.6% in people aged 65+ with dementia (source: Daffodil Cymru). Is predicted. There is also a small number of adults aged 30–64 with early onset dementia.
- For most individuals with mild to moderate dementia and a range of other mental health support needs, there is also a service provided by Health and Social Care Support Workers (based in the multi-agency Community Resource teams) that focuses on enabling individuals and their carers to engage with their communities and find opportunities to improve wellbeing.

What we need to develop and commission in domiciliary care;

- We as a Local Authority must continue to work towards individual outcomes-focussed (rather than “time and task”) commissioning of domiciliary care provision.
- We need all domiciliary care providers to work creatively and collaboratively with us to meet increases in demand, especially for our more complex cases. We are particularly keen to work with providers who have a strong focus on person-centred approaches, and who embrace the reablement ethos.
- We want more individuals to benefit from the opportunities for more choice and control that support budgets can offer.
- We need to work together with domiciliary care providers to create better opportunities for recruitment and retention of care workers.
We will be working with other Local Authorities and Betsi Cadwaladr University Health Board (BCUHB) on a regional whole systems approach to domiciliary care, concentrating on outcomes focus, workforce well-being and development, organisational sustainability, and exploration of different commissioning models.
- We will also be working in partnership with BCUHB to develop a greater range of care and support in some more rural areas of the county.
- We are looking to pilot a service for up to three people at a time, with moderate to advanced levels of dementia, to be supported in a care worker’s own home - providing those living with dementia with the opportunities to maintain their skills for as long as possible, whilst providing their carers with respite that is tailored and purposeful.
- We want to see more communities working towards being ‘Dementia Friendly’, and we will continue to work toward being a dementia friendly employer.

Community Support Services Market Position Statement and Commissioning Intentions 2021 - 2024

5.1.2 Day services / activities

The current picture;

- In Denbighshire there are several third sector organisations that provide day services/activities, and two that are Local Authority run. Some specialise in specific activities or types of support for people with particular support needs.
- In the main, they are not able to provide a service to those who require any personal care, limiting accessibility for some individuals who are eligible for social care services. There is also limited specialist provision of day activities for adults with a physical/sensory impairment, and for younger people with early onset dementia.
- We know that, in general, people want to retain their independence and community links rather than have specialised centres.
- We anticipate that there will always be a need for day services, but that these services need to be remodelled and modernised. The provision of day services must be part of our wider approach of wellbeing support, prevention, and early intervention.

What we need to develop and commission in day services;

- We must continue to remodel and modernise traditional day services, refocusing on community-based support that offers a broad range of activities for individuals with various needs – closer to home, and in environments that are conducive to better wellbeing, with good quality facilities.
- We are looking for a delivery model that will be outcomes-focused, with a reablement ethos; that offers meaningful activities, and ultimately a focus on the wellbeing, individuality, choice, dignity and strengths of each citizen. This should include promotion of positive risk taking, and the use assistive technologies where possible.
- We will consider commissioning specific day services for individuals with moderate to high levels of dementia who may have personal care needs, and we would welcome discussion with providers with experience of providing this type of support.
- The Local Authority run day service in Denbigh will be reviewed, giving reference the wider health and social care provision in Denbigh and surrounding areas.
- We will encourage individuals to have greater choice and control by purchasing their own day service support using a support budget.

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- We will look to further develop the support worker approach for people with dementia who live at home without a carer, as well as consider this type of approach for people with physical/sensory impairment, which could possibly be funded via direct payment.
- We will continue to work with communities and services to ensure that people can access more community-based support, reducing the need for more formal services.

5.1.3 Short term breaks

The current picture;

- Short term breaks happen when a person temporarily moves into a care home/extra care environment after hospital stay/short-term illness, and they require extra support whilst their health improves. Often this is funded via a direct payment/support budget.
- Each individual will have a support plan, and the ethos remains that independence must be maintained/increased.
- However, statistics indicate that once admitted to a care home for short term support (other than carer respite), a person's chance of returning to their own home is significantly reduced.

What we need to develop and commission for short term breaks;

- We must continue to improve the outcomes-focus of short-term breaks support plans.
- We must investigate the reasons that a person's chances of returning home are reduced after short break care home admission, and develop new services/different ways of working in order to reverse this trend.

5.1.4 Residential and nursing care homes

The current picture;

- There are over fourteen-hundred care home beds across the county (the majority in the north). Four are registered to provide both nursing and residential care, and seven registered to provide basic residential and EMH residential care.

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- All homes are required to register under the Regulation and Inspection of Social Care Wales Act (RISCA), and it will be mandatory for care home workers to register from 2022.
- Over 90% of adult care home placements commissioned by Denbighshire Community Support Services are provided externally.
- We have two in-house care homes, and are looking at options for both. This includes working with BCUHB to look at the future of Dolwen care home, following no market interest during a recent tender exercise. We will be extending the services offered from our care home in Corwen to support people in the surrounding community, and we are also considering extending the building to provide some supported living apartments.
- Many care homes provide traditional models of care with limited activities. There are also significant variations in the quality of care services within care homes.
- Data indicates that we are successfully supporting people to live in their own homes for longer. While current demand remains steady, the demand and need for standard residential care in Denbighshire continues to reduce each year.
- At the same time, we know that demand for specialist (nursing / EMH) care homes continues to rise. We have a high number of older people with memory problems and dementia in Denbighshire, which already puts a strain on availability in those care homes. Forecasts suggest that this demand will continue to rise, and numbers of EMH residential and nursing beds will likely need to increase.

What we need to develop and commission in care homes;

- We will be putting forward, as a high priority, a request for specific training to assist care home providers to offer more specialist services such as EMH care.
- We must modernise care and support within homes, including embedding outcomes-focussed care and support plans (with credence on a person's life story to inform these, and involvement of family and friends where appropriate), use of assistive technologies, positive risk taking, and a focus on maintaining skills and abilities.
- We ultimately want to achieve models of care that will be focussed on the goals, wellbeing, individuality, choice, dignity and strengths of each citizen.

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- We want to see meaningful and varied activities being made available to residents, in environments that are conducive to better wellbeing, with good quality facilities. We also want some care homes to be able to provide quality day services for those that require support with their personal care needs.
- We must also concentrate on recruitment and training, ensuring staff teams who are skilled and positive, with an understanding of what's important to the individuals they support, and with inspiring managers.
- We also want to explore options for 'step up' and 'step down' facilities to help people to regain confidence and independence, enabling them to return to their own home.

5.1.5 Extra care housing

The current picture;

- Denbighshire County Council is developing a strategy to provide extra care housing (ECH) to meet changing needs and increase the range of provision. The key drivers for change include changing expectations, a projected increase of older people with higher level support needs, and a focus on rehabilitation and independence.
- Currently Denbighshire County Council has three ECH facilities, delivered in partnership with Housing Associations - and we have waiting lists for each of them.
- There is a corporate commitment to develop three further ECH schemes. We have purchased a site in Denbigh and we are working in partnership with Grŵp Cynefin (following a tender exercise) to deliver a scheme on the site.

What we need to develop and commission in extra care housing;

- We will continue to work to scope out suitable sites for the further two ECH developments, and we are actively pursuing partnership arrangements. Project management capacity, resources, partnership working and training/awareness raising will be key to delivering on this commitment.
- We will continue to work in partnership with Grŵp Cynefin to develop the seventy-four unit Denbigh scheme, and we are expecting that building work will be completed in 2021.

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- We will also be extending the current ECH facility at Llys Awelon in Ruthin, in partnership with Grŵp Cynefin. This will see a further thirty-six units added to the current provision, with one unit reserved for respite and reablement provisions.
- Denbighshire County Council is also drawing up plans for supported housing with access to health provisions in Corwen, and we are exploring partnership and funding options for such a development.

5.1.6 Sensory loss specialist support

The current picture;

- We work closely with BCUHB and with a range of voluntary sector providers who provide specialist support to those who are affected by sensory loss.
- We currently have grant funding/commissioning arrangements in place with Centre of Sign, Sight and Sound, Sense, and Vision Support, to provide a broad range of support.
- Our Stores also provide some digital solutions to support individuals with sensory loss to communicate in different ways that work best for them.

What we need to develop and commission for sensory loss specialist support;

- We are looking to improve our offer corporately to those who rely on different communication methods because of their sensory loss.
- We will continue to work to improve the range of services available to those who use communication systems such as braille, Makaton, BSL or communicator guides.

5.1.7 Advocacy

The current picture;

- There has been an increased recognition of the role of advocacy in safeguarding people's rights and promoting choice and control over their lives.
- We currently fund Dewis CIL to provide advocacy for individuals 18-64 who may have a physical disability, acquired brain injury, sensory impairment, mental health issues or are a carer.

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- With Conwy County Borough Council, we also jointly commission one to one advocacy services from Dewis CIL for people 65+.

What we need to develop and commission for advocacy for older people & people 18+ with physical or sensory impairment;

- These key services will continue to be delivered, and we will continue to monitor demand and changing needs.

5.2 Adults with complex disabilities

We must continue to change the ways we work to support adults with complex disabilities, in response to changing needs, legislation, and the pressures of supporting growing numbers of people with less funding to do so. Denbighshire County Council is committed to taking an outcomes-focussed, enabling and progression based approach, which makes the best use of peoples' assets and abilities - providing or arranging formal/longer term services only where absolutely necessary. The focus must be on supporting people to build on their strengths and abilities to identify individual solutions, build new support networks, and connect people with the things that are important to them.

There are a number of different service areas in which we commission and deliver care and support for adults with complex disabilities:

5.2.1 Day and work opportunities

The current picture;

- Day and work opportunities provide support during the working week that is focussed on meaningful activities, usually in a work environment. They are delivered in-house and also commissioned via independent providers (including social enterprises).
- Direct payments are also offered to individuals to purchase their own day/work opportunity support. The use of direct payments is a distinct part of our direction of travel for day services, and we are very keen to increase the opportunities available for self-directed support in this area.

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- Approximately 215 people are supported in provided or commissioned work or day opportunity settings. 48% of these are in-house, 34% are supported by external providers, and 16% are in non-work focussed settings. Almost a quarter (24%) of all attendees in the in-house business settings are aged 50 years or more
- The range of activities available can be limited, especially in the South of the County where the population is less dense.
- There is also sometimes a limited focus on skills development and progression, certainly including progression into 'real' paid employment, for which we are seeing increasing demand from younger people especially.
- Although there is specialist job finding/employability support for people with learning disabilities, as well as a population-wide Working Denbighshire service, the number of adults with learning disabilities (who are known to us) who have a paid job is extremely low. Sadly, this is a reflection of the national picture.
- Suitable and appropriate activities for people with high functioning autism can be difficult to find – this is a problem across the whole of the county.
- Some of the existing in-house work opportunity business settings are struggling to cope with the changing demands, and restricted levels of autonomy and opportunities for external grants and funding. Following a recent detailed review, work is underway to revisit these services, with a view to ensuring their modernisation and sustainability.
- The social enterprise (SE) model has worked well for adults with learning disabilities in the north of Denbighshire. The social enterprises with whom we commission a good range of activities at a competitive price.

What we need to develop and commission in day and work opportunities;

- We ultimately want to see day/work opportunities that work in a person-centred and flexible way; that focus on individual progression (which may include progression to paid work), skills building, active involvement in local communities - and which provide diverse and engaging activities, suited to people with a range of needs and aspirations.

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- We would like to see a focus on developing and supporting opportunities for paid work. This will include considering opportunities for development of internship style programmes, e.g. Project SEARCH.
- We also especially want to see a broader range of activities available for those people who live in the South of the county; those who struggle in a work-focused setting, and for people who are approaching retirement
- We will continue to offer and promote direct payments to enable people to procure their own support, and we will monitor the impact on providers. We encourage existing and potential providers to consider how best to anticipate, support and respond to the needs of people who are procuring their own services.
- We will encourage partnerships and/or social enterprise innovations, and will support bids for external funding where these fit with the needs and aspirations of individuals and the approach outlined above.
- We would like to see the social enterprise model further developed, particularly small enterprises in rural areas, and the development of new and innovative concepts. We are currently exploring the outsourcing of two of our in-house services which, we feel, lend themselves to such a model.

5.2.2 Supported accommodation

The current picture;

- Although relatively high numbers of people with complex disabilities continue to live in the family home, an increasing number want (and need) to live independently.
- The ethos that underpins supported accommodation is one of promoting independence, rights, wellbeing and individual progression.
- The majority of supported accommodation in Denbighshire is delivered by the independent sector, with a small amount delivered in-house and by the third sector. The sector is a mix of small and large, local and national organisations, some of whom are 'not for profit'
- Within Denbighshire, most people living in supported accommodation are currently living either in a care Home or in a community living scheme.
- We have recently contracted out our Shared Lives service jointly with a neighbouring Authority. It is envisaged that this contract will not be re-tendered until 2030.

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- Whilst community living is viewed as the preferred housing model for most adults with learning disabilities, this is not a one size fits all. We must recognise that people's needs and preferences can, and do, change - and that tenants can, and should, progress where appropriate. This may include reviewing people's housing needs to ensure that the level of support, the type of housing and location is still right for them.
- We regularly review people's housing needs using a progression approach. This puts individuals at the heart of both operational and strategic planning, and has proved really successful - with monthly multi-disciplinary meetings and a team approach to mapping and responding to changing needs, and developing new housing options.
- Most new care home placements are temporary measures until a suitable tenancy is secured; however, there is still a number of older people living in care homes following historic placements, partly as a legacy of the closure of the North Wales Hospital (moving these individuals now would not be feasible or in their best interests).
- In community living people usually live as tenants in a shared house, with paid support provided by a registered domiciliary care agency (via contracts which are subject to tendering processes). All new supported accommodation schemes must be 'self-financing', in that the total cost of the support service must be equal to or less than the existing or anticipated cost of support for the individuals identified.
- Within Denbighshire the support service is not provided by (or linked to) the landlord. Support services for all new community living schemes are commissioned via an agreed tendering process. The distinction between the landlord and the support provider is an important element of our approach – any potential landlord or providers should contact us before making any investments or business decisions, so that we can explain this approach in detail.
- Over the next two years we will be re-tendering Community Living services, and we are currently considering options for a potential cluster based model of procurement and delivery.
- We have developed a housing model that enables people to combine direct payments to procure individual support in a shared house.

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- We have developed a supported housing staff guide, so as to improve the process for individuals, their families and the staff. This will avoid delays and voids in community living, make best use of staff and monetary resources, and ensure that tenant compatibility is always given due consideration.
- To enable us to respond to demand in a strategic manner, we maintain a detailed record of housing needs data. This data currently tells us:
 - Around half of the individuals would prefer to live in the north of the county
 - Over half have been identified as needing community living type housing (with varying degrees of support required)
 - There is demand for a model of supported accommodation which is less staff intensive than existing community living schemes. Around a quarter of individuals have been identified as needing 'KeyRing plus' (i.e. more than KeyRing, but less than existing Community Living). We call this model 'own front door, shared support'.
 - Some people need or want to live alone, but could share support.

What we need to develop and commission in supported accommodation;

- We will continue to procure support services in community living via the North Wales Supported Living Agreement framework.
- There will continue to be an increased focus on outcomes (rather than outputs) – this is reflected in the service specifications for new community living schemes.
- We will promote independence and progression in supported accommodation (e.g. by establishing agreed incentives for providers, on a case by case basis).
- We will develop financial incentives for innovation.
- We will continue to look at how pooling direct payments can work with shared support.
- We will continue to work with Denbighshire Housing and Registered Social Landlords to develop suitable, tenancy-based housing, to meet identified needs (including 'hub and spoke', 'shared support, own front door', extra care and telecare/assistive technology supported models).

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- We will continue to move away from permanent care home placements, unless this is what the individual and their family want, and it is the best way of meeting their needs.
- We will promote Shared Lives (Adult Placements) as a housing option.
- Over the next 2 years we will re-tender expired community living support services, in line with our Contract Procedure Rules
- We will use the regional supported living framework for all future contracts.
- The language and culture of Denbighshire is important – for some citizens Welsh is their first &/or preferred language. We will commission services that can support people in the language of their choice, and we expect providers to have an awareness and an understanding of the local culture and language

5.2.3 Support at home (regulated and unregulated)

The current picture

- The aging population means that more people with learning disabilities will need care and support into old age.
- The ethos that underpins this provision is one of promoting independence, wellbeing, individual progression, and reducing the demand for longer term statutory services wherever possible. Domiciliary care and project work support must also be outcomes- rather than outputs-focussed.
- All spot purchased domiciliary care for adults with complex disabilities is procured via third and private sector through a care brokerage system (except within community living). Hourly rates are determined at the time that a provider applies and has been accepted onto the framework agreement (whereas rates in community living are agreed as part of the tendering process).
- There are forty-one agencies on Denbighshire's framework that could provide support to adults with learning disabilities; however, not all would necessarily have the skills or choose to support adults with a learning disability.
- More than half of the people with complex disabilities that we support live in the north of the county.
- These gaps in provision are around the agencies availability, rather than the types of needs that they support.

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- There is demand for Welsh speaking domiciliary care staff, especially in the south of the county. Although numbers are low, we know that this is important to these individuals and their families. We know that agencies often struggle to recruit Welsh speaking staff.
- We facilitate meetings with complex disabilities domiciliary care providers, which are well attended by providers, Health, and the Denbighshire Complex Disabilities Team. They provide an opportunity for representatives to exchange information and updates.

What we need to develop and commission for support at home (regulated & unregulated);

- We will continue to welcome innovation and new ideas. With limited funding available to pump prime initiatives to reduce long term demand on statutory services, we are particularly keen to hear from providers with creative proposals that would reduce long term demand on statutory services and achieve better outcomes for individuals.
- We will ensure that support is focussed on achieving outcomes, not outputs.
- We will promote the concept of skills exchange e.g. time banking.
- We want to see greater and more creative use of assistive technologies to promote independence and reduce reliance on statutory services.
- We will encourage greater use of informal networks and citizen resources.
- We will focus on progression and throughput, where feasible and appropriate – with tapering support agreed between the individuals and the people who support them.
- We intend to continue the quarterly provider meetings as a means of keeping providers informed and providing an opportunity to discuss concerns and developments.

5.2.4 Respite

N.B. The term respite is used here to mean overnight or short term support which is provided away from the family home, with a view to giving the family/carer a break – further detail and other forms of respite for carers are referred to under chapter 5.3 Support for Carers.

The current picture;

- We currently have an arrangement with a small care home that provides overnight respite. This will be reviewed in future.

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- We provide respite placements in both of our Local Authority run care homes.
- We have respite provision within our Extra Care Housing.
- We are currently developing a respite/hospital avoidance pilot in partnership within our Sheltered Housing schemes. This will see a units of accommodation in Ruthin and Corwen becoming available for short term support interventions. Care and Support will be provided from external providers and/or our in-house Reablement team as determined through a full assessment and multi-disciplinary approach.
- Where appropriate, we also procure project worker support for evenings and weekends. It is key that support staff take a progression approach.
- Shared Lives placements are also sometimes used for respite. We anticipate greater use of Shared Lives for respite now we have a block contract with an external provider.
- Most respite however is now arranged by individuals and their families via a direct payment, offering a variety of person-centred and flexible options. The use of direct payments is a distinct part of our direction of travel for respite, and we are very keen to increase the opportunities available for self-directed support in this area.

What we need to develop and commission for respite;

- We intend to look at alternative ways of providing respite (including promoting the use of more Shared Lives placements).
- We will continue to promote the use of direct payments as the preferred option for the procurement of respite. We encourage existing and potential providers to consider how best to anticipate, support and respond to the needs of people who are procuring their own services.
- We will work with partners to support the development of a regional approach for complex/specialist respite needs.

5.2.5 Advocacy, consultation and information

The current picture;

- Advocacy is one way of enabling individuals with complex disabilities to communicate their views, fears, needs and concerns, and ultimately to make sure that they are heard. Some individuals need 1:1 advocacy to help them with a particular problem or situation; others may need group advocacy to ensure their voice is heard.

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- Good accessible information is also crucial for individuals and their families. Demand for information is changing, including more people accessing information on the internet. People with learning disabilities and their families/carers also access regular Complex Disabilities Team Talking Points at venues across the county.
- Within Denbighshire, formal advocacy and information services for people with complex disabilities are provided by two separate independent organisations;
 - Self-advocacy (including consultation) and the individual advocacy service is provided by North Wales Advice and Advocacy. Self-advocacy groups meet in venues across the county and provide representation at an all Wales level. Membership of these groups is being proactively encouraged.
 - Consultation and information is provided by Denbighshire Connect – monthly meetings are held, and members provide representation from key groups. They are actively promoting membership of their parents and carers forum.

What we need to develop and commission for advocacy, consultation & information;

- We intend to continue funding advocacy, consultation support and information provision.
- We would like to see the development of Welsh speaking self-advocacy groups
- We would like to see more use made of social media and virtual platforms to enable people to have a voice and to access local and national information.
- Wherever it is feasible and appropriate, we would like to explore opportunities for a sub-regional approach, for example, with our neighbours in Conwy.

5.3 Support for carers

The Social Services and Wellbeing (Wales) Act 2014, defines a carer as someone who provides unpaid care to an adult or child.

The Act strengthened carers' statutory rights, meaning that if carers have needs that are eligible for support, the local authority has a statutory duty to meet those needs. At the time of writing, Welsh Government is also consulting on a National Plan for Carers.

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We know however that carers can face barriers in their everyday lives that prevent them from getting the support they need, and we also know also know that caring is becoming more complex. Future support for carers therefore needs to be wider than health and social care, requiring a co-ordinated response across government, local authority, third sector and community.

In Denbighshire the number of unpaid carers of all ages is increasing, and that it is projected to continue to rise. Denbighshire already has the highest percentage of unpaid carers in North Wales - approximately 13% of the county's population.

Denbighshire partners and carers were actively involved in developing the North Wales Regional Carers Strategy 2018, and have agreed to the offer for carers in North Wales. Carers are also a corporate priority. We are committed to commissioning services for carers that maintain a focus on health & wellbeing, promote co-production and enable carers to access their communities.

There are a number of different service areas and ways in which we commission and deliver support for carers:

5.3.1 Grant and ICF funded provision

The current picture;

- Many of the services available to carers are grant funded with third sector organisations, and are available to all carers on an open-referral basis, without the need for a formal assessment. These services include information and signposting, practical and emotional support (including one to one support, peer support and groups), and training.
- ICF has helped to drive integrated working between social services, health and housing, along with third sector partners. In recent years the scope of the fund was expanded to encompass carers, and some small projects have been funded with a focus on improving the wellbeing of both individuals with support needs and their carers (e.g. Age Connect's The Perennials gardening project). ICF has been extended to 2022 because of the impacts of COVID-19 on existing ICF funded projects.

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- Research shows that activities such as arts, physical and social activities can help to support carer's mental health and help to prevent loneliness and isolation.

What we need to develop for grant and ICF funded provision for carers;

- We will need to work with grant funded providers to improve recording and prepare for the new metrics (proposed by Welsh Government) for meeting carers' needs. Services need to demonstrate social and economic value through a mix of positive stories, accurate carer data and evaluation measures. Grant funded third sector agencies will also continue to be required to demonstrate that best value services are being delivered.
- We will continue to review third sector grants/contracts to ensure that all provision supports the delivery of the Social Services and Wellbeing (Wales) Act 2014, and is responsive to changing carer needs.
- Over the coming year we will continue to welcome joint bids and small project proposals for ICF funding, including to complete existing projects that have been disrupted by COVID-19, and for smaller projects that can be completed 2021-2022. We anticipate that a further fund will be instated in 2022, though details have not yet been confirmed.

5.3.2 Information, advice and engagement

The current picture;

- The Denbighshire Single Point of Access (SPoA), Talking Points and integrated Community Resource Teams play significant roles in identifying carers and connecting them with the information and/or ongoing support they may need.
- There is an active Carers Strategy Group in Denbighshire that is co-chaired by the third sector, which provides opportunities to hear carers' voices and ensure that all types carers are involved in decision making.
- WCD Young Carers are commissioned on a sub-regional basis to advocate on behalf of young carers and their families. WCD also host carers groups for young carers and work with schools and colleges. Other support for young carers is provided via children and families services. It is estimated that there are in the region of 2000 young carers in Denbighshire - 350 young carers are known to services.

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- The Carers Needs Assessment is a 'What Matters' Conversation with a trained Carer Assessor, commissioned from North East Wales Carers Information Service (NEWCIS).

The assessment focuses on identifying and understanding the carer's needs, exploring whether the carer is willing and able to continue caring, and whether they are satisfied with the support provided.

- Assessment completion rates tell us that there are significant numbers of carers in the county that we do not know about.
- NEWCIS also provide carers with information, advice and lower level support, taking a holistic view of their situation.

What we need to develop and commission for information and advice;

- We must continue to work to make sure that carers have access to timely information from a variety of platforms/formats, including online support, to assist them in their caring role and support them to have a life of their own.
- We will continue to promote SPoA, Talking Points, and uptake of carers assessments.
- We need to ensure the involvement of carers in the co-production and planning of all future services.
- We want to establish and embed a joined up prevention offer, including practical and emotional support and training - supporting carers to identify themselves at an early stage, build resilience, skills and confidence, and avoid reaching crisis situations.
- We will also develop approaches that support carers to plan for the long-term and a future beyond caring, alongside practical support such as breaks and social activities.
- We will establish clear and appropriate referral pathways where there is a need to step up to more intensive services.

5.3.3 One to one support

The current picture;

- In partnership with BCUHB, we commission a Carer Support Worker service to support carers of adults receiving services from the Adult Mental Health Home

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Treatment Team. It provides a time limited service to carers during the acute intervention for the cared for person. Longer term support for the carer is passed back to the Community Mental Health Teams and the third sector.

- The Healthy Carers Worker is based within the SPoA team. It provides a county-wide service to carers in their homes, with one to one support and a greater focus on maintaining the carer's own health and well-being.

The Healthy Carers Worker can also provide carers who have been unable to attend training sessions with one to one training support, particularly around safer moving and handling, and good back care.

What we need to develop and commission for one to one support;

- These key support services will continue to be delivered, and we will continue to monitor demand and changing needs.

5.3.4 Breaks from Caring

The current picture;

- Sitting Services are provided for carers who require a regular short term break to enable them to continue caring, where the need cannot be met in any other way. Regular reviews ensure that the service is appropriate to meet the needs of both the carer and cared for. All sitting services are commissioned under spot purchase arrangements with both the third and independent sector. The brokerage process for domiciliary care is applied in the same way to the procurement of sitting services.
- Short term residential respite is a chargeable service to the cared for person, and is subject to a care and support plan to meet the cared for person's needs. It is commissioned on an individual basis in line with our procurement process for short term residential respite.
- We currently commission the Bridging the Gap Scheme from NEWCIS, offering carers a flexible scheme for short term breaks. Carers are allocated a voucher after a carer assessment, which can be exchanged for services.
- Respite stays are also available for carers in Denbighshire's Extra Care schemes. Carers can have a break in the guest accommodation, and the cared for person can stay for

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respite and receive the care and support provided on site. Carers have the choice of whether they wish to have meals and participate in activities provided on site.

What we need to develop and commission for breaks from caring;

- We will continue to offer individual direct payments to fund respite, and we will encourage the further uptake of this resource.
- We will review current provision and options for respite/short breaks.
- We want carers to have a range of options to access a break from their caring role, including innovative models of support, and flexible options for out of hours/weekends, during times of stress/crisis, and overnight accommodation options to respond to the increasingly complex health needs of the cared for person. We would also like to achieve additional carer breaks capacity, including support to attend appointments.
- We would like to work with providers, in co-production with carers, to develop and broaden the range options available for respite, as part of a joined up offer of preventative support.
- We would welcome discussions with providers about other potential models for respite/short term breaks, for example, befriending support, additional volunteer capacity, increasing the use of Shared Lives, specialist care support breaks for individuals with specific disabilities/health conditions, and replacement care (providing respite for the carer by supporting the cared for person in their own home).
- We will continue to procure short term residential respite via spot purchase arrangements – we are not looking to block contract this type of service as it is important to maintain flexibility of provision and respond to individual needs.

5.3.5 Other supports – financial, emergency and training

The current picture;

- One off grants are provided by Denbighshire County Council to purchase an item or service to meet carers' assessed needs. Grants are typically provided to purchase things like white goods, holistic therapies, short breaks, gardening services and driving lessons.

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- The Carers Emergency Cards scheme is managed jointly by Denbighshire County Council and a third sector organisation. It offers carers some peace of mind when out and about, providing a 24-hour call response service via the Single Point of Access and out of hours Emergency Response service.
- Every effort is made by Denbighshire County Council to ensure that training is available and accessible to carers.

A small amount of funding is made available from our Workforce Development Grant specifically to fund training for carers, which is generally distributed in small grants to third sector organisations who have identified training gaps for carers. In recent years we have also worked alongside the third sector and opened up our own staff training programmes to carers, provided the course content is appropriate.

What we need to develop and commission for other supports for carers;

- These key services will continue to be delivered, and we will continue to monitor demand and changing needs.

Appendix 2

Community Support Services Market Position Statement 2021-24

Well-being Impact Assessment Report


This report summarises the likely impact of the proposal on the social, economic, environmental and cultural well-being of Denbighshire, Wales and the world.

Assessment Number:	921
Brief description:	The Community Support Services (CSS) Market Position Statement (MPS) 2021-24 sets out CSS's offer to the market, and summarizes current needs and priorities - helping current/potential providers (including independent sector, third sector, not for profit and social enterprise) to develop and shape their care and support for adults in Denbighshire.
Date Completed:	Version: 0
Completed by:	
Responsible Service:	Community Support Services
Localities affected by the proposal:	Whole County,
Who will be affected by the proposal?	Adults (16+) who receive or who are eligible for care and/or support in Denbighshire. Current and prospective social care providers.
Was this impact assessment completed as a group?	Yes

IMPACT ASSESSMENT SUMMARY AND CONCLUSION

Before we look in detail at the contribution and impact of the proposal, it is important to consider how the proposal is applying the sustainable development principle. This means that we must act "in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs."

Score for the sustainability of the approach


 (3 out of 4 stars) Actual score : 32 / 36.

Summary for each Sustainable Development principle

Long term	Early intervention, prevention and sustainability are key principles underpinning Community Support Services' approach, very much reflected in the plans and priorities set out in this MPS.
Prevention	As previous, early intervention, prevention and sustainability are key principles upon which this MPS is based, and the MPS sets out new and creative directions and ways that we intend to explore and develop/commission.
Integration	Wellbeing is at the heart of our priorities, and the Social Services and Wellbeing Act remains the underpinning strategic driver of our commissioning plans and development activity in Community Support Services. Our MPS is also very much a reflection of a collaborative approach and ethos in CSS commissioning and strategic development.
Collaboration	The MPS is certainly the result of a collaborative effort, with the views of various internal and external teams/services gathered throughout the year helping to shape the plans and priorities therein, alongside various primary and secondary data sources capturing needs, wishes and demand.
Involvement	Co-production must be a cornerstone of how we develop and deliver our care and support services for adults in Denbighshire. Each service that we commission in line with this MPS will be co-produced with key stakeholders (including citizens) as far as possible, and meaningful engagement will take place as a minimum.

Summary of impact

Well-being Goals

A prosperous Denbighshire	Positive
A resilient Denbighshire	Positive
A healthier Denbighshire	Positive
A more equal Denbighshire	Positive
A Denbighshire of cohesive communities	Positive
A Denbighshire of vibrant culture and thriving Welsh language	Positive
A globally responsible Denbighshire	Positive



Main conclusions

Plans in line with this MPS will bring about a wide variety of positive impacts for adults with care and support needs in Denbighshire (including carers), social care providers, and wider communities. It

offers extensive scope for us to deliver against key corporate and other priorities, particularly around wellbeing, independence, greater opportunities for people who may experience disadvantage, and person-centred care and support.

Negative impacts mostly come down to uncertainty and stress created by re-tendering of services, and the impacts on the physical environment of any new build developments required. However, these risks can be mitigated to a large degree through adhering to policy and procedure; through working in true collaboration with key stakeholders, and through understanding the landscape and maximising the strengths of both local communities and social care providers.

The MPS provides a summary of how we plan and procure adult social care services, with details of how and why we are looking to commission/develop particular support services/approaches. Separate Wellbeing Impact Assessments will be required for individual significant developments/procurement exercises.

Evidence to support the Well-being Impact Assessment

- We have consulted published research or guides that inform us about the likely impact of the proposal
- We have involved an expert / consulted a group who represent those who may be affected by the proposal
- We have engaged with people who will be affected by the proposal

THE LIKELY IMPACT ON DENBIGHSHIRE, WALES AND THE WORLD

A prosperous Denbighshire

Overall Impact	Positive
Justification for impact	The MPS sets out how we intend to commission/develop services that will support the independence and wellbeing of, and greater opportunities for, adults in Denbighshire with care and support needs. Alongside this, we will be providing opportunities to the market, and working with providers to continue to develop their knowledge and skills.
Further actions required	Re-tendering provision will always be done in a carefully planned way, and in line with the Wellbeing of Future Generations Act, procurement regulations and our DCC Contract Procedure Rules. The CSS Contracts and Commissioning Team understand the importance of knowledge of the local landscape and culture, and work to ensure that smaller providers are not unfairly disadvantaged during tender opportunities, e.g. through providing information, meet the buyer opportunities, and encouraging partnership bids. Our tender specifications and evaluations also put a large emphasis on quality, and ensure as far as possible that providers will put staff in place with the appropriate knowledge and skill set to deliver the best care and support, and who can continue to access learning and development opportunities. We also of course ensure that any TUPE opportunities are captured in accordance with the law. When it comes to accommodation-based support provision, we will always ensure that we make the best use of existing sites where possible, and any new developments required will be done so responsibly and sustainably, and in line with the Local Development Plan.

Positive impacts identified:

A low carbon society	<p>One of our priorities is supporting people to use different technologies to meet their outcomes and stay connected, both during and post-the Covid-19 crisis. This should have a positive impact in terms of reducing the need for car travel/public transport for face to face sessions (where appropriate, and in accordance with individual needs and wishes).</p> <p>Another key priority is developing a greater range of care and support for people in more rural areas of Denbighshire, which should help to minimise the need for long car/public transport journeys for some.</p>
Quality communications, infrastructure and transport	With all supported living developments we will make the best use of previously developed land and existing buildings, in locations with good public transport links. Digital inclusion will also be a key focus in delivering our priority of supporting more people to use different technologies to meet their outcomes and keep connected.

Economic development	<p>The MPS sets out several opportunities to maximise social value and community benefits, which will be explored for each new procurement exercise. For example, re-tendering Community Living Services will offer new opportunities to the market and the chance to explore social value and community benefits attached to this provision.</p> <p>Getting our adult social care and support services right will help to reduce socio-economic disadvantage through enabling people to live as fulfilling and independent a life as possible, e.g. through embedding a progression approach and supporting more people with learning disabilities into paid work. Having a broad range of supported living and other services that reduce/prevent reliance on statutory/more formal care and support both promotes greater independence and wellbeing, and allows us to work more efficiently and help more people who need our support.</p>
Quality skills for the long term	<p>Many of our current and future developments in line with the MPS are set up to support people to develop practical life and work skills, and behaviours that will support their health and wellbeing, as well as employment opportunities. The MPS also emphasises the importance of developing and embedding key skills, including person-centred practice.</p> <p>We know that we need to concentrate on recruitment and training, ensuring staff teams who are skilled and positive, with an understanding of what's important to the individuals they support, and with inspiring managers.</p> <p>The MPS sets out a commitment to put forward, as a high priority, a request for specific training to assist care home providers to offer more specialist services such as EMH care.</p> <p>Training opportunities will continue to be provided to carers, and the Healthy Carers Worker provides carers who have been unable to attend training sessions with one to one training support, particularly around safer moving and handling, and good back care.</p>
Quality jobs for the long term	<p>Getting our adult social care and support services right will help to reduce socio-economic disadvantage through enabling people to live as fulfilling and independent a life as possible, e.g. through embedding a progression approach and supporting more people with learning disabilities into paid work. This will include working closely with colleagues in Working Denbighshire, considering opportunities for development of internship style programmes, e.g. Project SEARCH.</p>
Childcare	<p>Supporting people to use different kind of technologies to meet their outcomes and stay connected and supported may reduce the need for physical attendance/face to face in certain contexts, which may reduce the childcare burden for some.</p>

Negative impacts identified:

A low carbon society	<p>Meeting some priorities, e.g. around extra care, will require new building developments.</p>
Quality communications, infrastructure and transport	
Economic development	<p>Re-tendering provision can cause disruption and uncertainty to existing providers.</p>
Quality skills for the long term	<p>Re-tendering provision can run the risk losing the knowledge and skills of existing providers who may be unsuccessful for tender opportunities.</p>

Quality jobs for the long term	Re-tendering provision can of course run the risk of redundancies for existing providers.
Childcare	

A resilient Denbighshire

Overall Impact	Positive
Justification for impact	The need to develop new sites for e.g. Extra Care Housing is likely to be the only area in which the MPS poses potential negative consequences for physical environments, however these will be mitigated as far as possible, as below. A number of our plans and priorities should also directly help to reduce the need for car/public transport travel for some.
Further actions required	When it comes to accommodation-based support provision, we will always ensure that we make the best use of existing sites where possible, and any new developments required will be done so responsibly and sustainably, and in line with the Local Development Plan.

Positive impacts identified:

Biodiversity and the natural environment	
Biodiversity in the built environment	
Reducing waste, reusing and recycling	
Reduced energy/fuel consumption	<p>One of our priorities is supporting people to use different technologies to meet their outcomes and stay connected, both during and post-the Covid-19 crisis. This should have a positive impact in terms of reducing the need for car travel/public transport for face to face sessions (where appropriate, and in accordance with individual needs and wishes).</p> <p>Another key priority is developing a greater range of care and support for people in more rural areas of Denbighshire, which should help to minimise the need for long car/public transport journeys for some.</p>
People's awareness of the environment and biodiversity	
Flood risk management	

Negative impacts identified:

Biodiversity and the natural environment	Meeting some priorities, e.g. around extra care, will require new building developments.
Biodiversity in the built environment	Meeting some priorities, e.g. around extra care, will require new building developments.
Reducing waste, reusing and recycling	
Reduced energy/fuel consumption	
People's awareness of the environment and biodiversity	

Flood risk management	
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A healthier Denbighshire

Overall Impact	Positive
Justification for impact	Wellbeing is at the heart of our priorities, and the Social Services and Wellbeing Act remains the underpinning strategic driver of our commissioning plans and development activity in Community Support Services. The MPS sets out how, in a wide variety of ways, we will develop/commission care and support services that promote physical and mental health and wellbeing, including in accommodation and community-based settings.
Further actions required	We can ensure that re-tendering services will cause as little stress and disruption as possible through engagement and information sharing, and ensuring that any transitions to new providers are managed extremely carefully, with adequate time allocated to do so.

Positive impacts identified:

A social and physical environment that encourage and support health and well-being	Wellbeing is at the heart of our priorities, and the Social Services and Wellbeing Act remains the underpinning strategic driver of our commissioning plans and development activity in Community Support Services. The MPS sets out how, in a wide variety of ways, we will develop/commission care and support services that promote physical and mental health and wellbeing, including in accommodation and community-based settings. This will include, for example, remodelling and modernising traditional day services and residential care settings, and ensuring that more settings are better able to support individuals with more complex needs, including physical disabilities and complex mental health support needs.
Access to good quality, healthy food	Much of our care and support provision supports people in the areas of healthy eating, cooking well on a budget, food shopping etc.
People's emotional and mental well-being	The MPS sets out how, in a wide variety of ways, we will develop/commission care and support services that promote mental health and wellbeing. This will include, for example, continuing to develop our offer for carers to support their wellbeing, and remodelling/modernising care/support settings to ensure that more settings are able to support individuals with more complex needs, including mental health support needs, incl. dementia.
Access to healthcare	<p>The MPS sets out a number of ways we are working closely with BCU to develop care and support provision. This includes plans to work with BCU on a regional whole systems approach to domiciliary care, concentrating on outcomes focus, workforce well-being and development, organisational sustainability, and exploration of different commissioning models. We will also be working in partnership with BCUHB to develop a greater range of care and support in some more rural areas of the county.</p> <p>We will also continue to develop our offer for carers to support their health and wellbeing.</p>

Participation in leisure opportunities	<p>As part of remodelling and modernising our day services, as well as encouraging the more creative use of direct payments, we want to see people being able to access a broader range of meaningful and engaging activities. We are looking for a delivery model that will be outcomes-focused, with a reablement ethos; that offers meaningful activities, and ultimately a focus on the wellbeing, individuality, choice, dignity and strengths of each citizen. This should include promotion of positive risk taking, and the use assistive technologies where possible.</p> <p>We also know that that activities such as arts, physical and social activities can help to support carers' mental health and help to prevent loneliness and isolation, and we will continue to develop such resources/support offers.</p>
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Negative impacts identified:

A social and physical environment that encourage and support health and well-being	
Access to good quality, healthy food	
People's emotional and mental well-being	Re-tendering services can cause risk and uncertainty for both citizens and providers.
Access to healthcare	
Participation in leisure opportunities	

A more equal Denbighshire

Overall Impact	Positive
Justification for impact	<p>Many of our commissioned services are specifically designed for individuals with certain protected characteristics, e.g. disability and age (services for older people). We also ensure, through tender processes, clear specification requirements and regular monitoring throughout the year, that our services are accessible to people with all protected characteristics, and that equality of opportunity is a key part of all of our ethos.</p> <p>Continuing to develop our services in a wide variety of ways as set out in the MPS for older people, people with physical/sensory disabilities, and people with complex disabilities (learning disabilities, acquired brain injury and autism) will help to improve opportunities and wellbeing for individuals with these specific characteristics.</p>
Further actions required	We will continue to ensure, through tender processes, clear specification requirements and regular monitoring throughout the year, that our services are accessible to people with all protected characteristics, and that equality of opportunity is a key part of all of our ethos. Promoting the uptake and creativity of use of direct payments/support budgets should also enable more people to meet their outcomes in ways that they feel are right for them and their specific needs and circumstances.

Positive impacts identified:

<p>Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation</p>	<p>Many of our commissioned services are specifically designed for individuals with certain protected characteristics, e.g. disability and age (services for older people). We also ensure, through tender processes, clear specification requirements and regular monitoring throughout the year, that our services are accessible to people with all protected characteristics, and that equality of opportunity is a key part of all of our ethos.</p> <p>Promoting the uptake and creativity of use of direct payments/support budgets should also enable more people to meet their outcomes in ways that they feel are right for them and their specific needs and circumstances.</p> <p>Continuing to develop our services in a wide variety of ways as set out in the MPS for older people, people with physical/sensory disabilities, and people with complex disabilities (learning disabilities, acquired brain injury and autism) will help to improve opportunities and wellbeing for individuals with these specific characteristics.</p>
<p>People who suffer discrimination or disadvantage</p>	<p>Carers are a significant priority area set out in the MPS, and we will continue to develop our service offers in a wide variety of ways to improve the health and wellbeing of carers, including through the provision of information, advice and support, and a variety of respite options.</p> <p>We will also develop a greater range of care and support for people in more rural areas of Denbighshire, and ensure that our commissioned services can support people in the language of their choice.</p> <p>Promoting the uptake and creativity of use of direct payments/support budgets should also enable more people to meet their outcomes in ways that they feel are right for them and their specific needs and circumstances.</p>
<p>People affected by socio-economic disadvantage and unequal outcomes</p>	<p>Getting our adult social care and support services right will help to reduce socio-economic disadvantage through enabling people to live as fulfilling and independent a life as possible, e.g. through embedding a progression approach and supporting more people with learning disabilities into paid work. This will include working closely with colleagues in Working Denbighshire, considering opportunities for development of internship style programmes, e.g. Project SEARCH.</p> <p>Promoting the uptake and creativity of use of direct payments/support budgets should also enable more people to meet their outcomes in ways that they feel are right for them and their specific needs and circumstances.</p>
<p>Areas affected by socio-economic disadvantage</p>	<p>We will develop a greater range of care and support for people in more rural areas of Denbighshire, and ensure that our commissioned services can support people in the language of their choice. We will also continue to monitor need and demand on a geographical basis in Denbighshire, to identify where any areas may be disadvantaged when it comes to accessing the care/support they need.</p>

Negative impacts identified:

Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation	
People who suffer discrimination or disadvantage	
People affected by socio-economic disadvantage and unequal outcomes	
Areas affected by socio-economic disadvantage	

A Denbighshire of cohesive communities

Overall Impact	Positive
Justification for impact	Safeguarding is a cornerstone of our approach in CSS and our commissioned services, and the MPS sets out how, in a wide variety of ways, we will develop/commission services to ensure that citizens across the county can access the right care and support for their needs, to promote wellbeing, safety and independence.
Further actions required	When it comes to accommodation-based support provision, we will always ensure that we make the best use of existing sites where possible, and any new developments required will be done so responsibly and sustainably, and in line with the Local Development Plan.

Positive impacts identified:

Safe communities and individuals	Safeguarding is a cornerstone of our approach in CSS and our commissioned services, and the MPS sets out how, in a wide variety of ways, we will develop/commission services to ensure that citizens can access the right care and support for their needs, to promote wellbeing, safety and independence.
Community participation and resilience	Co-production is a key underpinning priority set out in the MPS - it must be a vital part of how we develop and deliver our care and support services for adults in Denbighshire. Each service that we commission in line with this MPS will be co-produced with key stakeholders (including citizens) as far as possible, and meaningful engagement will take place as a minimum.
The attractiveness of the area	

Connected communities	<p>A key priority is developing a greater range of care and support for people in more rural areas of Denbighshire. Promoting the uptake and creativity of use of direct payments/support budgets should also enable more people to stay connected with others and their communities in ways that suit their specific needs and circumstances.</p> <p>Good public transport links are important for all of our supported living developments. Digital inclusion will also be a key focus in delivering our priority of supporting more people to use different technologies to meet their outcomes and keep connected.</p>
Rural resilience	A key priority is developing a greater range of care and support for people in more rural areas of Denbighshire.

Negative impacts identified:

Safe communities and individuals	
Community participation and resilience	
The attractiveness of the area	Meeting some priorities, e.g. around extra care, will require new building developments.
Connected communities	
Rural resilience	

A Denbighshire of vibrant culture and thriving Welsh language

Overall Impact	Positive
Justification for impact	We will be developing a greater range of care and support for people in more rural areas of Denbighshire, and ensuring (e.g. through tender processes, monitoring and training) that our commissioned services can support people in the language of their choice.
Further actions required	.

Positive impacts identified:

People using Welsh	We will be developing a greater range of care and support for people in more rural areas of Denbighshire, and ensuring (e.g. through tender processes, monitoring and training) that our commissioned services can support people in the language of their choice.
Promoting the Welsh language	As above.
Culture and heritage	As part of remodelling and modernising our day services, as well as encouraging the more creative use of direct payments, we want to see people being able to access a broader range of meaningful and engaging activities, including those that will promote and enhance our culture and heritage.

Negative impacts identified:

People using Welsh	
Promoting the Welsh language	
Culture and heritage	

A globally responsible Denbighshire

Overall Impact	Positive
Justification for impact	Robust procurement and monitoring activity ensures that all of our developments and services adhere to key law, policy and procedure. Re-tendering provision will provide opportunities for community benefits and social value to be achieved. Collaboration with key partner agencies is a vital part of our approach to achieving ultimately more effective and efficient care and support services.
Further actions required	Tendering will always be done in a carefully planned way, and in line with the Wellbeing of Future Generations Act, procurement regulations and our DCC Contract Procedure Rules. The CSS Contracts and Commissioning Team understand the importance of knowledge of the local landscape and culture, and work to ensure that smaller providers are not unfairly disadvantaged during tender opportunities, e.g. through providing information, meet the buyer opportunities, and encouraging partnership bids. Our tender specifications and evaluations also put a large emphasis on quality. We will continue to encourage and facilitate further development and uptake of direct payments, and have recently introduced pre-paid cards to help individuals, families, carers, and providers to overcome some of the barriers. We encourage existing and potential providers to consider how best to support and respond to the needs of people who are procuring their own services.

Positive impacts identified:

Local, national, international supply chains	Re-tendering provision will provide opportunities for community benefits and social value to be achieved. Tendering will always be done in a carefully planned way, and in line with the Wellbeing of Future Generations Act, procurement regulations and our DCC Contract Procedure Rules. The CSS Contracts and Commissioning Team understand the importance of knowledge of the local landscape and culture, and work to ensure that smaller providers are not unfairly disadvantaged during tender opportunities, e.g. through providing information, meet the buyer opportunities, and encouraging partnership bids. Our tender specifications and evaluations also put a large emphasis on quality.
Human rights	<p>Robust procurement and monitoring activity ensures that all of our developments and services adhere to law, policy and procedure in respect of employment practices, standards of working conditions and contracts, health and safety, bullying and harassment etc.</p> <p>Safeguarding is also a cornerstone of our approach in CSS and our commissioned services, and the MPS sets out how, in a wide variety of ways, we will develop/commission services to ensure that citizens can access the right care and support for their needs, to promote wellbeing, safety and independence.</p>
Broader service provision in the local area or the region	As is clearly set out in the MPS, CSS must work collaboratively with colleagues across health and broader social care services to achieve our plans and priorities. Through partnership working and developing robust early intervention and prevention approaches, we will seek to achieve a reduction in demand on statutory services, and a more streamlined, joined up approach to care/support delivery across organisations.

Reducing climate change	<p>One of our priorities is supporting people to use different technologies to meet their outcomes and stay connected, both during and post-the Covid-19 crisis. This should have a positive impact in terms of reducing the need for car travel/public transport for face to face sessions (where appropriate, and in accordance with individual needs and wishes).</p> <p>Another key priority is developing a greater range of care and support for people in more rural areas of Denbighshire, which should help to minimise the need for long car/public transport journeys for some.</p>
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Negative impacts identified:

Local, national, international supply chains	Re-tendering services will have a negative impact on any providers who may lose contracts.
Human rights	
Broader service provision in the local area or the region	Direct payments/support budgets may reduce demand for more traditional contracted services.
Reducing climate change	Meeting some priorities, e.g. around extra care, will require new building developments.

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Report to	Partnerships Scrutiny Committee
Date of meeting	15 April 2021
Lead Officer	Rhian Evans, Scrutiny Co-ordinator
Report author	Rhian Evans, Scrutiny Co-ordinator
Title	Scrutiny Work Programme

1. What is the report about?

The report seeks Partnerships Scrutiny Committee to review its draft forward work programme. In doing so the Committee is asked to reflect on the implications of the focus on business critical operations during the emergency phase of the COVID -19 pandemic and the programmes of work underway or being planned under the recovery phase, whilst also having regard to items of business already on its forward work programme prior to the pandemic.

2. What is the reason for making this report?

To seek the Committee to review and agree on its programme of future work, and to update members on relevant issues.

3. What are the Recommendations?

That the Committee:

- 3.1 considers the information provided and approves, revises or amends its forward work programme as it deems appropriate; and
- 3.2 identifies key messages and themes from the current meeting which it wishes to publicise via the press and/or social media.

4. Report details

- 4.1 Section 7 of Denbighshire County Council's Constitution sets out each Scrutiny Committee's terms of reference, functions and membership, as well as the rules of procedure and debate.
- 4.2 The Constitution stipulates that the Council's scrutiny committees must set, and regularly review, a programme for their future work. By reviewing and prioritising issues, members are able to ensure that the work programme delivers a member-led agenda.
- 4.3 For a number of years it has been an adopted practice in Denbighshire for scrutiny committees to limit the number of reports considered at any one meeting to a maximum of four plus the Committee's own work programme report. The aim of this approach is to facilitate detailed and effective debate on each topic.
- 4.4 In recent years the Welsh Government (WG) and Audit Wales (AW) have highlighted the need to strengthen scrutiny's role across local government and public services in Wales, including utilising scrutiny as a means of engaging with residents and service-users. From now on scrutiny will be expected to engage better and more frequently with the public with a view to securing better decisions which ultimately lead to better outcomes for citizens. AW will measure scrutiny's effectiveness in fulfilling these expectations.
- 4.5 Having regard to the national vision for scrutiny whilst at the same time focussing on local priorities, the Scrutiny Chairs and Vice-Chairs Group (SCVCG) recommended that the Council's scrutiny committees should, when deciding on their work programmes, focus on the following key areas:
- budget savings;
 - achievement of the Corporate Plan objectives (with particular emphasis on their deliverability during a period of financial austerity);
 - any other items agreed by the Scrutiny Committee (or the SCVCG) as high priority (based on the PAPER test criteria – see reverse side of the 'Member Proposal Form' at Appendix 2);
 - Urgent, unforeseen or high priority issues; and

- Supporting the Council's recovery work in relation to the effects of the COVID-19 crisis on Council services, the local economy and the county's communities

4.6 Scrutiny Proposal Forms

As mentioned in paragraph 4.2 above the Council's Constitution requires scrutiny committees to prepare and keep under review a programme for their future work. To assist the process of prioritising reports, if officers are of the view that a subject merits time for discussion on the Committee's business agenda they have to formally request the Committee to consider receiving a report on that topic. This is done via the submission of a 'proposal form' which clarifies the purpose, importance and potential outcomes of suggested subjects. No officer proposal forms have been received for consideration at the current meeting.

- 4.7 With a view to making better use of scrutiny's time by focussing committees' resources on detailed examination of subjects, adding value through the decision-making process and securing better outcomes for residents, the SCVCG decided that members, as well as officers, should complete 'scrutiny proposal forms' outlining the reasons why they think a particular subject would benefit from scrutiny's input. A copy of the 'member's proposal form' can be seen at Appendix 2. The reverse side of this form contains a flowchart listing questions which members should consider when proposing an item for scrutiny, and which committees should ask when determining a topic's suitability for inclusion on a scrutiny forward work programme. If, having followed this process, a topic is not deemed suitable for formal examination by a scrutiny committee, alternative channels for sharing the information or examining the matter can be considered e.g. the provision of an 'information report', or if the matter is of a very local nature examination by the relevant Member Area Group (MAG). No items should be included on a forward work programme without a 'scrutiny proposal form' being completed and accepted for inclusion by the Committee or the SCVCG. Assistance with their completion is available from the Scrutiny Co-ordinator.

Heart Failure Services in Denbighshire and its impact on Council Social Care Services

- 4.8 The above item has been scheduled on the Committee's forward work programme under 'Future Issue' for some time, without a definite date for its presentation. The Health Board has now confirmed that representatives should be in a position to attend a meeting of the Committee to discuss its plans in this area on 8 July 2021 (see Appendix 1)

Cabinet Forward Work Programme

- 4.9 When determining their programme of future work it is useful for scrutiny committees to have regard to Cabinet's scheduled programme of work. For this purpose, a copy of the Cabinet's forward work programme is attached at Appendix 3.

Progress on Committee Resolutions

- 4.10 A table summarising recent Committee resolutions and advising members on progress with their implementation is attached at Appendix 4 to this report.

5. Scrutiny Chairs and Vice-Chairs Group

- 5.1 Under the Council's scrutiny arrangements the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee. The Group met on 11 March 2021. At that meeting the Group asked this Committee to consider the report on 'Community Support Services' Market Position Statement', which appears on the current meeting's business agenda.

The Group's next meeting is scheduled for the 29 April 2021.

Scrutiny of the North Wales Economic Ambition Board

- 5.2 Committee members will recall that Partnerships Scrutiny Committee has been designated as the Council's scrutiny committee for examining the work of the North Wales Economic Ambition Board (NWEAB). At its meeting in November 2020 the Committee considered key documents associated with final deal agreement for the North Wales Growth Deal between the Board, the UK Government and the Welsh Government. These documents included the Governance Agreement for the

Board's work. As part of the governance agreement a Scrutiny Protocol was agreed that stipulated that a representative of the Board would attend Scrutiny up to twice a year to update it on the NWEAB's progress in achieving its objectives. A timetable has now been received from NWEAB's Programme Office on when its quarterly reports will be available for circulation to Scrutiny. Please see below:

Performance Report	NWEAB meeting	Scrutiny
Quarter 4: 2020-21 / Annual Report 2020-21	14 /05/ 2021	End of May/early June 2021
Quarter 1: 2021-22	30 /07/ 2021	August/beginning of September
Quarter 2: 2021-22	22 /10/ 2021	November 2021
Quarter 3: 2021-22	28 /01/ 2022 (to be confirmed)	February 2022
Quarter 4: 2021-22 / Annual Report 2021-22	20 / 05/ 2022 (to be confirmed)	Late May/early June 2022

- 5.3 This timetable was discussed by the SCVCG at its meeting on 11 March 2021 and it was decided that it would be prudent for the Board's Quarter 1 and Quarter 3 reports to be circulated to Committee members as 'Information Reports' and for representatives from the NWEAB to be invited to attend Committee meetings to present Quarter 2 and Quarter 4/Annual Reports and answer members' questions. Based on this the reports have now been scheduled into the Committee's forward work programme (see Appendix 1 attached).
- 5.4 With a view to raising Scrutiny's profile and encouraging public engagement the Group recently decided that all three scrutiny committees should, for a trial period, identify key themes or messages arising from their meetings for publication via the Authority's social media pages and the local press. The Committee is therefore

asked to identify which themes or messages it wishes to highlight from the current meeting.

6. How does the decision contribute to the Corporate Priorities?

Effective scrutiny will assist the Council to deliver its corporate priorities in line with community needs and residents' wishes. Continual development and review of a coordinated work programme will assist the Council to deliver its corporate priorities, improve outcomes for residents whilst also managing austere budget cuts.

7. What will it cost and how will it affect other services?

Services may need to allocate officer time to assist the Committee with the activities identified in the forward work programme, and with any actions that may result following consideration of those items.

8. What are the main conclusions of the Well-being Impact Assessment?

A Well-being Impact Assessment has not been undertaken in relation to the purpose or contents of this report. However, Scrutiny's through it work in examining service delivery, policies, procedures and proposals will consider their impact or potential impact on the sustainable development principle and the well-being goals stipulated in the Well-being of Future Generations (Wales) Act 2015.

9. What consultations have been carried out with Scrutiny and others?

None required for this report. However, the report itself and the consideration of the forward work programme represent a consultation process with the Committee with respect to its programme of future work.

10. What risks are there and is there anything we can do to reduce them?

No risks have been identified with respect to the consideration of the Committee's forward work programme. However, by regularly reviewing its forward work programme the Committee can ensure that areas of risk are considered and examined as and when they are identified, and recommendations are made with a view to addressing those risks.

11. Power to make the decision

11.1 Section 21 of the Local Government Act 2000.

11.2 Section 7.11 of the Council's Constitution stipulates that scrutiny committees and/or the Scrutiny Chairs and Vice-Chairs Group will be responsible for setting their own work programmes, taking into account the wishes of Members of the Committee who are not members of the largest political group on the Council.

Contact Officer:

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Note: Items entered in italics have not been approved for submission by the Committee. Such reports are listed here for information, pending formal approval.

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
20 May	Councillor Bobby Feeley	1. Health Board plans for services in Denbighshire	To detail to the Committee the future direction for the delivery of Health Board services in Denbighshire (including major capital projects such as the North Denbighshire Community Hospital, future provision at Denbigh Infirmary and Ruthin Hospital)	To secure the future delivery of health care services and effective partnership working with respect of delivering health, social care and well-being services in order to realise the resilient communities corporate priority	BCUHB	February 2020 (rescheduled February 2021)
	Leader	2. North Wales Economic Ambition Board Annual Report 2020/21	To consider the Board's Quarter4/Annual Report on its work and progress during 2020-21	To ensure that the Board delivers its priorities and projects in line with the stipulations and conditions laid out between the Board and the UK & Welsh Governments	NWEAB	By SCVCG March 2021
8 July	Cllr. Bobby Feeley	1. Annual Report on Adult Safeguarding 2020/21	To consider the annual report on adult safeguarding, and information in place to	An evaluation of whether the Authority is meeting its statutory duty	Phil Gilroy/Alaw Pierce/Nerys Tompsett	November 2020

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			<p>meet the statutory requirements of the Social Services and Well-being Act 2014 and an evaluation of the financial and resource impact of the Supreme Court's 2014 Judgement on deprivation of liberty on the Service and its work</p> <p>(data to include actual numbers in each category as well as % figures)</p>	with respect to adult safeguarding and has sufficient resources to undertake this work along with the additional work in the wake of the Supreme Court's judgement		
	Cllr. Brian Jones	2. COVID-19 Active Travel Plan Schemes in Denbighshire	To provide an overview of the findings in regard to the schemes' effectiveness in those town centres where they were implemented, the benefits realised from their implementation and any unintended negative consequences caused by their introduction	To evaluate the schemes' effectiveness in boosting town centre footfall during COVID-19 restrictions and identify lessons learnt for similar schemes in future and in readiness for further expansion of Active Travel schemes across the county	Emlyn Jones/Mike Jones/Ben Wilcox-Jones	December 2020

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
	Cllr. Bobby Feeley	3. Heart Failure Services in Denbighshire and its impact on the Council's Social Care Services	To discuss the long-term future of the Health Board's Heart Failure Service and the potential impact of the loss of this service on the Council's Social Care Services	An assurance to residents with respect of the long-term future of the Service, that will also assist the Council's Social Services to effectively plan for any future demand on its services. A healthier more resilient Denbighshire	BCUHB (Dr Gary Francis – Secondary Care Medical Director (Interim))/Helen Wilkinson (Cardiology) Phil Gilroy/Ann Lloyd/David Soley(?)	By SCVCG January 2020 Confirmation received from BCUHB in March 2021
16 September	Cllr. Mark Young	1. Community Safety Partnership [Crime and Disorder Scrutiny Committee]	To detail the Partnership's achievement in delivering its 2020/21 action plan and its progress to date in delivering its action plan for 2021/22. The report to include financial sources and the progress made in spending the allocated funding. (report to include actual numbers as well as percentages to enable the Committee to effectively	Effective monitoring of the CSP's delivery of its action plan for 2020/21 and its progress to date in delivering its plan for 2021/22 will ensure that the CSP delivers the services which the Council and local residents require	Alan Smith/Nicola Kneale/Sian Taylor	December 2020

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			evaluate the impact of measures put in place)			
<i>When new Chief Executive is in post (tbc)</i>	Cllr. Richard Mainon	2. <i>Denbighshire Voluntary Services Council (DVSC)</i>	<i>To: (i) outline the working relationship between Denbighshire County Council and DVSC, how both organisations worked together during the COVID-19 pandemic and proposals for future working arrangements; and (ii) explore DVSC's working relationship with voluntary organisations across the county, how it prioritises the allocation of funding to voluntary groups and evaluates the effectiveness of the use of the funding allocated</i>	<i>Identification of good working practices for further development and areas that require improvement with a view to supporting the delivery of resilient communities</i>	<i>Alan Smith/Liz Grieve</i>	<i>By SCVCG January 2021</i>
4 November	Cllr. Bobby Feeley	1. Homelessness and Housing Related Support Services	To examine the effectiveness of the multi-disciplinary service in delivering homelessness services in line with the Welsh Government's vision for homelessness	To secure the timely delivery of outcome focussed co-ordinated support to individuals and families who need it and avert them reaching crisis point	Phil Gilroy/Ann Lloyd/Abbe Harvey	By SCVCG January 2021

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
			and housing related support services			
	Leader	2. North Wales Economic Ambition Board Performance Quarter 2 2021/22	To consider the Board's Quarter 2 report on its performance, work and progress in delivering its projects during 2021-22	To ensure that the Board delivers its priorities and projects in line with the stipulations and conditions laid out between the Board and the UK & Welsh Governments	NWEAB	By SCVCG March 2021
16 December						
February 2022	Cllr. Tony Thomas	1. Highways Grass Verge, Hedge Maintenance and Pesticide Application Policies (annual report)	To review the Council's highways grass verge, hedge maintenance and pesticide application policies, in particular the timing of cuts on the county's rural road network	To ensure that County's policies conform with bio-diversity standards that support the delivery of the Council's environment priority whilst ensuring the safety of road users and pedestrians	Tony Ward/Andy Clark/Mark Evans	February 2021
May/June	Leader	1. North Wales Economic Ambition	To consider the Board's Quarter4/Annual Report	To ensure that the Board delivers its priorities and	NWEAB	By SCVCG March 2021

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
		Board Annual Report 2021/22	on its work and progress during 2021-22	projects in line with the stipulations and conditions laid out between the Board and the UK & Welsh Governments		
November	Leader	2. North Wales Economic Ambition Board Performance Quarter 2 2022/23	To consider the Board's Quarter 2 report on its performance, work and progress in delivering its projects during 2022-23	To ensure that the Board delivers its priorities and projects in line with the stipulations and conditions laid out between the Board and the UK & Welsh Governments	NWEAB	By SCVCG March 2021

Future Issues

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
Nature for Health Pilot Project	To examine the pilot project and consider whether a similar project should become part of the Corporate Priority Programme of projects	An assessments of the benefits of the pilot project and any measurable achievements received through Services working in partnership and within existing budgets to determine whether a similar project should be rolled-out across the county and included in the Corporate Priority programme of projects to deliver the Corporate Plan	Howard Sutcliffe	BY SCVCG July 2019 (deferred with the Chair's permission October 2019, subject to further work being carried out on the proposal)
Update following conclusion of inquiry undertaken by the National Crime Agency in to historic abuse in North Wales Children's' Care Homes <i>(potentially Spring 2021?)</i>	To update the Committee of the outcome of the National Crime Agency (NCA) investigation in to the abuse of children in the care of the former Clwyd County Council, and to determine whether any procedures require revision.	Determination of whether any of the Council's safeguarding policies and procedures need to be revised in light of the NCA's findings	Nicola Stubbins	November 2012

For future years

<i>Mental Capacity (Amendment) Act 2019 Note: information on the Act is still awaited (further delayed due to COVID – 19 and WG decision in relation to Liberty Protection Safeguards (LPS))</i>	<i>To review the content of the Act and associated statutory regulations and code of practice (expected to be published in April 2020).</i>	<i>To review the implications for the Council and residents.</i>	<i>Phil Gilroy/David Soley</i>	<i>December 2019 (rescheduled April 2020 due to COVID-19) – check with lead officer in the</i>
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				<i>autumn of 2021 whether available</i>

Information/Consultation Reports

Information / Consultation	Item (description / title)	Purpose of report	Author	Date Entered
Information Report (for circulation July 2021)	Quarterly Monitoring of External Care Providers	To provide details of the regular monitoring of external care service providers commissioned by the council for social care services, identifying any escalating concerns or other areas of concern	Katie Newe/Ben Chandler	By SCVCG 2018
INFORMATION REPORT (June 2021)	Collaborative Procurement Service's Annual Report	To receive information on the collaborative Service's activity and performance against targets set out in the Procurement Strategy 2019/20	Gary Williams/Sue Rees	By SCVCG March 2020
INFORMATION REPORT (for circulation in Sept (Q1) & February (Q3) each year) Sept 2021 & Feb 2022	North Wales Economic Ambition Board	To provide information on the Board's performance and progress in delivering its priorities and projects in line with the stipulations and conditions laid out between the Board and the UK & Welsh Governments	NWEAB	By SCVCG March 2021

Partnerships Scrutiny Work Programme. doc

Updated 24/03/2021 – RhE

Note for officers – Committee Report Deadlines

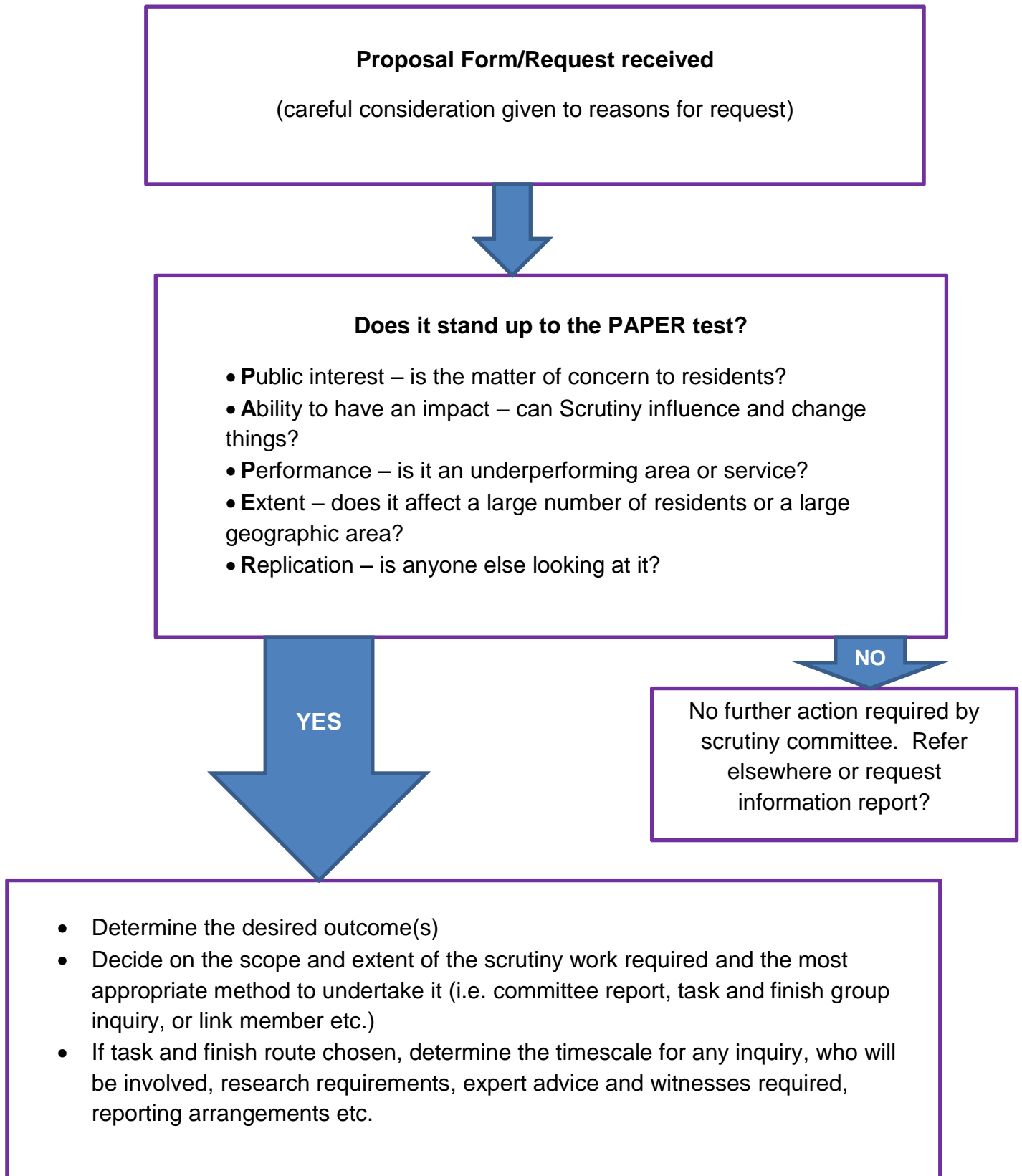
Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
20 May	6 May	8 July	24 June	16 September	2 September

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Member Proposal Form for Scrutiny Forward Work Programme	
NAME OF SCRUTINY COMMITTEE	
TIMESCALE FOR CONSIDERATION	
TOPIC	
What needs to be scrutinised (and why)?	
Is the matter one of concern to residents/local businesses?	YES/NO
Can Scrutiny influence and change things? (if 'yes' please state how you think scrutiny can influence or change things)	YES/NO
Does the matter relate to an underperforming service or area?	YES/NO
Does the matter affect a large number of residents or a large geographical area of the County (if 'yes' please give an indication of the size of the affected group or area)	YES/NO
Is the matter linked to the Council's Corporate priorities (if 'yes' please state which priority/priorities)	YES/NO
To your knowledge is anyone else looking at this matter? (If 'yes', please say who is looking at it)	YES/NO
If the topic is accepted for scrutiny who would you want to invite to attend e.g. Lead Member, officers, external experts, service-users?	
Name of Councillor/Co-opted Member	
Date	

Consideration of a topic's suitability for scrutiny



Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
27 April	1	Contract Award – Phase 1 Colomendy Industrial Estate including DCC Waste Transfer Station	To award the contract for delivery of Phase 1 of the proposed extension of the Colomendy Industrial Estate	Yes	Councillor Brian Jones / Tony Ward / Peter Clayton
	2	Queen's Buildings Rhyl Project	To seek approval to embark on the procurement process to delivery Phase 1 of the Queens Buildings Rhyl	Yes	Councillor Hugh Evans / Russell Vaughan
	3	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Steve Gadd
	4	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
25 May	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Steve Gadd
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
29 June	1	Annual Performance Review	To consider the Annual Performance Review	Tbc	Councillor Julian Thompson-Hill / Iolo McGregor

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
	2	Replacement LDP revised Delivery Agreement and Covid Impact Assessment	To seek Cabinet approval for revisions to the Replacement LDP Delivery Agreement and accompanying Covid19 impact assessment for submission to Welsh Government	Yes	Councillor Mark Young / Angela Loftus
	3	Replacement LDP - Report back on Preferred Strategy consultation	To report back on the responses to the Replacement LDP Preferred Strategy consultation and seek approval for subsequent proposed amendments to the Preferred Strategy	Yes	Councillor Mark Young / Angela Loftus
	4	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Steve Gadd
	5	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
27 July	1	Queen's Buildings Rhyl Project	To seek approval to award a contract for the delivery of Phase 1 of the Queens	Yes	Councillor Hugh Evans / Russell Vaughan

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			Building Rhyl		
	2	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Steve Gadd
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator

Note for officers – Cabinet Report Deadlines

<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>
<i>April</i>	<i>13 April</i>	<i>May</i>	<i>11 May</i>	<i>June</i>	<i>15 June</i>

Updated 23/03/2021 - KEJ

Cabinet Forward Work Programme.doc

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Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
11 February 2021	5. Highways Grass Verge and Hedge Maintenance and Pesticide Application Policies	<p>RESOLVED to receive the contents of the report and the associated appendices:</p> <ul style="list-style-type: none"> • to support the Council's policy with respect of verge and hedge maintenance and its Pesticide Application Policy; • that a follow up report be presented to Committee in a year's time; and • that information reports be circulated to each Member Area Group (MAG) detailing the verge, hedge cutting and pesticide application schedules for their respective areas. 	The Lead Member and Officers have been informed of the Committee's recommendations. A follow-up report has been scheduled into the Committee's forward work programme for the meeting in February 2022 (see Appendix 1 attached). Information reports will be circulated to MAGs detailing the requested information.

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