

Report to: Partnerships Scrutiny Committee

Date of Meeting: 24th November 2016

Lead Member/Officer: Lead Member for Social Care (Adults & Children's Services)/
Head of Community Support Services

Report Author: Service Manager (North Locality)/Service Manager:
Strategic Development

Title: Strategy for Supporting Independence in Denbighshire

1. What is the report about?

This report is about 'Supporting Independence in Denbighshire' which is the Council's strategy for enabling Denbighshire citizens to maintain their independence and well-being in their own homes. There is a need to strengthen our corporate approach in this respect due to:

- demographic and financial challenges;
- changing demand from citizens who want to remain as independent as possible for as long as possible within their own homes;
- public expectations of increased voice and control over how they are supported to achieve their personal well-being outcomes; and ,
- the need to comply within the requirements of the Social Services and Well-being Act

2. What is the reason for making this report?

To provide information regarding our Supporting Independence in Denbighshire strategy and the various initiatives which have been developed in relation to this in order for Members to comment on these and to recognise the importance of its implementation on a corporate basis.

3. What are the Recommendations?

That Members:

- 3.1 provide feedback on the initiatives underway to support the strategy; and
- 3.2 support a corporate approach to meeting the needs of citizens who may require support, thereby preventing the need for statutory intervention in their lives.

4. Report details

- 4.1 The new Social Services and Well-being (Wales) Act 2014 requires the Local Authority to support people to achieve independence and well-being. Services will increasingly aim to promote the prevention of individuals' needs increasing and to ensure that they have control to have the right help at the right time.
- 4.2 In order to implement the prevention aspects of the Act effectively there is a need for a clear strategy which identifies our corporate approach to supporting independence. The latest version of this document is attached (Appendix 1).

- 4.3 As part of this strategy, a number of initiatives have been developed and implemented in order to delay or prevent the need for statutory interventions. They include;
- Single Point of Access Service
 - ‘Talking Points’
 - Working with individuals in different ways so that there is a much greater emphasis on identifying their personal assets and family and community resources which could help their health and well-being
 - Replacing the way services are traditionally provided with providing a Support Budget, when this is appropriate
 - Commissioning new types of services from the third sector to support our strategy
 - A stronger corporate approach
 - Implementing our Ageing Well Plan
- 4.4 In relation to the third sector, we have developed a specific strategy which makes it clear to third sector organisations that funding can only be provided from Community Support Services if they make an effective contribution to our Supporting Independence in Denbighshire strategy and the prevention aspects of the Act.
- 4.5 We are now also funding new types of services, such as the Community Navigator Project and Y Waen.
- 4.5.1 During 2015/16 we worked with third sector partners in piloting a new community focused approach to supporting people in their communities. Working closely with Community Support Services Cluster Teams within ‘Talking Points’, the purpose of the Community Navigator project is to assist individuals with identifying what help might be available in the community to support their health and well-being. Advice and information is now available from a range of community venues – in partnership with Age Connects and the British Red Cross, and we are identifying at a much earlier stage how people’s general health and well-being can be supported. This initiative has proved to be very successful and, following a pilot project, we have now identified Intermediate Care Fund monies to expand the project.
- 4.5.2 We recognise that small community based projects can often make a substantial difference to supporting people’s health and well-being. In view of this, we are now making a financial contribution to Y Waen Outreach Centre near St. Asaph. This provides day activities to a number of older people in the medium of Welsh and last year it was visited by Sarah Rochira, Older People’s Commissioner for Wales, who concluded that; “the support provided at the centre clearly fits with the new duty being placed upon Local Authorities in respect of the prevention agenda”.
- 4.6 In order to implement the Supporting Independence in Denbighshire Strategy effectively it is imperative for there to be a strong corporate approach. The Strategy therefore makes clear links with the Well-being Plan. However, moving forward, there is a need to strengthen the way individual departments of the County Council can make a contribution to this strategy.
- 4.7 In relation to Older People, there is also a need for an effective partnership approach to implementing our Ageing Well Plan (see Appendix2). This identifies key actions in relation to the five themes of:

- Age Friendly Communities.
- Dementia Supportive Communities.
- Prevention of Falls
- Loneliness and Social Isolation.
- Opportunities for employment learning and new skills.

The Implementation of this Plan is overseen by the Older People Reference Group, which involves a number of partner organisations.

- 4.8 The Single Point of Access (SPoA) in Denbighshire now offers information advice and assistance when someone contacts us for help.
- 4.9 Community Support Services (CSS) are further developing 'Talking Points' to encourage people to come out of their own homes, where possible, to take the opportunity to meet with health and social care staff from all partner organisations. In addition, they can meet with other people, acting as peer supporters from their own community and talk to them about the well-being outcomes they desire for themselves or others. There are now regular Talking Points in Prestatyn, Rhyl, Denbigh, Ruthin, Llangollen and Corwen and they all provide convenient, appropriate and welcoming venues. This work is being supported by the 3rd Sector through the community navigators.
- 4.10 When people meet with officers, we now have a different kind of conversation, identifying what matters to individuals and focusing on the joint responsibility for individuals and the local authority to meet needs and deliver outcomes. In this context, a need is only eligible if it can be met through a local authority Managed Care & Support Plan **and** it cannot be met in any other way, including the ability for individuals to use their personal resources, including finances, their willing family and social networks and accessible services/activities available within their community, with support from the Local Authority to do so if required. (See Appendix 3 - The Resource Wheel).

A leaflet for citizens explaining the new approach is now available. (See Appendix 4)

- 4.11 CSS are in the process of modernising the way care and support is managed financially in order to support independence. A Support Budget is an identified amount of money which is allocated to meet those outcomes that can only be met by the local authority, thus the person is in full control of purchasing their own care and support and determining how services are delivered to meet their needs. Denbighshire is exploring:
- Self-managed budgets (known as Direct Payment in Legislation) further
 - Provider-administered budgets for the first time
 - Local Authority managed budgets for the first time

This will require close working with providers, different ways of thinking for staff and citizens and changes to financial systems. Training sessions for staff have been delivered through September and October and a 'Support Budget Think Tank' commencing in November 16 is focusing on the changes to practice.

- 4.12 Officers are working across services and organisations so that there is an understanding about this new approach to independence, e.g.:

- Cross service procedures are being developed for housing adaptations with Housing and the Built Environment
- A protocol is being developed with Highways about when the Local Authority will fund dropped kerbs.
- Discussions with Independent Sector Providers about the need to work to outcome-based care and support plans are taking pace.

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

Supporting Independence in Denbighshire has a clear impact on the corporate priority to ensure that vulnerable people are protected and able to live as independently as possible. However, through working corporately, there is also an identified impact on other priorities, including ensuring access to good quality housing and modernising the council to deliver efficiencies and improve services for our customers.

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

All costs associated with this report are included in Council budgets. Impacts on other services are highlighted in the report.

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

The main conclusion of the Well-being Impact Assessment is that the effective implementation of this strategy should make a major contribution to the well-being of the people of Denbighshire, particularly those individuals, who in the past, would have been in need of statutory services. The strategy is closely aligned to the prevention aspects of the Social Services and Well-being (Wales) Act and the Impact Assessment also demonstrates that it supports the principles and goals of the Well-being of Future Generations Act. A copy of the Well-being Impact Assessment is attached at Appendix 5

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

Elected Members have been kept informed about the new Social Services & Well-being (Wales) Act as it has been enacted. User and advocacy groups and independent and 3rd Sector providers have been involved in more detailed developments.

9. Chief Finance Officer Statement

The Council has recognised the need to fund additional cost pressures in the care sector as part of its budget plans. However the pressure is significant and growing in the medium term. The Strategy for Supporting Independence and initiatives within it will, over time, change the way the Council discharges some of its duties. Finance will support the development of these interesting new initiatives and monitor the financial impact.

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

There is a risk to the Council that the cost of providing care and support is not affordable, therefore requiring cuts to the amount of care and support people receive. This strategy aims to mitigate against this risk by ensuring people develop resilience and skills in managing their own needs while also ensuring they are connected to their communities to reduce the risk of social isolation.

11. Power to make the Decision

Section 7.4.1 of the Council's Constitution outlines Scrutiny's power with respect of policy development and review.

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