



CYNGOR BWRDEISTREF SIROL
RHONDDA CYNON TAF
COUNTY BOROUGH COUNCIL

GWŶS I GYFARFOD O'R CYNGOR

C. Hanagan
Cyfarwyddwr Gwasanaeth y Gwasanaethau Democrataidd a Chyfathrebu
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf
Y Pafiliynau
Parc Hen Lofa'r Cambrian
Cwm Clydach CF40 2XX

Dolen gyswllt: Claire Hendy - Uwch Swyddog Gwasanaethau Democrataidd (01443 424081)

DYMA WŶS I CHI i gyfarfod o **PWYLLGOR CRAFFU - IECHYD A LLES** yn cael ei gynnal yn **Siambr y Cyngor, Y Pafiliynau, Parc Hen Lofa'r Cambrian, Cwm Clydach, Tonypany CF40 2XX** ar **DYDD MAWRTH, 28AIN IONAWR, 2020** am **5.00 PM**.

Caiff Aelodau nad ydyn nhw'n aelodau o'r pwyllgor ac aelodau o'r cyhoedd gyfrannu yn y cyfarfod ar faterion y cyfarfod er bydd y cais yn ôl doethineb y Cadeirydd. Gofynnwn i chi roi gwybod i Wasanaethau Democrataidd erbyn Dydd Gwener, 24 Ionawr 2020 trwy ddefnyddio'r manylion cyswllt uchod, gan gynnwys rhoi gwybod a fyddwch chi'n siarad Cymraeg neu Saesneg.

AGENDA

Tudalennau

1. DATGAN BUDDIANT

Derbyn datganiadau o fuddiannau personol gan Aelodau, yn unol â gofynion y Cod Ymddygiad.

Nodwch:

1. Mae gofyn i Aelodau ddatgan rhif a phwnc yr agendwm mae eu buddiant yn ymwneud ag ef a mynegi natur y buddiant personol hwnnw; a
2. Lle bo Aelodau'n ymneilltuo o'r cyfarfod o ganlyniad i ddatgelu buddiant sy'n rhagfarnu, rhaid iddyn nhw roi gwybod i'r Cadeirydd pan fyddan nhw'n gadael.

2. COFNODION

Derbyn cofnodion o gyfarfod blaenorol y Pwyllgor Craffu – Iechyd a Lles a gynhaliwyd ar 7 Ionawr 2020.

5 - 12

ADRODDIADAU'R CYFARWYDDWR GWASANAETH – GWASANAETHAU DEMOCRATAIDD A CHYFATHREBU.

3. DOLENNI YMGYNGHORI

Gwybodaeth mewn perthynas ag [ymgyngoriadau](#) perthnasol i'w ystyried gan y Pwyllgor.

ADRODDIADAU CYFARWYDDWR CYFADRAN Y GWASANAETHAU CYMUNED A GWASANAETHAU I BLANT.

ADRODDIAD CYFARWYDDWR MATERION IECHYD A DIOGELWCH Y CYHOEDD A GWASANAETHAU CYMUNED

4. ADRODDIAD YR AELOD O'R CABINET AR FATERION CYMUNEDAU, DIWYLLIANT A'R GYMRAEG

Derbyn diweddariad ynglŷn â'r cynnydd a wnaed wrth hyrwyddo cyfrifoldebau portffolio'r Aelod o'r Cabinet ar faterion Cymunedau, Diwylliant a'r Gymraeg.

13 - 24

5. ADRODDIAD SWYDDFA ARCHWILIO CYMRU AR WASANAETHAU IECHYD YR AMGYLCHEDD 2019

Caniatáu i Aelodau graffu ar gynnwys ac argymhellion Adroddiad Swyddfa Archwilio Cymru.

25 - 34

6. EFFEITHIAU CADARNHAOL AR BOBL IFAINC SY'N CYFRANOGI AC YN YMGYSYLLTU Â GWASANAETH CELFYDDYDAU'R CYNGOR

Derbyn trosowlwg o wasanath celfyddydau'r cynhorau

35 - 48

7. CODI YMWHYBYDDIAETH O HYFFORDDIANT CYFEILLGAR I DDEMENTIA LEDLED RHONDDA CYNON TAF

Ystyried yr adroddiad mewn perthynas a dull y cynghorau o gynyddu ymwybyddiaeth o ddementia ar draws RhCT.

49 - 54

8. ADOLYGIAD Y CADEIRYDD A DOD Â'R CYFARFOD I BEN

Adlewyrchu ar y cyfarfod a'r camau gweithredu i'w dwyn ymlaen.

9. MATERION BRYS

Trafod unrhyw faterion sydd, yn ôl doethineb y Cadeirydd, yn faterion brys yng ngoleuni amgylchiadau arbennig.

Cyfarwyddwr Gwasanaeth y Gwasanaethau Democrataidd a Chyfathrebu

Cylchreliad:-

(Y Cynghorwyr Bwrdeistref Sirol Y Cynghorydd R Yeo a Y Cynghorydd G Holmes – Cadeirydd ac Is-gadeirydd, yn y drefn honno)

Y Cynghorwyr Bwrdeistref Sirol:

Y Cynghorydd A Roberts, Y Cynghorydd M Forey, Y Cynghorydd J Davies,
Y Cynghorydd J Williams, Y Cynghorydd P Howe, Y Cynghorydd G Stacey,
Y Cynghorydd M Tegg, Y Cynghorydd G Hughes, Y Cynghorydd Owen-Jones,
Y Cynghorydd C Willis, Y Cynghorydd W Jones and Y Cynghorydd E Griffiths

Christian Hanagan, Cyfarwyddwr Gwasanaeth y Gwasanaethau Democrataidd a Chyfathrebu

Gio Isingrini, Cyfarwyddwr Cyfadran y Gwasanaethau Cymuned a Gwasanaethau i Blant

Andy Wilkins (Legal), Cyfarwyddwr y Gwasanaethau Cyfreithiol

Neil Elliott, Cyfarwyddwr Gwasanaethau i Oedolion

Luisa Bridgman, Head Of Service Short Term Intervention

Y Cynghorydd Bwrdeistref Sirol G Hopkins, Aelod o'r Cabinet ar faterion Gwasanaethau Cymuned i Oedolion a Phlant

Tudalen wag

RHONDDA CYNON TAF COUNCIL HEALTH AND WELLBEING SCRUTINY COMMITTEE

Minutes of the meeting of the Health and Wellbeing Scrutiny Committee held on Tuesday, 19 November 2019 at 5.00 pm at the Council Chamber, The Pavilions, Cambrian Park. Clydach Vale, Tonypany, CF40 2XX.

County Borough Councillors - Health and Wellbeing Scrutiny Committee Members in attendance:-

Councillor R Yeo (Chair)

Councillor G Holmes	Councillor A Roberts
Councillor M Forey	Councillor J Davies
Councillor J Williams	Councillor P Howe
Councillor G Stacey	Councillor M Tegg
Councillor D Owen-Jones	Councillor C Willis
Councillor W Jones	Councillor E Griffiths

Officers in attendance:-

Mr C Hanagan, Service Director of Democratic Services & Communication
Mr A Wilkins, Director of Legal Services
Mr N Elliott, Director of Adult Services
Ms A Batley, Director of Children's Services
Ms C Jones, Head of Access & Inclusion
Mr P. Mee – Director of Public Health, Protection and Community Services
Mr D James - Service Director - Prosperity and Development

County Borough Councillors in attendance:-

Councillor S Evans and Councillor S Evans

1 Declaration of Interest

In accordance with the Council's Code of Conduct, there were no declarations made pertaining to the agenda.

2 Minutes

It was **RESOLVED** to approve the minutes of the 24th September 2019 as an accurate reflection of the meeting.

3 Information Reports

The Chair referenced the information reports (as listed below), which were available through the 'RCT Scrutiny' website.

- Annual Complaints Report 2018-19
- Cwm Taf Safeguarding Annual Report 2018-19

It was **RESOLVED** that any queries relating to the above report can be directed to the scrutiny email address and will be adhered to in due course.

4 Review of the Health & Wellbeing Scrutiny Work Programme 2019/20

The Service Director of Democratic Services & Communications gave an overview to Members in respect of the Health & Wellbeing Scrutiny Committee Forward Work Programme 2019/20.

It was highlighted that following a number of changes to the Scrutiny arrangements in RCT, one of the improvements have included the development of a more streamlined forward work programme, which contains less items for consideration at each committee meeting to allow for more in depth review of topics and potential referrals from Council, Audit Committee and other sources.

Members were reminded that the forward work programme has been developed from current business identified and matters relating to the Council's Corporate Performance themes and priorities. Reference was also made to the Cabinet/Scrutiny engagement sessions, which were held throughout October between the Scrutiny Chairs, Vice Chairs, respective Cabinet Members and Senior Leadership Officers, which support the Scrutiny arrangements going forward and also informed the respective forward work programme.

In respect of training, Members were reminded about the training session that was arranged for all RCT Scrutiny Members on Friday, 25th October 2019, facilitated by Dr Dave McKenna. The Service Director highlighted the importance of engaging in the training opportunities provided to support Members in their respective scrutiny roles.

Discussions continued and the Service Director noted that further enhancements are underway to provide better access for the public to the business of scrutiny online. This includes providing more user friendly information to support the public engagement process.

Members put forward their comments, one Member requested that bereavement services were added to the work programme for a later date.

Following discussion, Members **RESOLVED** to agree the Health & Wellbeing Scrutiny Committee Work Programme for the Municipal Year 2019/20.

5 Consultation Links

The Chair referenced the consultation links, which were available through the 'RCT Scrutiny' website. The Chair reminded Members that information is provided in respect of relevant consultations for consideration by the Committee, which are circulated on a monthly basis by the Graduate Scrutiny Research Officer.

6 Autism Report (Notice of Motion)

The Service Director Democratic Services & Communication explained that as Members would recall at the Health and Wellbeing Scrutiny Committee held on

the 9th July 2019 Members requested an overview of the current autism support services available in Rhondda Cynon Taf in order to identify the most practical and effective way to improve outcomes and access to services for those living with autism, following the adoption of an amended notice of motion at the Council meeting on the 27th March 2019.

The Service Director Democratic Services & Communications invited the Director of Adult Services to present his report.

The Director of Adult Services presented Members with an overview of the background relating to Autism and the broad areas in which all people with autism will experience difficulties in.

Members were informed that the numbers of people diagnosed with Autism has increased and in turn has increased demand for diagnostic services for individuals of all ages across all services.

Members received an overview of the Service relating to Children & Young People (up to the age of 18 years). It was explained that diagnosis is undertaken by the Neurodevelopmental Team of the Cwm Taf Morgannwg. The multi-disciplinary team provides specialist knowledge and skills for children and young people with complex neurodevelopmental conditions including ASD and attention –deficit/ hyperactivity disorder (ADHD) and their families in the following areas:

- Assessment
- Diagnosis
- Advise and intervention
- Liaison with existing services within the Health Board, partners' agencies and voluntary organisations.

In respect of adults the Cwm Taf Integrated Autism Service (IAS) provides diagnostic assessments for adults aged 18 years and over who are suspected of having autism. In addition to the provision of a diagnostic assessment. The Cwm Taf IAS provides;

- Support for adults with autism with their social, communication, sensory, dietetic , leisure and employment opportunities and independent living skills via individual and group interventions;
- Help parents/ carers of children with autism to understand and support behaviour that challenges their social, communication, sensory, dietetic ,leisure and employment opportunities and independent living skills via individual and group interventions.
- Post-diagnostic support for adults with autism and their parents/carers
- Autism training, consultation and advice to professionals working with people with autism.
- Signposting o other appropriate local services.

The Director of Adult Services explained to Members that in order to support the Committee to develop its understanding of the challenges and experiences of residents in RCT, Officers from Education, Children's Services and Health are present to give an overview of their service areas.

After taking Members through the report in great detail the Director of Adult Services welcomed Members questions and observations.

The Chair invited Non-Committee County Borough Councillor S. Evans to address the Committee and put forward her questions and observations.

Councillor Evans thanked the Chair for allowing her to speak and thanked Officers for a very comprehensive report and summary of services. She explained that one of her main concerns are how are people sign posted to the services and which is the most appropriate service to adhere to. Who co-ordinates support, who is responsible for looking after families going forward.

She continued to comment that some parents are turning to Facebook group and forums as they don't know where to turn. If there was a directory provide by the health Board in conjunction with the Local Authority this would help. What role does the council have and how can it be improved.

The Director of Adult Services explained that we need to know what the individual needs, we need to work with the 3rd sector and health to provide for individual needs as no two people who have autism are the same.

The Director of Children's Services stated that access to services is a problem and Members agreed that there needs to be a central point of contact which can signpost those looking for help and advice to the right point of contact. It was suggested that some type of community co-ordinators could be put in place who could provide information to parents/ carers to access better services.

Members went on to suggest that it would be helpful to have a break down off what services are around for children and adults so that the Committee could assess areas of strengths and weaknesses.

Members felt there more work is needed on the transition from childhood to adulthood to make sure it becomes a smooth transition.

A Member commented that early intervention is critical and the work being done by the Resilience Family Service is vital.

After further discussion Members suggested the following point as next step to facilitate the development of the proposals going forward.

Members **RESOLVED** to:

- Acknowledge the content of the report;
- Invite third party organisations to a future meeting of the Health and Wellbeing Committee to discuss their views
- Invite parents/ carers and service users to a future meeting to seek their views on how the authority can work with other to provide a better support network for those living with autism.

7 Tackling Empty Homes

The Service Director - Prosperity and Development presented Members with an update on the progress made in implementing the Council's approach to tackling empty homes, which is set out in the Empty Homes Strategy for the period 2018-

2021.

The Service Director explained that the strategy has been implemented for one year and has provided a frame work for all empty home activity, ensuring a co-ordinated approach across the borough. It was highlighted that the strategy enables the positive work undertaken over recent years to be built on in order to decrease the total number of empty properties in the county borough.

The Service Director Prosperity and Development highlighted the five objectives of the strategy as follows and gave an update as to where we are since the approval by Cabinet:

1. To develop partnerships and vehicles that will enable an increase in the scale of empty homes being brought back into use.
2. To maximise the use of current funding and identify further funding models to increase the number of empty homes that are brought back into use.
3. To continue to use a range of interventions to ensure all types of empty homes are targeted and enabled to be brought back into use and monitor the outcomes related to these closely.
4. To undertake further research in communities and evaluation of existing schemes to understand why there are high numbers of empty homes.
5. To identify possible solutions that could prevent homes from becoming empty and also develop interventions for different market areas and types.

The Officer explained that during the financial year 2018/19 the Housing Grants team received 102 empty homes grant applications and all applications were surveyed and 88 (86%) were approved. By the end of the financial year, 61, (69%) were complete, the remaining 27 cases are ongoing and have rolled over into 2019/20 programme. It was explained that the total spend against the grant for the financial year 2018/19 as £1.24m, which brought 61 empty homes back into use.

The Service Director continued and concluded his report by explaining that the empty property data for 2018/19 clearly evidences that the Empty Homes Strategy and collaboratively working with partners, is being successful in having a positive impact on reducing the numbers of empty homes across RCT.

The Chair thanked the Officer for the report and opened up the Meeting for Members questions and observations.

Members also thanked the Officer for a very informative report. A Member asked if probate on properties is causing a problem. It was explained that this is a challenge however we are working with the enforcement teams to try and overcome the problem.

In relation to the scheme a Member requested clarity on how the Local Authority are promoting the grant to first time buyers. It was explained that the grant criteria is on the Council's website, Members requested officers circulate the link so this could be passed on to their residents as many are unaware that this is available. Members were also informed that 17 homes were purchased by first time buyers.

Another Member commented on the stress the empty homes are putting on the

neighbour, Officers explained that this would be taken up with the enforcement team.

A Member commented that he was pleased to see the progress made in his area it is a good scheme and grants made for families would be pleasing to see. The Member also commented that a single point access would benefit residents with one telephone number.

After further discussion Members **RESOLVED** to:

- Acknowledge the content of the report
- Monitor the progress of the scheme going forward.

8 Community Hubs Progress Report

Director, Public Health, Protection & Community Services provided Members of the Health and Wellbeing Scrutiny Committee with an overview of the progress of the implementation plan of the Council's Hubs.

It was explained that significant developments have taken place in respect of the developing community hubs in Rhondda Cynon Taf over the past year, and there remains considerable work to be done in collaboration with partners to develop new community hubs and embed the wider neighbourhood network approach to providing services that communities want and that are co-produced with them.

Members were informed of the two community hubs which have recently been opened – Yr Hwb (Ferndale) which forms part of a public Service Board Community hub pilot with the Gurnos in Merthyr Tydfil County Borough Council and Canolfan Pennar (Mountain Ash)

The Committee were updated on the next stage of the process, it was highlighted that plans are at an advance stage for the establishment of community hubs at Porth Plaza and Llys Cadwyn (Pontypridd). Both these developments will be Council run facilities while a third sector led development is being planned with Age Connect Morgannwg at Aberdare.). Members were also given an overview of future proposed developments.

The Director, Public Health, Protection and Community Services continued to explain that that it is currently too early to tell the impact of these changes on the early intervention and prevention agenda and the development of an appropriate framework is being prioritised.

Members thanked Officers for a very informative report and put for their questions and observations to the Officers. After further consideration Members **RESOLVED**:

- To acknowledge the content of the report
- To acknowledge the progress that has been made with the delivery of the action plan;
- That the Health & Wellbeing Scrutiny Committee continue to monitor the progress in the future

9 URGENT ITEMS

**This meeting closed at Time Not
Specified**

**CLLR R. YEO
CHAIR.**

Tudalen wag

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2019/2020

HEALTH & WELLBEING SCRUTINY COMMITTEE

28TH JANUARY 2020

REPORT OF THE CABINET MEMBER FOR COMMUNITIES, CULTURE & THE WELSH LANGUAGE

Author: Paul Mee, Director – Public Health, Protection & Community Services

1 PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to provide Members with an update on the progress made in advancing the portfolio responsibilities of the Cabinet Member for Communities, Culture & the Welsh Language.

2 RECOMMENDATIONS

It is recommended that Members:

- I. Scrutinise and comment the content of the report, and
- II. Consider if there are any matters arising from the report to which Members wish to give further scrutiny.

3 REASONS FOR RECOMMENDATIONS

- 3.1 To allow Members to scrutinise and challenge the progress being made in respect of the Cabinet Member portfolio responsibilities.

4 BACKGROUND

- 4.1 At its meeting on 22nd January 2019, the Overview & Scrutiny Committee considered a report regarding the engagement of the Executive at future Scrutiny Committees. Members agreed to receive Cabinet Members, with the relevant Director, at future Scrutiny meetings on a quarterly basis to present information relating to their portfolio responsibilities.
- 4.2 The Cabinet Member will provide details (both written and verbal) relating to service delivery, challenges and opportunities/policy changes being considered. Members of the committee will be able to challenge the Executive and explore in greater detail the performance and delivery of the services under consideration.

5 EQUALITY & DIVERSITY IMPLICATIONS

- 5.1 There are no equality or diversity issues arising from this report.

6 CONSULTATION

- 6.1 There are no consultation implications arising from this report.

7 FINANCIAL IMPLICATIONS

- 7.1 There are no financial implications arising from this report.

8 LEGAL IMPLICATIONS

- 8.1 There are no legal implications arising from this report.

9 LINKS TO CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT

- 9.1 The services described in the report at Appendix I contribute to achieving the Council's corporate priorities in relation to People, Place and Economy.
- 9.2 The services, many of which are concerned with the health & well-being of our communities, make a direct contribution toward the achievement of many of the well-being goals described in the Well-being of Future Generations (Wales) Act, including a prosperous Wales, a Wales of cohesive communities, a healthier Wales, a resilient Wales, a Wales of vibrant culture and thriving Welsh language and a globally responsible Wales.

10 CONCLUSIONS

- 10.1 The report presented at Appendix I describes the range of services within the Cabinet Member portfolio, highlights some key achievements from 2019/20 and identifies service priorities for 2020/21. This will provide Scrutiny Members with the opportunity to challenge service delivery and performance and explore the challenges for the year ahead. In addition Members deliberations may inform the Scrutiny work plan going forward.

PUBLIC HEALTH, PROTECTION & COMMUNITY SERVICES

INTRODUCTION

The Council's Public Health, Protection & Community Services cover a diverse range of functional responsibilities, many of which fall within the portfolio of the Cabinet Member for Communities, Culture & the Welsh Language.

The services are organised across four functional areas, each led by a Service Director or Head of Service under the Director for Public Health, Protection & Community Services. Although it may appear that the many functions are diverse, fundamentally they are all concerned with the health & well-being of our communities either by directly protecting people from harm or by contributing to tackling the wider determinants of health or tackling inequality and poverty.

This report will provide an overview of what we do; how well we do it and identify any challenges and opportunities facing the services.

PUBLIC PROTECTION

What do we do?

The service, led by Louise Davies, includes the following functional areas all of which fall within the Cabinet Members portfolio:

- Community Safety & Strategic Partnerships;
- Environmental Protection & Housing Standards;
- Food Safety & Licensing;
- Trading Standards & Registration Services;
- Supporting People & Housing Options.

The Community Safety team supports the Cwm Taf Community Safety Partnership, the statutory partnership responsible for crime and disorder reduction and the Substance Misuse Area Planning Board, the strategic commissioning body for substance misuse services across the region. In addition to this vital strategic role the team also provides a number of direct services, including public space surveillance and guarding through the CCTV unit; services to support victims of domestic abuse through the Oasis Centre and the Health & Well-being Improvement Manager and Officer who work closely with the UHB to improve our collaborative approach to tackling the wider determinants of health.

The Environmental Protection & Housing Standards team is predominantly a regulatory service delivering a range of Environmental Health functions concerning local air quality management, environmental permitting, statutory nuisance and respond to general public health and environmental complaints. The team is responsible for the Council's regulatory responsibilities in the private rented sector, including houses in multiple occupation (HMOs). Pest and animal control functions,

together with our relationship with Hope Rescue who provide the animal shelter are managed here.

Food Safety & Licensing are regulatory functions concerned with protecting public health and public safety. The team are responsible for ensuring food premises meet food hygiene and health & safety standards through a proactive risk based inspection programme. Incidents and outbreaks of notifiable infectious diseases are investigated and controlled; complaints about food safety and workplace accidents at local authority regulated premises are investigated. The Licensing team supports the Council's Licensing Committee in respect of alcohol, taxi and a range of other miscellaneous licensing activities.

Our Trading Standards service is concerned with ensuring that consumers in Rhondda Cynon Taf are protected from unfair trading practices and supports legitimate business interests. The team responds to complaints and information received concerning illegal and undesirable trading activity; ensures a fair trading environment by ensuring traders comply with relevant regulations to ensure consumers are not misled; the team ensures that consumers receive the correct amount of product they buy through enforcing weights & measures legislation; ensures food products are properly labelled to inform consumer choice and prevents underage sales of age restricted products such as alcohol and knives. The Registration service is responsible for registering births, deaths and marriages and for providing a range of celebratory ceremonies.

Supporting People commission a range of housing related support and accommodation for vulnerable people in our communities. This includes projects to help prevent homelessness, to help people to live independently and to help people live in their own home, hostel or sheltered accommodation. The Council also provides housing advice and support to those seeking accommodation or at risk of homelessness.

What have we achieved in 2019/20 and how well did we do it?

Agile Working – the service was the first area of the Council to fully embrace agile working during 2019, with the introduction of the Total Mobile system and new ways of working. Impact on productivity and staff will be monitored in 2020.

Wales Audit Office - in 2019 the WAO undertook a review of Environmental Health Services as a follow up to their previous “delivering with less” study from 2015. The report was positive about how the Council had delivered the service in challenging financial circumstances.

EU settlement scheme – In September the Registration Service introduced the identity verification scheme to support EU and non EU nationals to stay in the UK following Brexit.

CCTV and community Wi-Fi – The Council has invested in upgrading its public space surveillance infrastructure, which has released revenue savings and supported the introduction of community Wi-Fi.

Buy with Confidence Scheme – This scheme was launched by Trading Standards in 2019 to help consumers make informed choices about reputable traders by offering traders a validation service and “logo” they can use.

Food Hygiene – At the end of 2018/19, 93.95% of food business were broadly compliant with food hygiene law, an improvement on the previous year. Interventions (inspections) delivered on time achieved 100% compliance which is in the top quartile for Wales.

Licensing – at quarter 2 of 2019/20, 90.25% of our licensed premises were compliant with licensing conditions, the highest level of compliance since the measure was introduced in 2016/17.

Public Spaces Protection Order – the restrictions on public consumption of alcohol have been in place for 12 months and are now being evaluated. Indications are that the measure has been successful.

Integrated Substance Misuse Service – following a review of service provision and tendering exercise, the new integrated substance misuse service for Cwm Taf was commissioned from April 2019. The service will be the subject of a report to this committee in March 2020.

Supported Housing & Homelessness – The new floating support service was successfully launched in April 2019. The first agreement with a private landlord to use a managed shared house for emergency accommodation for young people was made in 2019, which is delivering successful outcomes for some of our most vulnerable clients.

Housing First – the Council has been a pilot area for “Housing First”, initially aimed at prison leavers and now being expanded to provide enhanced support for homeless people with complex needs.

What are the service priorities for 2020/21?

Brexit – leaving the EU has some significant implications for the service. Much of the legislation we enforce is derived from the EU and there are risks around regulatory divergence. There will be immediate practical implications for those businesses that trade with the EU in respect of food safety, consumer safety and trading implications. In addition, additional staff have been appointed to support community cohesion across the region.

Registration Service – the service remains amongst the highest performing within its region. However there is a need to modernise the management information systems to improve data collation and audit.

County Lines & Knife Crime – although the impact of County Lines and knife crime in RCT is currently low, it will be necessary to ensure the Community Safety Partnership, through its serious organised crime board, has put in place the necessary measures to prevent this serious risk, particularly the exploitation of vulnerable children and young people, is prevented.

Air Quality – overall air quality in RCT is good but there are 16 local air quality management areas (AQMAS) where the air quality standard for Nitrogen Dioxide has been exceeded. Work is ongoing with partners, particularly in Highways & Transportation, to identify measures that can improve air quality in these areas. This will be considered by the Council's Climate Change Cabinet sub-committee in January this year.

Homelessness – the demand on homelessness services has increased significantly in recent years, partly due to the impact of welfare reform and the increasingly complex needs of homeless people. There is a need to review our service model to introduce more enhanced services for people with complex needs such as the "Housing First"; to reduce our reliance on bed and breakfast accommodation and to reconfigure our existing services, particularly those in Pontypridd town centre.

Violence against Women, Domestic Abuse and Sexual Violence – this remains the most significant volume violent crime in RCT. There are excellent services in RCT, provided by both the Council and third sector; however there remains significant unmet need and the current service model is predominantly concerned with responding to high risk rather than prevention. In 2020, there is a need to take forward a new commissioning strategy for these services.

COMMUNITY SERVICES

What do we do?

Community Services, led by Wendy Edwards, consists of the following service areas:

- Adult Education;
- Arts;
- Community Development;
- Employment Programmes;
- Libraries;
- Welsh Language Services.

Adult Education sits within the portfolio responsibilities of Councillor J Rosser so will not be covered in this report. A detailed report on Adult Education was reported to

cabinet on 19th March 2019 and can be accessed at the following link: [Cabinet Report 19th March 2019 - Item 6 Adult Community Learning](#)

The Arts service consists of the Coliseum Theatre in Aberdare, the Park & Dare Theatre in Treorchy and an Arts & Creative Industries Team. The Cabinet Member for Communities, Culture and the Welsh Language is the Chair of the Strategic Culture & Arts Steering Group.

The Community Development team deliver the Council's approach to community asset transfers, "RCT Together", and are responsible for rolling out the Council's three year programme of developing Community Hubs across the County Borough.

The Employment Programmes Team has developed an integrated employment pathway and provides a comprehensive employment support programme, closely aligned with adult education, providing support to those seeking employment. This includes Communities for Work, Communities for Work Plus, Inspire 2 Work and a range of provision to support digital skills, essential skills and independent learning.

The Library Service has 13 static libraries located across the County Borough, provides a mobile library service, the school library service and the @homelibrary service.

The Welsh Language Service provides document and simultaneous translation as well as compliance monitoring against the Welsh Language Standards set by the Commissioner. The service also manages and arranges welsh language training for Council staff. In addition the team works with internal services and external partners to implement the Council's strategy and action plan for the promotion and facilitation of the Welsh Language.

What have we achieved in 2019/20 and how well did we do it?

Attendance at targeted events has increased at both theatres with nearly 10,000 attendances at the Coliseum and nearly 6,000 at the Park & Dare during 2018/19 for 22 productions and 55 presentations. RCT theatres are one of only three local authority run theatres in Wales recognised as an Arts Council of Wales Portfolio client and receive funding as a venue and production house. The Council has invested in both theatres replacing carpets, improving dressing rooms and toilets and creating a new studio space in the Park & Dare theatre.

The Arts service is also commissioned to provide a range of project to support creative learning and vulnerable children and young people, for example through the Arts & Creative Industries team Youth Arts and SONIG Youth Music Industry programmes. A detailed report was presented to Cabinet on 17th October showing the range of provision and investment in the arts in Rhondda Cynon Taf; [Cabinet Report 17th October 2019 - Arts Council of Wales Investment in the Arts](#)

In 2019, two new Community Hubs were opened. In June 2019, the first Community Hub developed by the Council was opened in Mountain Ash, Canolfan Pennar. In July 2019 a second Community Hub, Yr Hwb, was opened in Ferndale in partnership with a third sector organisation, Fern Partnership. These facilities include a range of community services provided by the Council and third sector, including a library, access to employment support, community rooms, and a community cafe at Canolfan Pennar and childcare provision at Yr Hwb. Since opening, both facilities have been embraced by their local communities. Canolfan Pennar has had 85,217 visitors to the end of December 2019, whilst visitors to the library have almost doubled compared with the same period in the previous year.

In Ferndale, visitors to the library have increased by approximately 30%. Both hubs are now attracting a range of provision from partner organisations and each has its own Community Co-ordinator in post to support a growing neighbourhood network of provision. Work has commenced on Porth Plaza to reconfigure the building into a Community Hub and the Hub at Llys Cadwyn in Pontypridd will open in March 2020. A detailed progress report was presented to the Cwm Taf Public Services Joint Overview & Scrutiny Committee on 27th September 2019:

[Cwm Taf PSB JOSOC 27th September 2019 - Community Zones](#)

Since commencing in 2015, "RCT Together" has received 258 enquiries about community asset transfers; 165 expressions of interest and 64 business plans. These have led to 18 leases being granted and 12 licences/tenancies at will being made for a range of community assets. It is estimated that this has levered in approximately £9million of investment by the third sector.

The Council has a comprehensive employment programme and employment pathway to support people into work across the County Borough. Communities for Work Plus is funded by the Welsh Government and the programme is the best performing in Wales both in respect of the number of engagements and job entries. The job entry conversion rate is just over 37% and an event was held at the Lido on 14th October 2019 to celebrate the programme's 2000th job entry. The programme is on target to meet its performance targets for this year. Communities for Work is a Welsh Government partnership programme between the Council and DWP supported by ESF funding to deliver employment support to adults and young people. This Council compares favourably across the region with performance for both adult and young people in line with the all Wales average.

The recent Welsh Public Library Assessment for 2018/19 confirms that the library service meets all twelve core entitlements specified in the Welsh Public Library Standards. The service meets 6 of the quality indicators in full; 2 quality indicators are met in part and 2 quality indicators are not met. The two quality indicators that are not met concern acquisitions per capita or material spend per capita (essentially how much we spend on books) and opening hours per capita. Improvements in these areas

are constrained by available budgets. In 2018/19 the libraries received 727,922 visits and issued 439,094 library materials. The trend in visit numbers since 2013/14 has been downwards, however recent investment in several libraries such as Tonypany, Rhydfelin and Llantrisant and the developments at the Community Hubs in Ferndale and Mountain Ash may arrest this trend. In 2019 the mobile library service was reorganised to provide fewer, longer stops alongside investment in two new vehicles, however attracting service users remains a challenge. The eligibility criteria for the @homelibrary service were extended and are working well with an increase of 129 in membership.

The progress made by this Council in respect of compliance with the Welsh Language Standards is significant, some aspects of which have been recognised by the Welsh Language Commissioner as an example of best practice. Demand for document translation continues to increase with requests for written translation in September 2019 increasing by 19% compared with the same period in 2018. The service includes a role for compliance monitoring against the standards and this has allowed us to undertake our own “mystery shopping” exercise to ensure compliance across Council services. Over 200 members of staff have attended level 1 Welsh language training in 2019/20 so far with further sessions planned.

What are the priorities for 2020/21?

Arts – strengthen our public value offer following completion of our participation in the designing public value programme with Arts Council for Wales, piloting an inter-generational project in Treorchy. Develop a vision for the new Studio at the Park & Dare Theatre. Develop a business plan for the next 5 years.

Community Development – complete the development of the next three Community Hubs (Porth, Llys Cadwyn and Treorchy) and work with Awen Cultural Trust to implement a plan of the reopening and restoration of the Muni Arts Centre in Pontypridd.

Employment Programmes – enhance the in-work offer available through Communities for Work/Plus when clients enter the workplace and ensure there is a range of provision to support people with disabilities and work limiting health conditions into work.

Libraries – increase visitor numbers at static libraries and usage of the new mobile library service.

Welsh Language Service – meet the ever increasing demand for translation services and expand in house training provision and continue to monitor compliance.

The National Eisteddfod – this important event will be coming to Rhondda Cynon Taf in 2022. A post has been created to support engaging schools and the community to secure necessary funding in partnership with the National Eisteddfod.

COMMUNITY WELL-BEING & RESILIENCE

What do we do?

The service, led by Zoe Lancelott, consists of five sections with responsibilities across Public Health, Protection & Community Services and Children's Services:

- Children & Young People;
- Resilient Families Service;
- Programme Flexibilities Service;
- Early Intervention & Prevention Commissioning Team;
- Service Planning & Transformation Team.

Those elements of this service that Children fall within the portfolio of Cllr C Leyshon and the Leader are not covered by this report.

The Early Intervention and Prevention Commissioning Team is responsible for commissioning internal and external services funded through the Children & Communities Grant (previously seven grants, including families first, flying start and communities first legacy funding) and ensuring that these services are complying with their contracts and delivering agreed outcomes. The team are also responsible for the collation of information and submission of all Families First, Flying Start and CCG claims.

The Service Planning and Transformation team supports the whole Community Well-being & Resilience Service with responsibility for the management systems, business support, service planning and development, partnerships and vulnerability profiling. It also links with and supports the work being undertaken in the Community Zones/Hubs, Communities & Children Grant and Early Years Co-construction work with Welsh Government.

What have we achieved in 2019/20 and how well did we do it?

The service has managed the transition from seven separate grants to a single Communities & Children Grant (CCG) from April 2019. This has required a review of activity across the grants and ensuring service providers were aware of the changes and revised guidance.

In 2019, the Early Years Co-construction project with Welsh Government has seen the development of a proposal to transform the way the early years system is delivered through a move to needs based provision. Final proposals are currently with Welsh Government pending ministerial approval. A detailed report was presented to Cabinet on 18th July 2019 setting out these proposals: [Cabinet Report 18th July 2019 - Transformation of the Early Years System in RCT](#)

In 2019, the commissioning team went out to tender for the provision of an RCT wide independent school based counselling service for children and young people aged

between 7-25 years of age. The contract was reconfigured to close a gap in provision for children aged 7 to 10 years who had experienced a loss or trauma.

In 2018/19, Families First worked with 4243 participants of which 2937 achieved a successful outcome against one of the 14 national performance measures.

In 2018/19, 3353 children received a Flying Start service, including enhanced health visiting, childcare and parenting support.

What are the priorities for 2020/21?

To further build a presence of all Community Well-being and Resilience services within the Community Hubs to raise awareness of service on offer for and deliver support to activities within localities.

Review commissioning activities in light of the further developments around the CCG and funding flexibilities/alignment.

Secure ministerial approval for the Early Years transformation proposals and the implementation of a universal needs based approach for Early Years services across RCT.

LEISURE, PARKS, COUNTRYSIDE AND BEREAVEMENT SERVICES

What do we do?

The service, led by Dave Batten, is responsible for the following functions areas:

- Leisure Services;
- Strategic Facility & Service Development;
- Bereavement Services;
- Parks, Countryside & Community Centres;
- Heritage & Visitor Attractions.

The majority of this service area falls within the portfolio of Councillor A Crimmings so will not be covered in this report. However, Councillor R Lewis is responsible for Bereavement Services and there is a strong link between the practical management of Community Centres and Paddling Pools in this service with the Community Development team within Community Services.

Bereavement Services are responsible for the dignified, proper and legal burial and cremation of the deceased. The service has responsibility for fourteen cemeteries located across the County Borough and the management of two crematoria; Glyntaff Crematorium in Pontypridd and LLwydcoed Crematorium near Aberdare, which is managed under the oversight of the Joint Management Committee with Members from both Rhondda Cynon Taf and Merthyr Tydfil County Borough Council.

The service supports the management of many of the community centres and three larger community recreation centres located across the County Borough.

What have we achieved in 2019/20 and how well did we do it?

In 2018/19 the Bereavement Services provided 2590 cremations across both Crematoria and 450 full interments at our cemeteries.

The service has committed to the ICCM metal recycling schemes and this has so far raised £32k in 2019 for local charities in Rhondda Cynon Taf and Merthyr Tydfil.

An additional £400k of capital investment has been made to improve the infrastructure of the cemeteries and crematoria, including replacing, repairing and refurbishing public areas and painting/replacing fencing, upgrading drainage and resurfacing pathways.

Both crematoria now benefit from the best available technology following significant investment to replace and improve the cremators and install abatement equipment. This means that the Council and Llwydcoed Joint Management Committee both participate in the CAMEO burden sharing scheme as fully abated facilities and draw an income from the scheme.

In 2019 both crematoria received an inspection by the Federation of Burial & Cremation Authorities. The Crematoria were found to be in full compliance with all the areas inspected, including administration, ceremony facilities, crematorium grounds and memorialisation, staff, premises and facilities. The only recommendation arising from the inspection was the provision of a defibrillator at Llwydcoed which has since been addressed.

What are the priorities for 2020/21?

Although there is sufficient burial capacity at the majority of our cemeteries for the foreseeable future, there is a need to identify potential sites for new cemeteries to secure additional capacity in key locations in the longer term. The service is working together with Corporate Estates and Prosperity and Development to identify options for future consideration.

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2019/2020

HEALTH AND WELLBEING SCRUTINY COMMITTEE

28th JANUARY 2020

REPORT OF THE DIRECTOR PUBLIC HEALTH, PROTECTION & COMMUNITY SERVICES

Agenda Item

Welsh Audit Office Report on
Environmental Health Services 2019

**Authors: Neil Pilliner, Environmental Protection & Housing Standards Manager
Rhian Hope, Health Protection & Licensing Service Manager**

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide an overview of the Welsh Audit Office Report titled ‘ [Delivering with Less – Environmental Health Services – Follow up Review – Rhondda Cynon Taf CBC \(2019\)](#) ’ and give Members the opportunity to scrutinise the content and recommendations.

2.0 RECOMMENDATIONS

- 2.1 It is recommended that Members scrutinise the contents of the report.

3.0 BACKGROUND

- 3.1 Councils have numerous statutory Environmental Health duties and citizens highly value many of the services provided. Furthermore, Environmental Health services directly impact upon the health, wellbeing and safety of residents and visitors to Rhondda Cynon Taf. The services provided cover a range of public health issues, such as food safety, pest control, dog control, housing standards, noise nuisance and air pollution.
- 3.2 In October 2014, the Welsh Audit Office (WAO) published [Delivering with less – the impact on Environmental Health services and citizens](#), which related to all Local Authorities in Wales and included a number of recommendations for the relevant partner organisations. The Council's response to the recommendations from the 2014 National Audit Report were scrutinised by the Overview and Scrutiny Committee on the 25th February 2016 (<https://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/M>

Page 1 of 9

- 3.3 The WAO undertook an audit of RCTCBC spring 2019 and assessed whether there have been any budget and staff changes within the Council's Environmental Health services since 2014 and the extent to which it has addressed the recommendations included in the 2014 report.
- 3.4 Following the National Audit in 2014, the Council undertook a cost reduction exercise as part of the 2015-16 budget-setting process, delivering approximately £4m of full-year savings across Public Protection, including Environmental Health. The process was underpinned by a risk-assessment and an options appraisal for each area of the Environmental Health service in order to ensure the Council continued to meet its statutory obligations, as well delivering some discretionary services that were deemed to be of high benefit to the public.
- 3.5 As part of this exercise, Environmental Health services were separated into 'statutory un-controllable' (essential to deliver in order to meet the statutory obligations), 'statutory controllable' (services the Council has a statutory duty to provide, but some discretion may be exercised with respect to the level of the service to be provided) and 'non-statutory' (services the Council does not have a statutory duty to provide).
- 3.6 To inform their findings in the follow up 2019 review, WAO interviewed a selection of Officers and the Scrutiny Committee Chair and Cabinet Member, whose remit includes the Council's Environmental Health arrangements. The WAO also reviewed relevant documentation during the audit review, which took place during the period April 2019 to July 2019.

4.0 OVERVIEW OF THE REVIEW

- 4.1 The review sought to answer the question: is the Council's Environmental Health service continuing to deliver its statutory obligations given the financial challenges?
- 4.2 The Auditor's concluded that the Council had carried out a comprehensive risk-based assessment of its ability to deliver its statutory Environmental Health obligations in an increasingly challenging financial climate. The 2019 follow up report outlines how this has allowed the Council to shape its Environmental Health services within the available financial envelope and with a clear focus on strategic outcomes. This conclusion was reached as the Auditors believed that:
- Resources for Environmental Health services have reduced since 2014-15, with further reductions likely to be necessary in future years.
 - Service leads consider that the Council is meeting its statutory Environmental Health obligations.
 - There is an outcomes-focused corporate performance framework in place, which is in line with good practice.

- There is good challenge and oversight of Environmental Health matters when included on Scrutiny Committees' agenda.
- The Council engages with residents regarding proposed changes where these are likely to affect frontline services.
- The Council has begun exploring alternative delivery models and innovation to improve efficiency and value for money.
- The Council has good strategic planning arrangements in place for Environmental Health services.

5.0 KEY FINDINGS ARISING FROM THE AUDIT

5.1 The Auditors provided evidence for each of their key findings, which is highlighted in more detail in the following paragraphs.

5.2 Resources for Environmental Health services have reduced since 2014-15, with further reductions likely to be necessary in future years.

- *The cost of providing the services has reduced from £2.10 million in 2014-15 to £1.94 million in 2018-19, based on the revenue outturn.*
- *Staff numbers have reduced from 2014-15 to 2018-19. In 2014 RCT employed 73 FTEs, compared to 54 FTEs employed currently – overall reduction of 19 (figures rounded to the nearest FTE).*
- *The largest budget reductions were achieved in 2015-16 through a one-off service reconfiguration / cost-cutting exercise;*
- *Budget reductions have been applied to all areas of the Environmental Health service, with some reduced to provision of statutory services only, whilst others have maintained some of their non-statutory functions, and*
- *The most recent medium-term financial plan reported to Cabinet identified a £13.5 million and £12.8 million budget gap for the Council to address in 2020-21 and 2021-22 respectively. It is therefore likely that Environmental Health services will be under pressure to deliver further savings in the medium term.*

5.3 Service leads consider that the Council is meeting its statutory Environmental Health obligations.

- *In 2015-16, as part of a Council-wide budget reduction exercise, the Council undertook an assessment of its Environmental Health services.*
- *This included identifying statutory and non-statutory Environmental Health services and assessing the relative benefit to the public of those services that were deemed discretionary.*
- *This exercise was used to inform an options appraisal that subsequently determined the future configuration and level of Environmental Health services to be delivered. The Council elected to continue provision of certain discretionary services that were judged to deliver high public benefits.*
- *The Council has subsequently considered its statutory responsibilities in certain areas (for example the Air Quality Plan and performance against the Food Hygiene Rating Scheme).*
- *Most officers were able to articulate statutory and discretionary service requirements in relation to their own areas of remit. Some of our*

interviewees were new in role and are still developing an understanding of these.

- *The original review of statutory / discretionary services was comprehensive and took into account the Council's statutory obligations, as well as the public value of the services in question. The Council has continued to place assurance on the original piece of work since 2015-16 and should consider whether it would benefit from a refresh to ensure it continues to enable effective decision-making and is reflective of the Council's strategic priorities and the needs of the local population.*

5.4 There is an outcomes-focused corporate performance framework in place, which is in line with good practice. However, there is no holistic overview of how Environmental Health services are performing in the context of the wider Public Health Protection and Community service.

- *Environmental health services form part of the Council's Public Health, Protection and Community Service Directorate. Services which tend to be in the public eye – such as leisure, libraries and homelessness - receive the most attention in the Scrutiny process, with Environmental Health services receiving relatively less scrutiny.*
- *It is, nevertheless, an obligation of the Council to ensure these services are delivered to a high standard, and there is capacity in place to scrutinise and continually assess performance against statutory obligations.*
- *In particular, several staff identified that upcoming changes to statutory reporting of communicable diseases may result in capacity issues across the service as more staff need to be trained to be able to address the increased demand.*
- *The Public Protection Service produces a quarterly performance report supplemented by a performance dashboard. We note that the dashboard contains the following:*
 - *RAG (Red, Amber, Green) rating of delivery of each of seven service priorities, although it is unclear how the rating is derived;*
 - *Financial position of each service area against budget;*
 - *Performance against a set of key performance indicators. We note, however, that there are no remediating actions or action owners for underperforming KPIs (for example, as at Q3 % of HMOs that have been issued with a full licence only reached a maximum of 89.50% against a target of 92% with no explanation for this included in the dashboard), and*
 - *Qualitative narrative on highlights and pressures of the service.*
- *The accompanying report includes qualitative information to support the performance indicators, and provides an overview of service priorities, operational issues, service development and pressures.*
- *However, from our review of the performance information, we note that only a few indicators reported relate directly to Environmental Health services – the remainder cover other services that are in scope of Public Protection, such as trading standards.*
- *Each service also produces an annual self-assessment, which informs the delivery plan for the following year. This is produced by the Head of*

Service with input from operational managers, and goes through a three-stage review process:

- Service Director;*
- Group Director, and*
- Cabinet Portfolio Holder.*
- This is a helpful document and provides a comprehensive narrative assessment of all areas of performance against the Council's priority outcomes. It features quantitative and qualitative examples, as well as specific sources of evidence, to support the evaluation.*
- Although the final evaluation is subjective on a scale from 'poor' to 'excellent', multiple stages of review provide additional assurance of this assessment.*
- Whilst a positive and helpful exercise, this is annual and retrospective and is not, in itself, sufficient to assure comprehensive overview and challenge of Environmental Health services in a context of statutory requirements.*
- Therefore, whilst Environmental Health performance data is reported to a range of strategic and governance forums, the data reported does not in itself provide a holistic overview of service quality in relation to local targets and statutory standards. The Council tells us that the service holds and monitors a full suite of business as usual and process measures, but that it would be difficult and disproportionate to report everything to Members through the Corporate Performance Framework.*

5.5 *There is good challenge and oversight of Environmental Health matters when included on Scrutiny Committees' agenda.*

- In 2018, Scrutiny Committees at RCT were reconfigured. Environmental Health, previously scrutinised by the Environmental Services Committee, is currently within the remit of the Health and Wellbeing Scrutiny Committee, which meets on a quarterly basis.*
- There was consensus amongst the views of our interviewees, which included both officers and members, that current Scrutiny arrangements are sufficient to effectively hold services to account. This was, in part, attributed to stable membership of Cabinet and Scrutiny Committee in recent years.*
- With respect to Scrutiny training, we note that the Council provides a range of training courses to Scrutiny members/Chairs, covering key skills, such as financial analysis (including challenging the budget), Chairing and assertiveness training.*
- Furthermore, Committee members have the option to request specific technical training from Democratic Services, who will determine the most appropriate setting in which to deliver this. This can either be provided by an external consultant, or a relevant officer from within the Council.*
- Although we heard representations that some Committee members may benefit from additional training on how to ask more probing questions or scrutinise services more effectively, our review of Committee papers showed a good level of challenge when Environmental Health matters were on the agenda (for example, in*

relation to outsourcing of the kennelling facility or the local toilet strategy).

- We note that tailored technical briefings can be requested by individual members from the Democratic Service, as and when appropriate. We note that this has occurred previously on a number of occasions, for topics such as air quality.*
- The Health and Wellbeing Scrutiny Committee does not currently undertake an annual self-assessment. Although not a mandatory requirement, we recommend this is performed, in line with best practice and to ensure the Committee remains an effective forum to oversee the Environmental Health service.*

5.6 The Council engages with residents regarding proposed changes where these are likely to affect frontline services.

- We are satisfied that the Council has arrangements in place to gather service user views on proposed changes to the Environmental Health services, and this is carried out when the proposed changes are likely to affect the local population.*
- From discussions with service leads and operations managers, we understand that any changes that are likely to affect frontline services are subject to public consultation prior to implementation.*
- This was supported by documentation we reviewed, for example:*
 - Transfer of the kennelling service to a third party provider – full public consultation undertaken in July 2016 and results included in the Cabinet report to inform decision-making, and*
 - Local toilet strategy – full public consultation undertaken in Autumn 2018, with results presented to the Health and Well-being Scrutiny Committee in Winter 2019. We note that this included engagement not only with service users, but also partner organisations, such as the Wales Council for the Deaf.*
- The above changes to the services were also subject to an equality impact assessment, which is designed to ensure they do not negatively affect more vulnerable members of the society.*
- The RCT website provides a range of information for service users, including the services provided, request forms and key documents, such as performance objectives, Committee papers and key decisions.*
- All ongoing and closed public consultation documentation is also published on the website in open access, encouraging service users to participate.*

5.7 The Council has begun exploring alternative delivery models and innovation to improve efficiency and value for money

- There is a consensus amongst key Council officers and Members that the Council needs to explore more transformational, outcome-based service changes in order to address future financial challenges.*
- We have noted examples of these already being implemented, for example, through outsourcing the legacy kennelling service to a third party provider. Although ultimately delivering a saving, the process was driven by improving the outcomes for dogs, and these have improved substantially since the service was taken over.*

- Further, the Environmental Health service is in the process of digitalising many aspects of its services, with Food Health & Safety close to becoming fully paperless and HMO becoming a fully online service.
- Having recently introduced agile working across services, including some Environmental Health teams, the service has reduced the office space required by 30% as travelling staff are able to manage their workload more effectively.
- The Council has also introduced income generation initiatives through the pest control service, which was previously free at point of delivery, but became a fee-generating service in 2015-16.
- Although the charges were benchmarked against other Welsh Authorities, and some consideration was given to the potential impact of introducing charges and resulting reduction in service uptake, from discussions with Council officers we understand that the decrease in uptake has been more significant than anticipated.
- To address potential negative impact on public health, the Council is currently investigating the option of reduced charging for service users claiming unemployment/long-term illness benefits to enable them to access the pest control service if required.
- Pest control/animal control services have also been identified in the most recent self-assessment as an area for improvement, with a view to review base costs and deliver savings in future years.
- Overall, whilst the Council has explored various income generation opportunities, further work is required to consolidate these in order to provide a reliable income stream to mitigate against future funding reductions.

5.8 The Council has good strategic planning arrangements in place for environmental health services.

- Following on from the 2017-18 self-evaluation, the Public Protection service was assigned three key service priorities in its 2018-19 delivery plan, which are aligned to the Council's overall strategic objectives and outcomes.
- The officers interviewed could articulate how their areas of the Environmental Health service contributed to delivery of wider Council objectives and the key risks to achieving those.
- Discussions with key Council officers highlighted that the Council acknowledges the importance of outcomes-based budgeting, innovation and use of technology to future-proof Environmental Health services.
- We have observed evidence of the Council considering its Environmental Health services in the context of its wider service agendas, such as public health, community safety, planning and economic growth.
- The 2018/19 delivery plan has a set of specific milestones and actions related to use of technology and agile working, such as completing delivery of the Council digital plan. Steps have already been made with the introduction of digitalisation across some parts of Environmental Health services.

- *Furthermore, we have observed evidence of the Council utilising data (for example, benchmarking) to inform decision-making around service provision; for example, when introducing service charges to pest control.*
- *As the service is looking to achieve future financial and operational sustainability, we recommend consideration is given to how the activity data collected can inform future developments to service provision.*
- *Potential areas for future innovation could include:*
 - *new commercial and collaborative delivery models for RCT services, and*
 - *use of data to predict service need and target responses rather than maintain universal service provision.*
- *Analysis of activity data, some of which is already being collected, would enable evidence-based decisions around cessation or scaling back of services, whilst ensuring that those that benefit the service users the most remain.*

6.0 PROPOSALS FOR IMPROVEMENT

6.1 The follow up review identified 3 proposals for improvement, which were recommended as follows:

1. *The Council should refresh its analysis of statutory/discretionary environmental health functions to ensure it remains a relevant and robust information base for any future decisions around budgets and service changes.*
2. *As part of a fresh analysis of statutory/discretionary services in environmental health, the Council should formally agree what constitutes 'required' and 'better' levels of environmental service provision for each service area. This will enable the Council to reinforce the focus on key statutory priorities and make better-informed decisions around future service provision, whilst increasing transparency for residents.*
3. *The Council should undertake an annual self-assessment of the effectiveness of the Health and Wellbeing Scrutiny Committee in line with an appropriate framework, for example the FRC Corporate Governance Code, to provide additional assurance to members.*

6.2 In response to the recommendations 1 & 2, the service will continue to be challenged and reviewed to ensure it is fit for purpose, to meet the demands required by residents in RCT. There have been no significant changes to require a further in-depth analysis of the service functions but it will be kept under review and any required analysis will be implemented as necessary.

6.3 The self-assessment recommendation (3) for the Health and Wellbeing Scrutiny Committee is being considered by Democratic Services as part of a range of improvements, Members have been provided with specific opportunity to develop the questioning and challenge skills. Methods of self - evaluation

are proposed to be introduced across all scrutiny Committees in advance of reporting to the Annual General Meeting of the Council.

7.0 CONCLUSIONS

- 7.1 To summarise, the follow up report by the Welsh Audit Office gives a positive reflection of the Environmental Health service provided by RCT during a period of financial uncertainty. The areas identified for improvement in the report are acknowledged and any changes will be implemented as required. The service will continue to be subject to regular review to ensure it evolves to meet future demands.

Contact: Neil Pilliner, Environmental Protection & Housing Standards Manager
Rhian Hope, Health Protection and Licensing Service Manager

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

HEALTH AND WELLBEING SCRUTINY COMMITTEE

28TH JANUARY 2020

**POSITIVE IMPACTS ON YOUNG PEOPLE PARTICIPATING AND
ENGAGING WITH THE COUNCIL'S ARTS SERVICE**

**REPORT OF THE DIRECTOR OF PUBLIC HEALTH, PROTECTION AND
COMMUNITY SERVICES**

Author: Caroline O'Neill, Strategic Arts & Culture Manager – 01443 570031

1. PURPOSE OF THE REPORT

- 1.1 The report has been prepared to provide the Health and Wellbeing Scrutiny Committee with information on the positive impact that participating and engaging with the Council's Arts Service during 2018/19 and 2019 to the present, has had on the health and wellbeing of young people in Rhondda Cynon Taf.

2. RECOMMENDATIONS

It is recommended that the Health and Wellbeing Scrutiny Committee:

- 2.1 Scrutinise and comment on the information provided.
- 2.2 Consider whether further information is required.

3. REASONS FOR RECOMMENDATIONS

- 3.1 To provide the Health and Wellbeing Scrutiny Committee with information on the arts and creative industries provision for young people provided by the Council's Arts Service during 2018/19 and 2019 to the present, and its impact on their health and wellbeing.

4. BACKGROUND

- 4.1 The Arts Service consists of the Coliseum Theatre and the Park & Dare Theatre (collectively known as RCT Theatres) and an Arts & Creative Industries Team.

- 4.2 RCT Theatres are an Arts Portfolio Wales client of the Arts Council of Wales, receiving annual revenue funding as a Venue and Producing House.
- 4.3 The Arts Service's Youth Arts and SONIG Youth Music Industry programmes are commissioned by the Resilient Families Services Families First programme.
- 4.4 The Arts Service accesses other external funding and supports artists and organisations in their applications to develop arts and creative industries projects across Rhondda Cynon Taf. These include:
- Arts Council of Wales' National Lottery Funding
 - PRS Foundation
 - Welsh Government's Creative Wales
- 4.5 The Arts Service delivers arts and creative industries projects in partnership with other Council Services and organisations that support young people. These include:
- University of South Wales
 - Coleg y Cymoedd
 - Youth Service
 - Young Carers Project
 - Miskin

5. KEY PROJECTS AND THEIR IMPACT ON HEALTH AND WELLBEING

5.1 Fortitude through Music

- 5.1.1 This ten-week pre-employability programme was delivered during 2018/19 for young people aged 16+ not in education, training or employment.
- 5.1.2 The programme engages participants in self-development techniques and music activity, from learning instruments to song-writing and performance, and in doing so, supports them to realise their potential, improve their confidence, work with others, be creative, and explore future career opportunities.
- 5.1.3 Twenty-three young people participated in the 2018/19 Fortitude through Music programme, with young people improving emotional and mental wellbeing, showing positive changes to lifestyle behaviour, and improved resilience. Appendix 1 is a case study for one of the participants.

- 5.1.4 Three participants were referred via Cwm Taf's Youth Offending Service. Feedback from Sally Chugg, Prevention Team Operational Manager, highlighted that one of these young people had not left their bedroom for weeks. She captured that:

"All three boys thrived in this project and to see them on stage at the end was a transformation. I am so grateful that this was available for them. The more diverse our projects, the more likely we are to find young people engaging in activities close to their heart. Certainly, for these young people their sense of identity and belonging increased."

- 5.1.5 The 2019/20 Fortitude through Music programme has recently started with over 30 young people interested in participating.

5.2 Hot Jam Rock and Pop Summer School

- 5.2.1 This three-day project was delivered in August 2019 for young musicians aged 11 – 18 years.

- 5.2.2 Participants are coached by Hot Jam's expert tutors on a variety of music techniques specific to their instrument, improvisation and song-writing.

- 5.2.3 Twenty-five young people participated in 2018/19, many experiencing improved emotional and mental wellbeing, as well as showing positive changes to lifestyle behaviour.

- 5.2.4 100% of participants indicated that they were proud of their involvement, whilst 80% said they felt better about life as a result of the project. Appendix 2 is a case study from the project.

- 5.2.5 One of the young people was referred by their Social Worker. She noted that:

"The sessions were very professional and despite a torrid time in her personal life, she absolutely loved it. Really helped boost her confidence and has given her a wider perspective of life and the future."

5.3 Craft Sessions at Glyncornel

- 5.3.1 This project provided weekly arts and crafts sessions for young people accessing the Miskin Project at Glyncornel.

- 5.3.2 Facilitated by Craft of Hearts, the sessions used the arts to improve confidence and self-esteem in young people.

5.3.3 Over twenty young people have participated to date during 2019/20, with many experiencing improved emotional and mental wellbeing, as well as showing positive changes to lifestyle behaviours.

5.3.4 One young person embarked upon a volunteering opportunity with Craft of Hearts as a result of participating in the project.

5.4 Hip Hop Dance

5.4.1 This project provided hip-hop dance sessions for young people at the Park and Dare Theatre.

5.4.2 Avant Cymru delivered the sessions as part of the week-long Breakin' Convention: A Sadler's Wells Open Art Surgery.

5.4.3 Seven young people participated and performed as part of the project during 2018/19, improving emotional and mental wellbeing and indicating positive changes to lifestyle behaviours.

5.4.4 One participant continues to attend weekly dance classes delivered by Avant Cymru and has recently been awarded a Council Arts Bursary to attend an international intensive hip-hop training course during summer 2020 at Krakow, Poland.

5.4.5 The Avant Cymru Director noted in the Arts Bursary application made on behalf of the young person:

"He advocates for arts for better health and wellbeing. As an autistic person he explains that arts helps him develop social relationships."

5.5 Young Promoters Network

5.5.1 This network creates opportunities for aspiring young promoters, photographers and music artists aged 14-25 years old to develop their skills and knowledge of careers within the music industry through providing supported real experiences in performance, photography and event promotion.

5.5.2 Over fifty young people have participated to date during 2019/20, with many more attending the Young Promoters Network's Music Events for young people across the borough as audience members.

5.5.3 Two members of the network accessed an internship opportunity with Orchard Live, Wales' biggest independent live music company during summer 2019.

- 5.5.4 On 6th November 2019, Arts Service staff and project participants gave evidence to the National Assembly's Culture, Welsh Language and Communications Committee's inquiry into live music and developing talent. Evidence was also heard from John Rostron, Executive Chair of the Association of Independent Promoters, co-founder of the Welsh Music Prize, and Art Associate of the Arts Council of Wales. He highlighted that:

"I think (Forté) and Young Promoters Network is an outstanding project, because it reaches—it wasn't a music project. It started as, 'How do we reach difficult people? We think music is the key.' It's just ignited these young people in these poor areas who have aspirations, and it's completely open."

5.6 Forte

- 5.6.1 The Forte project supports the development of emerging young music artists aged 16-25 years old across south Wales through the provision of creative and career development opportunities.

- 5.6.2 Now in its fifth year, 10 young artists/bands have participated in the project each year, accessing sessions led by experts in areas such as personal development, interview techniques, identity and song-writing.

- 5.6.3 Many artists have the opportunity to perform at Young Promoters Network events, high-profile festivals such as Green Man, and have also succeeded in being selected for an Arts Council of Wales / BBC Wales Launchpad funding and/or becoming a Horizons 12 artist.

- 5.6.4 One of the sessions held focuses on mental health, and a band member reported that it was "good to learn how to relax, what to do if things got too stressful...nice to connect with everyone."

- 5.6.5 As indicated at 5.5.4 above, on 6th November 2019, Arts Service staff and project participants gave evidence to the National Assembly's Culture, Welsh Language and Communications Committee's inquiry into live music and developing talent. The evidence reported noted that:

"understanding oneself and exploring your ideas of who you are as a person is something that music in particular is excellent at doing...we do see a lot of young people who struggle with mental well-being and we try to put a framework and infrastructure, particularly with Forte, to combat that."

The agenda, minutes, webcast and transcript for this session are available:

<http://senedd.assembly.wales/ieListDocuments.aspx?CId=445&MId=5709&Ver=4>

6. RECENT RESEARCH

6.1 BBC Arts recently commissioned the UK-wide Great British Creativity Test online survey, produced in partnership with University College London (UCL).

6.2 The online survey of almost 50,000 people published in February 2019 found that “taking part in creative activities helps people manage stress, face up to challenges and explore solutions to problems in their lives.” (Sharrat, C (2019) *Even minimal creative activity boosts wellbeing, research finds*, Arts Professional, <https://www.artsprofessional.co.uk/news/even-minimal-creative-activity-boosts-wellbeing-research-finds>)

6.3 The research notes that:

“There is a rich literature of studies showing affective benefits of engaging in artistic creative activities such as making music, writing, dancing and crafts. Artistic creative activities have been shown to modulate *emotions* (rapidly-changing reactions to events in the external or internal environment), influence our *moods* (more generalised, less intense states of feeling lasting longer periods), and affect our *mental health*. As a result, everyday artistic creative activities can impact simultaneously on immediate, mid-term and longer-term affective levels.”

(Fancourt D, Garnett C, Spiro N, West R, Müllensiefen D (2019) *How do artistic creative activities regulate our emotions? Validation of the Emotion Regulation Strategies for Artistic Creative Activities Scale (ERS-ACA)*. PLOS ONE 14(2): e0211362. <https://doi.org/10.1371/journal.pone.0211362>)

6.4 The findings from the research have been used to create an online ‘Feel Good Test’ that can be used by individuals over the age of 18 to determine how being creative could improve their wellbeing: <https://nquire.org.uk/mission/the-feel-good-test>

7. EQUALITY AND DIVERSITY IMPLICATIONS

7.1 An Equality Impact Assessment is not needed because the contents of the report are for information purposes only.

8. CONSULTATION/INVOLVEMENT

- 8.1 No consultation exercise has been required.
- 8.2 However, the service works in partnership with those that work with young people to identify their needs, and it is through this partnership working that we develop arts and creative industries projects that support young people.
- 8.3 The Arts Service works with the Youth Engagement and Participation Service and considers responses received to its 'Your Voice' survey.
- 8.4 Feedback is also sought from participants during and at the end of sessions. This is considered when reviewing the future development of the services arts and creative industries offer.

9. FINANCIAL IMPLICATION(S)

- 9.1 There are no financial implications aligned to the recommendations in this report.

10. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 10.1 There are no legal implications aligned to this report.

11. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT.

- 11.1 Providing opportunities for young people to participate in and engage with the arts and creative industries and the positive impact on their health and wellbeing contributes to the Council's Corporate Plan Priority: People – promoting independence and positive lives for everyone and Economy – building a strong economy.
- 11.2 The provision contributes to the seven national wellbeing goals, particularly:
- A Wales of vibrant culture and thriving Welsh language;
 - A prosperous Wales;
 - A healthier Wales;
 - A Wales of cohesive communities.
- 11.3 The provision is consistent with the sustainable approach promoted by the Wellbeing of Future Generations (Wales) Act through the five ways of working:

- Long-term – encouraging and providing opportunities to participate in and engage with the arts and creative industries aims to have a long-term positive impact on young people’s health and wellbeing.
- Prevention – engagement and participation opportunities offer early intervention and prevention support;
- Integrated – contributing to a range of local, regional and national strategic priorities, by adopting an integrated and coherent approach;
- Collaboration - through working across Council services and public, private and third sector agencies, locally, regionally and nationally;
- Involvement – through consultation, feedback, advisory groups and professional networks.

12. CONCLUSION

12.1 This report highlights key projects targeted at young people during 2018/19 and 2019/20 and their positive impact on their health and wellbeing.

12.2 Opportunities across a range of arts and creative industries activities have encouraged young people to engage with and participate in the arts, which has had a positive impact on their health and wellbeing.

Other Information:-

Relevant Scrutiny Committee

Strategic Culture and Arts Steering Group

LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

**REPORT OF THE DIRECTOR OF PUBLIC HEALTH, PROTECTION AND
COMMUNITY SERVICES**

**IMPACT OF PARTICIPATING AND ENGAGING WITH ARTS AND
CREATIVE INDUSTRIES ACTIVITY ON THE HEALTH AND WELLBEING
OF YOUNG PEOPLE**

Background Papers

None

**Officer to contact: Caroline O'Neill, Strategic Arts & Culture Manager –
01443 570031**

FORTITUDE THROUGH MUSIC PARTICIPANT CASE STUDY

Details of the project

The Fortitude through Music Programme is an arts focused pre-employability course that offers participants who are Not in Education Employment and Training the opportunity to engage in music activities. The course mainly features song writing and performing incorporating other transferable employability skills such as music production, Theatre Fforwm, an accreditation, life coaching and mindfulness.

This particular Fortitude project has seen the participants taking part in work experience on the Motorpoint Arena's Live X Factor Tour, celebrating the course with a performance, speed networking with industry professionals and touring the Coliseum Theatre.

General background of participant

AM enrolled on the course through his Care2work support worker. This service supports young people into employment who have been in care or at risk of going into care. AM attended Maes Gwyn School, a specialised school for young people with learning and behavioural difficulties. He then went onto college studying catering and hairdressing that he says he thoroughly enjoyed. However, his main passion has always been dancing and rapping.

AM developed anxiety and depression after the death of his brother and his Aunt. The participant enjoys entertaining and has developed an online persona where he uploads entertaining videos. He really takes pleasure from this and enjoys the recognition he gets from being an internet personality who has gone viral. Support workers around him openly express that he may be susceptible to negative attention through this but he continues self-recording the videos and developing his fan base. During the course AM faced the difficulties of having to attend a court hearing for criminal charges against him and is very open about his class A drug misuse.

Describe what the participant was like at the beginning of this study

AM was very anxious at the beginning of the course. After having difficulty attending through public transport, he was driven by his support worker to begin with but the aim was to encourage him to travel alone. He took part in the icebreaker games but was eagerly awaiting the break to go outside.

It appeared as if AM was a charismatic person, friendly but demonstrated lots of bravado in front of the other participants. AM has created a persona online that is influenced by rap music with derogatory language and swearing, he only performs to cover songs and plays no instruments. In the first few sessions when AM would be performing on the microphone he would use lots of derogatory language and swearing.

Describe the activity participated in and what the individual did

Over the 9 weeks, the Fortitude through Music course incorporates song writing and band sessions every afternoon where the group work together and individually learning new skills and developing existing skills working towards a 45-minute performance.

AM participated in a theatre forum session where as well as completing icebreaker exercises the tutor identifies individuals' barriers around employment. Participants were involved in all of the following sessions; Life-coaching and mindfulness, vocal coaching, speed networking, music production techniques and a 'how to be an entrepreneur' discussion.

AM also took part in work experience, this involved manning the ticket tills, welcoming members of the public into the venue and sign posting them on to the appropriate rooms. They worked together to storyboard, direct and record a music video of their original song.

How did the participant change during the activity

The participant flourished whilst working at the Motorpoint Arena being well mannered, helpful and approachable, he delivered the task with a smile on his face throughout. AM fully committed to the whole length of the course, something that previously he has found difficult to do. When working on the song writing AM's communication skills developed, he became confident in suggesting lyrics, ideas and would sing with the group. He developed the confidence to perform one solo song and three with the group. AM overcame his issues in regards to using public transport and towards the end was attending the course without the support of his Care2work team. His time keeping improved, AM managed to be punctual even though he was attending on public transport and was always a pleasure to work with. He developed a great attitude towards learning, making music and networking whilst being very enthusiastic. AM wrote an original song with the group that he was really proud of, refrained from performing any music that included swearing and built up the confidence to play the drums. Although he did not perform in the event playing the drums, he would regularly attempt to learn drum patterns and explore them throughout the course.

What next for the participant

The participant has enrolled onto both; a security course and a next step employability Music course. Since attending the course AM has expressed that he would like to pursue a career in music and we will be supporting him individually to look at developing making money through social media. We would also like to support him by linking him with a rap tutor to write original material and develop his musicianship from covers to something that he can really take ownership of.

The participant has already started the Care2Work catering project and has completed a stewarding course, further developing independent living skills and earning other qualification.

HOT JAM MUSIC SONG-WRITING BOOTCAMP CASE STUDY

Why / How participants were chosen?

Participants had previously taken part in courses and had been taking lessons with Hot Jam practitioners in school. The course was also advertised on social media (Twitter, Facebook and schools). The course information was sent to officers in the council and various community associations to aid in recruiting participants. The participants contacted us if they were interested in attending.

Project Outcomes

The main project outcomes are: to learn to write original songs; learn how to structure a song and to memorise what has been written to perform at the showcase. The aims are to be able to work in a team together; listen to each other; allow everyone's ideas to come together; and to learn stage craft and presence; to improve confidence and self-esteem.

What was delivered, where & when? Who supported the project?

The Hot Jam song-writing boot camp held at the Park & Dare Theatre is where young aspiring musicians attend to be coached by professional musicians, form new relationships and improve transferable life skills like communication, teamwork and confidence. The young people have the choice of undertaking drum/ bass/ guitar tuition, singing coaching, improving performance skills and learning how to write songs. Taking all of these activities into account they then work towards showcasing their talents and what they have learnt over the duration of the course.

Pen picture, how many did we reach & geographical info

22 young people between ages 11-16, in full time education

3 young people being supported into education, employment and training (targeted 16-24's)

All from RCT

Outcomes achieved

Each group wrote an original song to perform on stage and also played some cover songs, most of the bands successfully performed three songs. They played and developed their instrumental skills, developed their stage craft, and built the confidence to perform really well on stage. The feedback forms showed that 100% were proud of their involvement and 80% noted a higher quality feeling about life in general than before the course. 17 out of 17 family members said that the project had a positive impact on their family life and 100% also said that they feel the project has a positive impact on the participant.

Links to Wellbeing goals

20 young people out of 25 young people asked demonstrated on our feedback forms that they felt better after the project than before.

16 young people said that they were proud of their involvement and 9 said they strongly agree.

Quotes - Participants

'I loved it.'

'Everything was so good.'

'Very good.'

'It was fun.'

'Great fun, look forward to it all summer, really enjoyed.'

'Thank you so much to the teachers. They help us loads and I have loads of confidence by the end.'

Quotes –Family members at showcase

'We are very proud of (participant name) and the confidence that this course has given her. The teachers and tutors have been very supportive and seemed to have helped all of the students embrace their talents.'

'This is the third year we have been and it's the best one yet.'

'Brilliant! Long may it continue. Teachers should be supported to enable them to bring out the musical talent in young people. Keep music alive in the valleys.'

'On a daily basis she has spoken about her worries and excitement on this course. I know she thoroughly enjoys it EVERY year! Love seeing her develop.'

What's next for participants?

The 22 young people will be invited to future song writing boot camps and signposted to other arts related activities. One band will be supported through SONIG's Young Promoters Network. One young person will continue vocal coaching that she has been supported into via SONIG Youth Music Industry. The 3 being supported into education, employment and training will receive a one to one mentoring meeting to see how they can be supported further.



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

HEALTH & WELLBEING SCRUTINY COMMITTEE

RAISING AWARENESS OF DEMENTIA ACROSS RHONDDA CYNON TAF

REPORT OF THE DIRECTOR OF PUBLIC HEALTH, PROTECTION AND COMMUNITY SERVICES

Author(s): AMY LEWIS
HEALTH AND WELLBEING IMPROVEMENT MANAGER

1 PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to inform the Health & Wellbeing Scrutiny Committee of the plans to increase the number of Dementia Friends living and working in our communities so that people living with dementia in Rhondda Cynon Taf are better supported.

2 RECOMMENDATIONS

It is recommended that the Health & Wellbeing Scrutiny Committee:-

- 2.1 Scrutinise the content of the report and in particular the proposal to increase the number of Dementia Friends living and working in our communities;
- 2.2 Agree and support the roll out of an e-learning module in relation to Dementia Friends to local authority staff and any other relevant groups.

3 BACKGROUND INFORMATION

- 3.1 Dementia describes a set of symptoms that may include memory loss and difficulties with thinking, problem solving or language. These changes are often small to start with, but for someone with dementia they have become severe enough to affect daily life. Dementia is caused when the brain is damaged by diseases, such as Alzheimer's disease or a series of strokes. Alzheimer's disease is the most common cause of dementia, but not the only one. Other common types of dementia include Vascular dementia, Dementia with Lewy bodies, Frontotemporal dementia.
- 3.2 Each person is unique and will experience dementia in their own way. The different types of dementia also tend to affect people differently, especially in the early stages. Other factors that will affect how well someone can live with dementia include how

other people respond to them and the environment around them. A person with dementia will have cognitive symptoms and will often have problems which may include day to day memory, concentrating, planning or organising, language, visuospatial skills, orientation, and so on.

- 3.3 A person with dementia will also often have changes in their mood. For example, they may become frustrated or irritable, apathetic or withdrawn, anxious, easily upset or unusually sad. Dementia is progressive, which means the symptoms gradually get worse over time. How quickly this happens varies greatly from person to person. As dementia progresses, a person may develop behaviours that seem unusual or out of character and may include repeating questions, pacing, restlessness or agitation. They can be distressing or challenging for the person and those close to them.
- 3.4 There are currently around 850,000 people in the UK with dementia. It mainly affects people over the age of 65 (one in 14 people in this age group have dementia), and the likelihood of developing dementia increases significantly with age. Dementia can also affect younger people and there are more than 42,000 people in the UK under 65 with dementia.
- 3.5 In 2018 we had more than 71,000 people aged over 65 living in Rhondda Cynon Taf, with over 25,000 of them being aged 75 or older. By 2030 the number of people over 65 years is expected to increase by 18.7%, the number of people over 75 is expected to increase by 38.1% and the number of people over 85 years is expected to increase by 60.1%.
- 3.6 We expect dementia to be an issue of increasing significance for older people in the future. The Cwm Taf Population Assessment that was required by the Social Services and Wellbeing (Wales) Act 2014 informed us that the number of people aged over 65 living with dementia is expected to increase from 3,463 to 5,325 (a 53.7% increase) and for people aged 75 or older, from 2,903 to 4,676 (a 61% increase). The Assessment also highlighted that Older People need and value supportive communities and family networks as well as personal independence.

4. LEARNING AND DEVELOPMENT

- 4.1 The Health and Wellbeing Improvement Manager and Health and Wellbeing Improvement Officer (Older People) of the Public Health, Protection and Community Services department attended a Dementia Friends Champion Induction in 2019. A Dementia Friends Champion is a trained volunteer who runs Information Sessions for friends, family, colleagues and the wider community. The Information Sessions cover key messages so that those attending know about dementia, and help people to think what they could do to help. Attending the Dementia Friends Champion Induction allows them to deliver Dementia Friends Information sessions.
- 4.2 As a result, a Dementia Friends Information session was delivered for Elected Members in October 2019. Other Dementia Friends Information sessions have been delivered to a small number of frontline local authority staff and in the wider community to date.

- 4.3 A meeting was held with representatives from Cardiff Council and the Alzheimer's Society in 2019. Cardiff Council are working towards Dementia Friendly City status and have developed an e-learning module for all members of staff to complete. The delivery method provides an effective way to track the number of Dementia Friends and to raise awareness of Dementia across the workforce. Cardiff Council gave permission for Rhondda Cynon Taf council to utilise the e-learning resources that they have developed. Health & Wellbeing Scrutiny Committee Members are requested to support the roll out of the e-learning module to local authority staff as a mandatory requirement from 2020-2021.
- 4.4 Face to face Dementia Friends Information sessions will continue to be delivered where appropriate and where requested by Members, staff, organisations and the wider community.

5 EQUALITY AND DIVERSITY IMPLICATIONS

- 5.1 The vision, in line with the Cwm Taf Ageing Well in Wales Plan, is for all people in Rhondda Cynon Taf living with dementia to have the opportunity to live well so that they can continue to do the things that are important to them. This vision is promoted irrespective of age, gender, disability, sexual orientation, etc.
- 5.2 There are no Equality and Diversity implications arising from this report and no Equality Impact Assessment is deemed necessary for the purposes of this report.

6 CONSULTATION

- 6.1 The considerations and comments of the Chair of the Health & Wellbeing Scrutiny Committee, Cabinet Member and Elected Member were sought during the Dementia Friends Information session for Elected Members in October 2019 in respect of the recommendations of this report and they were supportive of the proposal to extend the training.

7 FINANCIAL IMPLICATIONS

- 7.1 There are no financial implications as a result of the recommendations set out in the report.

8 LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 8.1 There are no legal implications as a result of the recommendations set out in the report.

9 LINKS TO CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT

- 9.1 The Dementia work integrates with other existing priorities and plans, including the Council's Corporate Plan 2016-2020 and the Cwm Taf Wellbeing Plan 2018-2023.
- 9.2 Our work will align with the People priority in the Corporate Plan, in order to promote independence and positive lives for everyone.
- 9.3 Our work will link to the Healthy People objective of the Cwm Taf Wellbeing Plan, to help people live long and healthy lives and overcome any challenges.
- 9.4 Due regard has been made to the five ways of working, as contained within the Wellbeing of Future Generations Act 2015. The following information demonstrates how the proposals to raise awareness of Dementia across Rhondda Cynon Taf has considered the five ways of working approach.
- 9.5 **Long term:** The proposals have a long term focus to raise awareness of dementia and to increase the number of Dementia Friends living and working in our communities and to roll out information sessions and the e-learning module to local authority staff. We intend to continually review and develop our proposals as priorities and policy context evolve.
- 9.6 **Prevention:** Our vision is for all people with dementia to live as well as possible and for as long as possible, and that they continue to do the things that are important to them. The promotion of wellbeing now prevents health related problems in the future and reduces demand on public services.
- 9.7 **Integration:** To be effective in delivering positive outcomes these proposals cannot stand alone and have sought to link in with other plans and strategies including the Council's Corporate Plan 2016-2020, the Cwm Taf Wellbeing Plan 2018-2023, The Cwm Taf Regional Plan 2018-2023, the Joint Commissioning Statement for Older People 2015-2025, the Cwm Taf Ageing Well in Wales Plan, the Dementia Action Plan for Wales 2018-2022 and the Cwm Taf Morgannwg Dementia Action Plan.
- 9.8 **Collaboration:** In developing our proposals we have collaborated with Cardiff Council and the Alzheimer's Society to share best practice and learn from their work. We will also collaborate internally with Council departments to develop our plans.
- 9.9 **Involvement:** We will engage with other local authority services, community groups and the public to raise awareness of dementia and to realise our plans.
- 9.10 The Social Services and Wellbeing (Wales) Act 2014 requires public services to undertake a Population Assessment. The Cwm Taf Regional Plan published in May 2018 is informed by this assessment, responding to the needs of people for care and support. Reference is made to supporting people to continue to live fulfilled lives as they grow older, and when they need it, to help them tackle life problems. Outcomes include older people living longer, healthier and happier lives, older people living life to the full and are enabled to maintain their independence for as long as possible, and so on. Our proposals in relation to dementia support the outcomes contained in the Regional Plan.

- 9.11 The Cwm Taf Morgannwg Dementia Action Plan contains many themes, including 'Raising Awareness and Understanding of Dementia in Our Communities'. Our proposals directly link with this theme so that people living with dementia are better supported. We will continue to consider this Action Plan to inform our work.

10. CONCLUSION

- 10.1 Our population is living longer and this is something to celebrate, however, we want people to live well and to be healthy as they age. By seeking to increase the number of Dementia Friends living and working in our communities and by rolling out an e-learning module to local authority staff, we aim to raise the awareness of dementia and to ensure that people living with dementia in Rhondda Cynon Taf are better supported and are able to live well.

Tudalen wag