

ADULT SOCIAL CARE AND SERVICES SCRUTINY PANEL

A meeting of the Adult Social Care and Services Scrutiny Panel was held on 5 September 2018.

PRESENT: Councillors McGee (Chair), Coupe, Davison, Dryden, J Walker and Walters.

PRESENT AS OBSERVERS: Councillors Hellaoui and McGloin.

ALSO IN ATTENDANCE: K Attle – Health and Well-being Youth Worker, Hart Gables
E Lowther – Director and Founder, Trans Aware
A Sykes – Chief Executive, Age UK Teesside
A Towers – LGBT Development Worker, Hart Gables
L Wedgwood – Grants and Fundraising Coordinator, Age UK Teesside.

OFFICERS: E Kunonga and C Lunn.

APOLOGIES FOR ABSENCE Councillors P Purvis and Uddin.

DECLARATIONS OF INTERESTS

There were no Declarations of Interest.

18/13 MINUTES - ADULT SOCIAL CARE AND SERVICES SCRUTINY PANEL - 25 JULY 2018

The minutes of the Adult Social Care and Services Scrutiny Panel meeting held on 25 July 2018 were submitted and approved as a correct record, subject to the following amendments:

- Page 2 - to provide clarification, lines 6-9 to be amended to read: "*It was highlighted that, at a recent meeting of the Health Scrutiny Panel, parents whose sons and daughters attended the respite services had expressed their gratitude to Middlesbrough Council in supporting them in their need for respite care.*"; and
- Page 4 - final paragraph, second line: "*Newton Community Centre*" to be replaced with "*Newtown Community Centre*".

18/14 MATTERS ARISING

There were no matters arising.

18/15 INTEGRATION OF HEALTH AND SOCIAL CARE - VERBAL UPDATE

The Director of Public Health South Tees provided the Panel with an update regarding the Integration of Health and Social Care.

There were two national policy documents currently being worked through. The first was a Green Paper published by the Local Government Association (LGA), which focused upon the reforms required for Social Care going forward. Responses to the associated consultation exercise were expected by the end of September 2018. The second policy document was a Social Housing Green Paper that had been published in August 2018, which would have implications for social housing arrangements in the future. Reference was made to a proposal regarding local housing allowance that had now been overturned. Officers were working closely with housing providers Thirteen Group and Coast and Country in respect of this paper; a report would be submitted to the Health and Well-being Executive later this month.

At a local level, Members heard of the financial pressures being experienced across the Health and Social Care system. Details were provided of the work taking place with the Clinical Commissioning Group (CCG) in relation to this. Reference was made to the various joint working arrangements that the Local Authority had with the CCG. Following agreement to establish a Joint Commissioning Board between Middlesbrough Council, Redcar and

Cleveland Borough Council and the CCG, it was explained that Terms of Reference for the Board had recently been agreed, and a schedule of the services where joint funding or a joint working arrangement was in place had recently been devised. A work programme was currently being developed that would ensure that every review for those services involved the Local Authorities, as well as the NHS.

In response to an enquiry regarding transparency and the cessation of funding and services, particularly in terms of a sudden withdrawal of non-statutory functions without prior notice or consultation, Members were advised that, in addition to the full service schedule of those services that had been commissioned, the CCG was also asked to share the full schedule of its spend, and to identify those areas that had smaller contracts in place. The Joint Commissioning Board reported back to the Health and Well-being Board and those meetings were held in public; the papers were made available through that arrangement.

A discussion ensued in respect of the structural and governance arrangements of the joint boards, together with the management arrangements of the CCG. It was anticipated that, following submission of financial plans to NHS England, NHS England would work with the CCG using existing management arrangements. Consideration was given to the financial pressures facing the whole system, as opposed to only one single organisation, and to the collaborative working relationships that had been formed.

The Panel and representatives in attendance discussed the voluntary sector in relation to service provision. It was indicated that the Middlesbrough Voluntary Development Agency (MVDA) currently sat on both the Health and Well-being Executive and the Health and Well-being Board. It was highlighted that the contribution of the voluntary sector was greatly valued and appreciated. With regards to funding, particularly short-term, it was felt that once projects had commenced and then subsequently been cut, this led to valuable services being lost for older people, as well as the loss of very good employees. This was felt to be particularly problematic in instances where projects were stopped but then re-commenced at a later date (following a need for the service again being identified). It was indicated that clear direction and planning for the sustainability of projects was vital from the outset.

Members considered the role that Scrutiny could play in respect of the work that was taking place. It was felt that it may be useful to look at the schedule of work and the projects and services being undertaken. The Director of Public Health South Tees advised the Panel that a meeting was currently being planned with Scrutiny Chairs and the Chair of the Health and Well-being Board, in order to hold a discussion around the work programme and how Scrutiny could be involved. In response to a suggestion regarding representatives of the CCG being invited to the next meeting of the South Tees Health Scrutiny Joint Committee on 14 September 2018, Councillor Dryden indicated that it was his understanding that representatives had been invited to attend.

Members were appraised of a recent proposal for five local CCGs (South Tees CCG, Stockton CCG, Darlington CCG and 2x Durham CCGs) to enter a shared management arrangement. In response to an enquiry, it was explained that this was part of the NHS Sustainability and Transformation Plan (STP). The STP programme had been developed nationally, with 44 areas being established to look at the sustainability of the NHS. The local area had initially included Darlington, Durham, North Yorkshire and Tees. Following feedback to indicate that engagement was not being successfully achieved, the area was expanded to include other areas, including Cumbria. Separate Scrutiny work had been undertaken around this.

It was explained that, at present, the CCG covered the South Tees area (Middlesbrough and Redcar and Cleveland authority areas). The key responsibility revolved around the obtainment of funds based on a funding formula, in order that services could be commissioned for the South Tees population. The largest proportion of the acquired budget was spent on hospital services, but others, such as ambulance services, other health services, community services, and work with the GPs and prescribing budgets, were also commissioned out of this budget. Locally, the current arrangement was for a single team to manage this. The proposal being made was to extend the area being covered by this management team so that they would cover the whole Tees Valley area, and not only South Tees. It was not known at present as to how this arrangement would work in terms of the

local and specific issues that pertained to Middlesbrough. It was understood that the Mayor would be meeting with the CCG in the near future in order to gain further information regarding this proposal.

Members expressed some initial concerns regarding the potential implications of this proposal, which included:

- Difficulty in maintaining local control and understanding, particularly if management decisions were being taken elsewhere;
- Support being generated for some services that may have been unsafe, in order to keep them;
- Reduction in transparency; and
- Withdrawal of services without prior notice.

It was explained to the Panel that CCGs were established on the back of the Health and Social Care Act. Whilst there would be a single management arrangement, the South Tees CCG would continue to exist as a Statutory Body, and would therefore be duty-bound to liaise with the Local Authority when proposing changes.

A Member suggested that it may be useful for the Panel to receive some visual materials in order to aid understanding of the structure and functioning of the boards that had been discussed, showing how they interacted, where the pressure points were, how the decisions and changes being made regionally and sub-regionally impacted locally, etc. The Director of Public Health South Tees would look into this.

The Chair thanked the Director of Public Health South Tees for the information provided.

AGREED that:

1. **In order to aid understanding of the structure and functioning of the boards that had been discussed, the Director of Public Health South Tees would follow-up the suggestion for visual materials to be provided to the Panel.**
2. **The information, as presented, be noted.**

18/16

THE LGBT COMMUNITY AND ELDERLY CARE - FURTHER INFORMATION

Representatives of Age UK Teesside, Hart Gables and Trans Aware had been invited to the meeting to provide information regarding work activities carried out in relation to this topic. The Chair welcomed the representatives to the meeting and thanked them for their attendance.

A Sykes, Chief Executive of Age UK Teesside explained to the Panel that the organisation had been working alongside Trans Aware for quite some time. There was an awareness that there were a lot of older people who found it very difficult to open up about their feelings and, as a charity, had recognised that further involvement in this area was required. All of Age UK Teesside's staff members had attended Trans Aware's training session, which had been especially informative and delivered in such a way that facilitated understanding and highlighted the importance of people receiving support and being able to share and open up.

The representative tabled two documents for Members' information:

- 'Statistics and Research on Gender Dysphoria Nationally and in Middlesbrough' (prepared by Age UK Teesside); and
- 'Results of a Consultation with Transgender People about Their Concerns and Aspirations Living and Growing Older in Middlesbrough' (prepared by Trans Aware).

E Lowther, Director and Founder of charitable organisation Trans Aware, introduced herself to the Panel. Members heard that, in recent years, more people were coming forward and willing to disclose their sexual orientation and gender identity, although it was important to differentiate between the two. Trans Aware was founded in May 2017 and was based in

Stockton-on-Tees.

With regards to funding, it was explained to the Panel that a significant amount of Trans Aware's work was advocacy-based. There were no paid employees, all were voluntary. Funds were raised through the delivery of training, which was felt made the organisation more sustainable by avoiding reliance upon grant funding. The organisation was the first transgender-specific charity in the North of England.

The work and achievements of the organisation were detailed to the Panel. Within the last 12 months these had included:

- Providing support to over 300 trans people;
- Being commissioned by the Cleveland Police and Crime Commissioner to deliver 40 sessions (with a view to increasing this) to the National Citizen's Service (NCS), which had resulted in over 600 young people being made trans aware;
- Preparing Trans Inclusion Policies for schools and Cleveland Police personnel;
- Attending the Westminster Social Policy and Reform Forum to speak on transgender issues (minutes were available if required);
- Attending the Hartlepool and Stockton CCG to speak about transgender people's access to healthcare. Examples of negative experiences, which opposed the findings of the Public Sector Equality Review, were outlined to Members; and
- Delivering awareness sessions to between 50-100 different organisations.

Regarding older people, it was explained that to those individuals whom Trans Aware supported, it was about them coming out and being true to themselves before passing away. Reference was made to care homes and the perceived requirement for further staff training in this regard (it was felt that gender identity was sometimes forgotten when people entered care homes). Consideration was given to older people in the context of wider Associative Discrimination and Perceptive Discrimination. Mention was made of older parents who, having accepted their trans children, had become excluded from their friends and communities.

Members were appraised of the collaborative work that Trans Aware had been undertaking with various groups and organisations, which included:

- Provision of support to a homeless cafe in Middlesbrough - it was indicated that over 40% of homeless people identified as LGBT;
- Ageing Better Middlesbrough (ABM) - consultation work pertaining to the concerns and aspirations of transgender people living and growing older in Middlesbrough had been commissioned by the Community Action element of the ABM programme. Trans Aware operated an online support group which, amongst other things, aimed to reduce isolation for people coming out as transgender. This was a peer-led support group with over 100 members in it. Members of this group contributed to this consultation exercise, the results of which were tabled for Members' information/perusal;
- 'Our House' Project - featuring on national news, this project provided shared accommodation to transgender individuals. The organisation currently had 10-bedroom accommodation in Stockton and 10-bedroom accommodation in Middlesbrough. Work was currently taking place with partners to create an 'Our House' Project for all community groups; and
- Community space - Trans Aware currently delivered support sessions on Mondays from a community room at Watson Woodhouse Solicitors on Stockton High Street. The first group drop-in session had been held last week and was very well attended. It was hoped that a similar model could be replicated in Middlesbrough to enable support to be made available to everybody, including trans people, their family and friends, professionals, etc. - it was about raising awareness. It was felt that trans needed to be made mainstream, which would hopefully be achieved within the next 10-15 years.

In terms of health care, it was indicated that a significant amount of work was needed. Reference was made to:

- Extensive waiting lists, sometimes up to two years;
- Mental health issues, which could sometimes delay a person's transition; and
- The NHS Risk Reduction Strategy for self-medication meant that, whilst a patient was waiting for a transition appointment, doctors were allowed to prescribe a low dosage of hormones until that patient could attend the Gender Identity Clinic. However, as this policy was not always fulfilled, Trans Aware had found that some individuals were purchasing hormones online and self-medicating. In some cases, this had resulted in liver damage and loss of teeth. In addition, individuals administering their own medication and not having regular blood tests, could actually increase testosterone levels.

It was explained to Members that, although LGBT were grouped together, further work was needed in order to differentiate between LGB and T. Reference was made to the support that Trans Aware was currently providing to individuals from BME communities, individuals with disabilities, and older individuals who had affinity with organisations such as Age UK. It was explained that Trans Aware's mission was almost to bring T into the mainstream because T did not stand only with LGB, but also with other communities. Work was being undertaken to actively support all community groups. It was felt that presenting LGBT as one entity did not help the public in understanding what it actually was. Consideration was given to the transgender spectrum, which included Binary Trans and Non-binary Trans, and further, Intersex. During Trans Awareness Week this year, Trans Aware would be working with other organisations to establish the 'Binary Trans, Non-binary Trans Intersex Forum', which would cover the five Boroughs. It was felt that progression around this would be achieved over time.

The Panel heard of a recent incident involving a transgender lady being recorded and the footage being uploaded onto social media. The incident had been reported to police. A discussion ensued in respect of harassment, bullying and discrimination. The Trans Aware representative indicated that the organisation's hashtag was '#freetobeme'; one of the social action projects at Trans Aware last year was the creation of the 'free to be me' wall in their office. One of the projects this year was a 'free to be me' wall in Watson and Woodhouse Solicitors' community space. It was highlighted that anyone could be bullied or discriminated against for being who they were. Reference was made to diversity groups operating within organisations; mention was made of the role of Diversity Officers within the Local Authority.

Members were advised of a link between autism and transgender, with research having shown that up to 26% of transgender people were also on the autistic spectrum. It was indicated that Trans Aware supported a number of people who were on the autistic spectrum.

During discussion, Members commented on the potential for a training/awareness session to be offered to all Elected Members. The representative indicated that training could be arranged as required.

In response to an enquiry regarding contact from care homes, the Chief Executive of Age UK Teesside indicated that contact tended to come from the families of care home residents or the residents themselves, who may have been at crisis point, rather than from care home operators. The representative of Hart Gables indicated that, in respect of their 'Age with Pride' project, the nine care homes that had responded to their request to participate in the project had been excellent.

Members heard that the eldest person receiving support from Trans Aware was 78 years-old; mention was made of a recent news report concerning a transgender person aged 90+. The Panel considered older people; post-operative care; and Isolation. Mention was made of befriending services and how these could assist in reducing isolation for both older people and transgender people.

Consideration was given to the role of the Scrutiny Panel in respect of this topic. Reference was made to: The Scrutiny process; Care providers as private businesses/commissioned services; The formulation of potential recommendations; and Preparation of a draft report and circulation to all of the invited representatives for comments. The Chief Executive of Age UK

Teesside highlighted that, through the help of this Scrutiny Panel, the organisation had put in place its valuable befriending service.

Following reference to Gender Recognition Certification (GRC), a Member requested clarification around this. The Panel heard that the Gender Recognition Act 2004 gave a trans person the ability to apply for a GRC, which in order to legally change gender, individuals had to apply for. Applicants were required to be over the age of 18. There was a cost of £140 to apply for certification - free to benefit recipients, but Members were advised that some individuals earning the minimum wage, and just above it, had struggled to afford this. It was indicated that there were some barriers if transgender individuals did not have GRC, which included:

- If a transgender female was to be married without certification, that person would be viewed as male;
- A transgender female who died without certification would be buried/cremated as male; and
- A transgender female breaking the law would be sent to a male prison. It was highlighted that, within the last 18 months, five transgender women had died in male prisons.

Members were informed of an impending consultation exercise that would be undertaken by Stonewall in October 2018. It was explained that reforms to the Gender Recognition Act 2004 and the process of applying for GRC were currently being considered. The representative of Hart Gables invited Members to a meeting of the LGBT Tees Valley Forum on 19 September 2018 to discuss this topic further.

A Member commented that a FAQ session or resource would be particularly useful in relation to this area. In response, the representative of Hart Gables indicated that a resource was currently being produced with funding from Children in Need. This involved young transgender and non-binary individuals being asked about the questions that were put to them by professionals. The resulting document would be rolled-out to professionals in due course.

A comment was made regarding the importance of inviting organisational representatives to participate in the work of Forums, Panels, Committees, etc. in order to ensure that the voices of the communities that they represented could be heard. In response to an enquiry, the representative of Trans Aware indicated that, to date, the organisation had not had any involvement with Citizen's Advice, but this would be followed up.

A Member queried if it would be possible to view a model policy that had been created by Trans Aware for staff identifying as transgender. The representative indicated that one could be shared; time would be offered to any organisation that needed assistance in preparing one.

A Member commented on the work being undertaken with schools and the potential overlap with the work of the Children and Young People's Learning Scrutiny Panel in this regard.

The proposed Aim and Terms of Reference for this Scrutiny investigation had been circulated for Members' consideration. These were as follows:

Proposed Aim:

'To raise awareness of the issues surrounding LGBT and elderly care, with specific focus upon care homes, and to develop new patterns of thinking.'

Proposed Terms of Reference:

- *'To understand the key issues, concepts and impact surrounding the LGBT community in the context of elderly care, in particular within care home environments.'*
- *'To examine the work that the Council, its partners (in particular care home operators) and voluntary sector organisations are currently undertaking to improve care provision for LGBT individuals.'*
- *'To explore effective strategies and interventions, and to identify any potential future*

work projects, to improve care provision for older LGBT people.'

Following discussion, and in light of the comments made during the meeting, it was agreed that the title of the investigation, currently '*The LGBT Community and Elderly Care*', would be amended to '*The Lesbian, Gay, Bisexual and Transgender (LGB&T) Community and Elderly Care*'.

It was felt that the insertion of 'and/ &' would assist with public perception by identifying these areas as separate entities.

The Proposed Aim would be amended to read:

'To raise awareness of the issues surrounding LGB&T and elderly care, including care homes, and to develop improved cultural awareness and models of working.'

The Proposed Terms of Reference would be amended to read:

- *'To understand the key issues, concepts and impact surrounding the LGB&T community in the context of elderly care, in particular within care home environments.'*
- *'To examine the work that the Council, its partners and voluntary sector organisations are currently undertaking to improve care provision for LGB&T individuals, including staff support.'*
- *'To explore effective strategies and interventions, and to identify any potential future work projects, to improve care provision for older LGB&T people.'*

The Chair thanked the representatives for their attendance and contributions.

NOTED

18/17 OVERVIEW AND SCRUTINY BOARD UPDATE

The Chair provided a verbal update on the matters that were considered at the Overview and Scrutiny Board meetings held on 2 August 2018 and 4 September 2018.

NOTED

18/18 DATE OF NEXT MEETING - MONDAY, 8 OCTOBER 2018

The next meeting of the Adult Social Care and Services Scrutiny Panel had been scheduled for Monday, 8 October 2018.

NOTED

18/19 ANY OTHER URGENT ITEMS WHICH IN THE OPINION OF THE CHAIR, MAY BE CONSIDERED.

SUICIDE PREVENTION SKILLS TRAINING

The Democratic Services Officer advised that a place had become available on an upcoming Suicide Prevention Skills training course, to be held on Monday, 10 September 2018. If any Members were interested in attending, they were to discuss this further with the officer after the meeting.

'REDUCING LONELINESS AND/OR SOCIAL ISOLATION IN LATER LIFE' REPORT

The Chair advised that the Panel's final 'Reducing Loneliness and/or Social Isolation in Later Life' report, together with the response received from the service area in respect of the recommendations made, had been considered and approved by the Executive on 4 September 2018. The report had been very well received.

NOTED

